



MILWAUKEE FIRE DEPARTMENT ANNUAL REPORT 2016

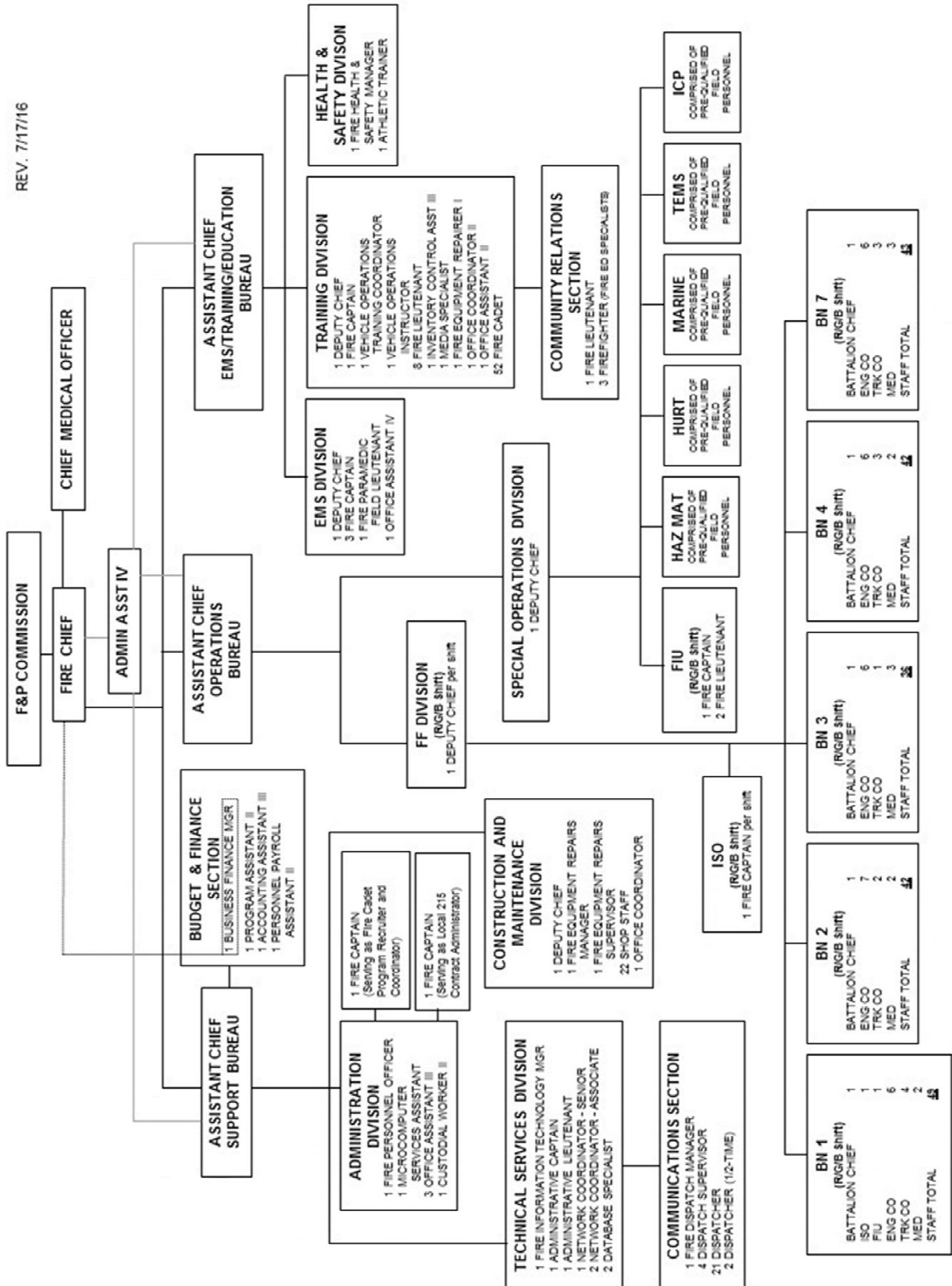


Table of Contents

2016	Organizational Chart.....2
Milwaukee	Mission Statement4
Fire	Message from the Chief.....6
Department	Message from the Mayor8
	Quick Stats 10
	Annual Run Totals 12
	Firefighting Division 14
<i>Fire Chief</i>	Special Operations Division20
Mark A. Rohlfing	Honor Guard30
	Training Division32
<i>Assistant Chiefs</i>	Community Relations.....34
Gerard M. Washington	Fire Cadet Program36
Brian L. Smith	EMS Division38
John J. Schwengel	Health & Safety Division48
	Construction & Maintenance Division ...52
	Technical Services Division54
	Administration Division55
	Appointments56
	Promotions.....57
	Separations from Service.....58
<i>Printing</i>	
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MFD Mission

The Milwaukee Fire Department is committed to protecting the people and property within our city. We will be responsive to the needs of our citizens by providing rapid, professional, humanitarian services essential to the health, safety, and well-being of the city. We will achieve our mission through prevention, education, fire suppression, emergency medical, and other emergency services. We will actively participate in our community, serve as role models, and strive to effectively and efficiently utilize all of the necessary resources at our command to provide a quality of service deemed excellent by our citizens with “Courage, Integrity, and Honor.”





Message from the Chief

I joined this department, a national leader in the fire service, in May 2010, and the honor I felt then, coming to serve as the Chief of the Milwaukee Fire Department, remains today. The men and women of this department are extremely dedicated to their profession, and regularly go above and beyond even the most taxing of occupational responsibilities to serve the community in so many positive ways beyond emergency responding. No matter their rank, both sworn and civilian, the Milwaukee Fire Department professionals are amazing, compassionate, and selfless, who support and lead one another, and are tremendously dedicated to the people they serve.

This annual report will highlight general response, budget, equipment, and personnel statistics, along with some highlights from a productive year working on innovative efficiencies and programs. In simple terms, we educate our own and we educate others, all with the goal of keeping everyone safe and productive. The City and the MFD have extensive proactive health programs to keep department members in the best of health, and in turn the MFD, through a variety of educational programs, smoke alarm installations, and now through Mobile Integrated Health, does its very best to share the importance of a healthy life with all in the community.

This department does not only put out fires and respond to traumatic medical emergencies, it has a remarkable focus on prevention and community involvement; all members, whether in the forefront or background, play a significant role in every aspect. We train as a team, we function as a team, we support as a team. I am humbly reminded of that by the many responses to the community's needs, essentials that do not always require a 9-1-1 call, but are critical indeed.

This department has a great legacy, and I have no doubt the dedicated members on the department today and in the future will continue the proud tradition of offering their best! On behalf of the men and women of the Milwaukee Fire Department, I thank City of Milwaukee Mayor Tom Barrett, the Common Council, the Fire and Police Commission, and the citizens for their continued support of our department; a department that continues to evolve, focusing on how best to serve the community, while ready to serve at a moment's notice.

Sincerely,

A handwritten signature in black ink, appearing to read "Mark Rohlfing". The signature is fluid and cursive, with the first name "Mark" and last name "Rohlfing" clearly distinguishable.

MARK ROHLFING

Chief

Message from the Mayor

GREETINGS!

Public safety continues to be a top priority for the City of Milwaukee. It is important that our citizens look to local government as a safe haven and a means to feel protected.

The Milwaukee Fire Department continues to perform as one of the premier fire departments in the country, serving the City of Milwaukee effectively and efficiently. With a robust focus on personnel health and well-being, state-of-the-art technology, wide-ranging community outreach, and extensive training, with 152,331 hours completed this year alone, the department and its dedicated personnel have proven themselves an essential component in keeping our neighborhoods healthy and safe.

The successful Fire Cadet Program continues to produce highly trained and mentored young men and women who are prepared for the comprehensive challenges of fire recruit training. I am proud that this very effective program creates an exemplary workforce that reflects the valued diversity of our City.

Community outreach plays a significant and crucial role in the Fire Department's efforts to prevent fires, reduce fatalities, and promote good health and appropriate medical care. Firefighters and fire cadets conducted over 1,300 public education programs and reached more than three million citizens. Firefighters installed 1,600 smoke detectors in residential properties through the Firefighters Out Creating Urban Safety (FOCUS) Program and the Chief's newly launched Community Risk Reduction Program. I highly commend the efforts of Fire Chief Rohlfing and his elite staff involved in the implementation of the Mobile Integrated Healthcare Program, a program which engages specially-trained department paramedics to make scheduled medical visits to our City's most at-risk population, and assist them with navigating the healthcare system.

I commend the Milwaukee Fire Department for its commitment to ensuring the health and safety of our community. I sincerely thank the brave men and women who passionately provide the best service to our citizens, phenomenal fire prevention education year-round, and regularly go above and beyond the call-of-duty.

Sincerely,

A handwritten signature in black ink that reads "Tom Barrett". The signature is fluid and cursive, with the first name "Tom" and last name "Barrett" clearly legible.

Mayor Tom Barrett

Total Positions Authorized

Operating Expenditures (supplies and services)

Salaries and Wages (includes fringe benefits)

Equipment/Special Funds

TOTAL:

Revenues (Charges for Service)

Capital Improvements Expenditures

Personnel

Sworn Personnel

Civilian Personnel

Service Area

Population

Total Calls

Fire Calls

EMS Calls

False Alarms

Busiest Engine Company

Busiest Truck Company

Busiest Battalion Chief

Busiest MED Unit

Busiest Heavy Rescue

Busiest Hazmat Unit

Busiest Non-Transport EMS Vehicle

Busiest Fire Station

QUICK STATS

1007

\$5,588,433

\$121,281,541

\$746,472

\$127,616,446

\$6,740,700

\$1,786,280

2016 ANNUAL RUN TOTALS

ENGINES

UNIT	ALS	BLS	FIRE	TOTAL
ARV1	659	375		1034
ARV2	288	144		432
E01	518	683	530	1731
E02	1445	1378	562	3385
E04	1376	1111	434	2921
E06	715	797	412	1924
E07	546	561	360	1467
E08	1976	1499	767	4242
E09	1079	865	585	2529
E10	726	580	198	1504
E12	769	895	326	1990
E13	2255	2491	962	5708
E14	200	193	144	537
E16	848	533	403	1784
E17	665	627	235	1527
E18	1243	1321	501	3065
E21	1000	1066	469	2535
E22	912	771	384	2067
E23	1163	1225	478	2867
E24	1897	1899	679	4475
E25	252	285	179	716
E26	1531	1489	510	3530
E27	501	637	266	1404
E28	1439	1271	579	3289
E29	564	428	188	1180
E30	2231	2590	704	5525
E31	1326	1240	447	3013
E32	2101	1938	678	4717
E33	625	742	330	1697
E34	1570	1436	731	3737
E36	1827	2163	857	4847
E38	703	598	313	1614
E39	473	355	401	1229

BATTALION CHIEFS

UNIT	ALS	BLS	FIRE	TOTAL
B1	47	20	1107	1174
B2	62	37	1185	1284
B3	22	9	541	572
B4	17	6	437	460
B7	24	12	460	496

TRUCKS

UNIT	ALS	BLS	FIRE	TOTAL
L01	375	439	887	1701
L02	297	267	1662	2226
L03	449	354	1208	2011
L05	265	329	720	1314
L06	501	490	598	1589
L07	232	140	937	1309
L08	65	48	295	408
L09	582	526	1510	2618
RESC1	138	125	1016	1279
L12	618	653	1678	2950
RESC2	443	486	1981	2910
L15	1500	1689	1119	4308
L17	135	90	492	717

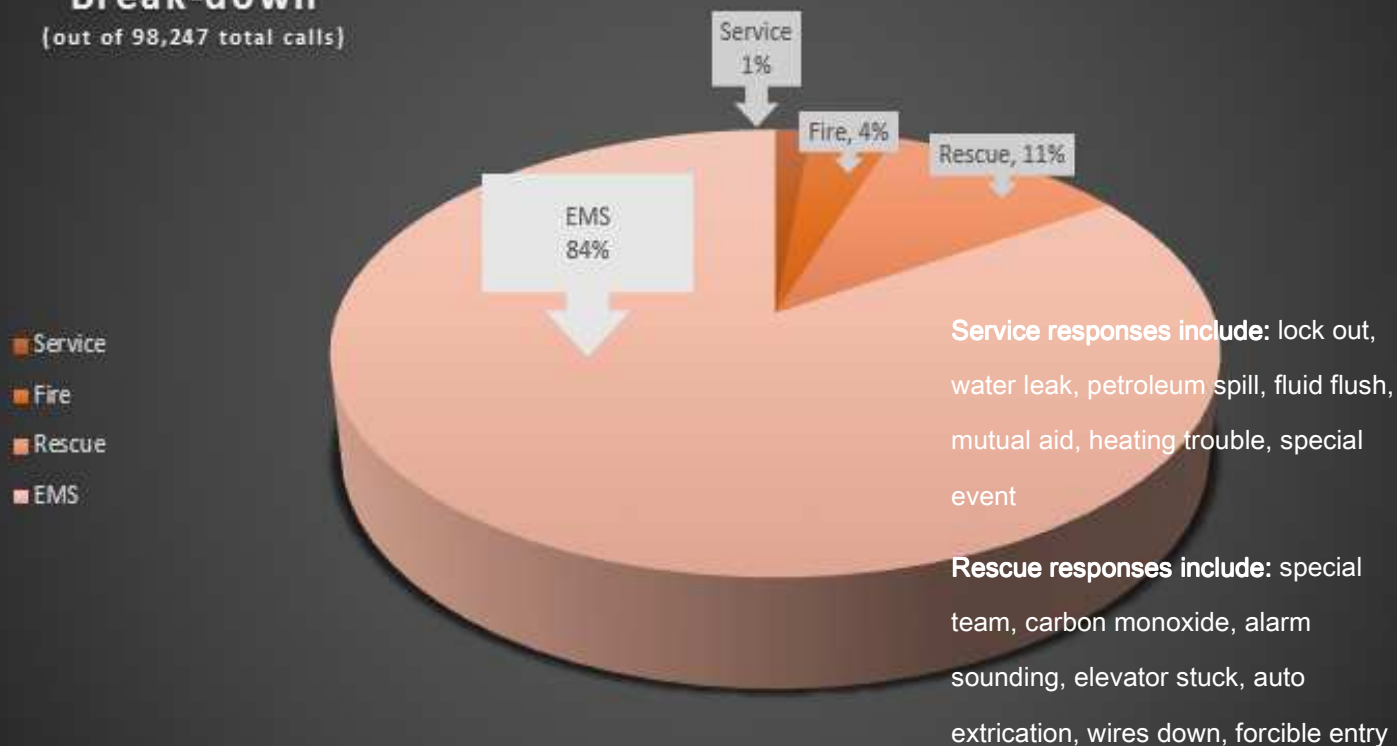
PARAMEDICS

UNIT	ALS	BLS	CMED	FIRE	TOTAL
CP1	1		103		104
CP2	1		105		106
M03	3549	320		174	4043
M04	3261	424		175	3860
M05	4866	983		272	6121
M06	3806	626		185	4617
M07	4420	815		227	5462
M13	4223	515		247	4985
M14	3559	439		212	4210
M15	2324	218		134	2676
M16	3345	299		155	3800
M17	1628	86		59	1773
M18	1645	138	1	81	1865
M19	1736	119		111	1966

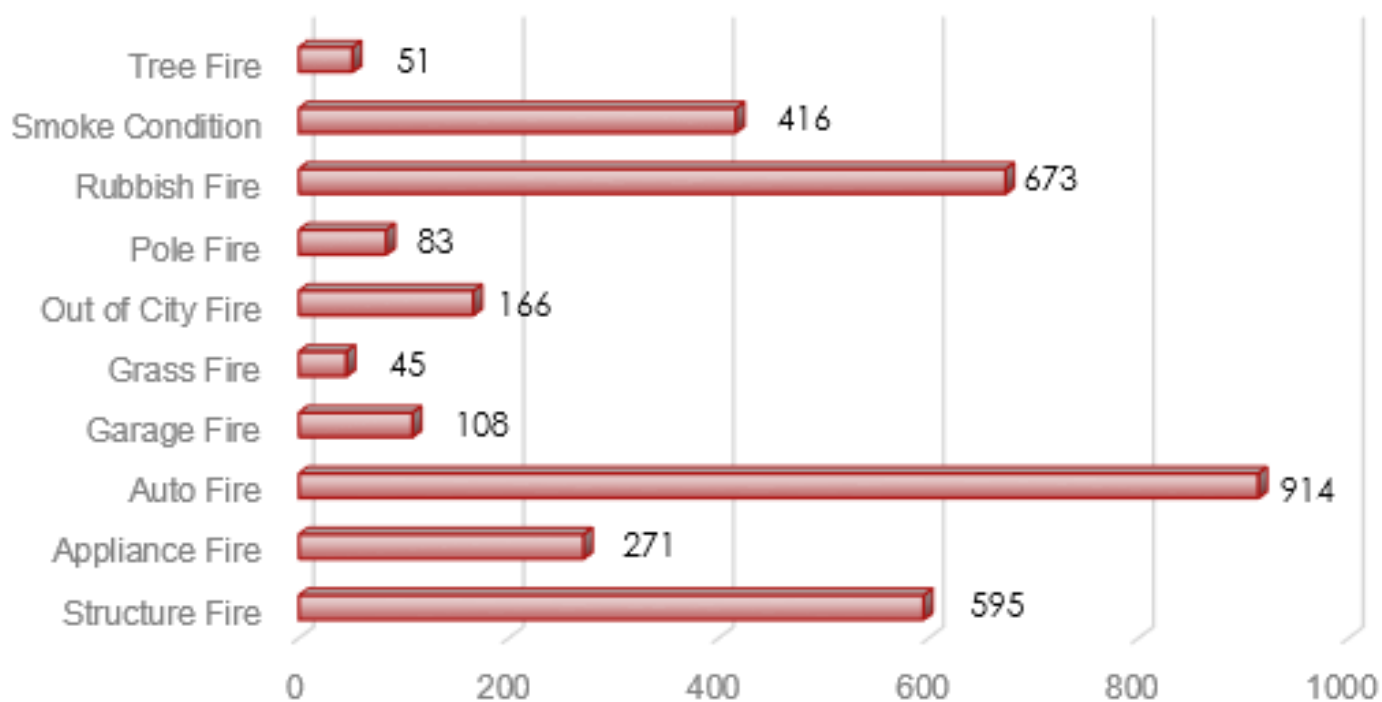
2016 MFD call

Break-down

(out of 98,247 total calls)



Fire Responses by Type



FIREFIGHTING DIVISION



The **First Battalion** in the City of Milwaukee is an eclectic mix of mansions on North Lake Drive, rehabilitation projects and new construction on the near north side, high-rise offices, apartments and condominiums in the downtown area, and buildings over a century old in the Third Ward. With this diverse community and occupancy, the members of the MFD who staff the eight firehouses including six engines, four ladder trucks, two MED units, the fireboat, and specialized crews work to serve individual needs, both in preventing the necessity for an emergency call, and to respond quickly when emergencies arise.

Year 2016 offered many opportunities to work with downtown businesses in mutually beneficial ways. Members of the MFD met with private property safety teams and management to familiarize themselves with their structures and fire suppression systems, and also to provide input on their own emergency evacuation plans. These pre-fire plans range from the Harley-Davidson Museum and their need to protect rare and one-of-a-kind artifacts, to the multi-building campus of Northwestern Mutual Life (NML) and their “city within a city” daytime workforce. NML gave us a look at the type of windows that are now being used in high-rise construction.

2016 Highlights

- Four successful team trainings.
- Trained twelve new members.
- Formed two team committees - training and competency.
- Finished an Incident Command Post Training Manual.
- Began MFD/MPD Incident Command Post collaboration.
- Continued the Chief Officers' Association process for MFD Unmanned Aircraft System Program.
- Added Compressed Air 1 back to the Incident Command Post response protocol.
- Began the process of upgrading to a new and improved SCUBA dry suit system. This new system will offer the ability for field repairs, in-house repairs, greater comfort, and increased mobility for divers. This in turn will decrease repair costs, minimize turnaround time, reduce diver fatigue, and increase diver efficiency.

In an effort to augment the relationship between the First Battalion and Marquette University, and create a safer environment in respect to fire protection, familiarization tours took place in fourteen Marquette buildings including halls, museums, recreation centers, and stadiums over two months' time. The goal was to get MFD firefighters familiar with each building's layout, ingress and egress points, utility shut-offs, exterior standpipe feeds, and other unique features.

The knowledge gained during these tours will ensure a highly effective response by the fire department in the event of a fire or other emergency. In turn, students, faculty, and staff will be safer, and damage will be minimized where possible.

During the tours, two items of particular interest were found to be in need. A visible, physical number and/or address on each building, and a lack of rapid entry lock boxes. Both were recommended; the box to allow for storage of an emergency elevator operations key, building master key, and possibly a master ID card to gain immediate access to points within the building.



The **Second Battalion** encompasses the near north side of Milwaukee, from Golden Valley and Kops Park to the Riverwest neighborhood. The battalion is home to seven firehouses that contain seven engines, one ladder truck, a heavy rescue unit, and two MED units, several of which are the busiest in the city due to the growing demands of these inner-city neighborhoods where incomes are low, and unemployment higher than average.

In addition to providing emergency services, these men and women are 100% committed to increasing the quality of life within their response areas, consistently out in their community educating people on the importance of fire safety. Their commitment is genuine and they prove this on a daily basis by finding time in their hectic schedules to attend neighborhood block parties, church events, nursing homes, and schools, all in an effort to meet the needs of the people in which they are sworn to serve.

The demands placed upon the Second Battalion are constantly changing due to evolving issues within society, but the mission of providing the highest level of emergency services while projecting an ethical character of professionalism, integrity, compassion, loyalty, and honesty in all that is done remains steadfast.

SPOTLIGHT

The Second Battalion in 2016

Rescue 2 responded with a full assignment to 3867 North 25th Street.

While enroute, units were advised of the potential for a trapped occupant on the first floor. The fire building was a two-story Milwaukee bunga-

low. Fire was showing from the C-D corner first floor bedroom windows and pressurized dark smoke was pushing out the front door. Engine 36 arrived on scene and initiated suppression operations with a reduced line. Rescue 2 arrived, and within two minutes of arriving on scene, located and removed an unconscious elderly female from the first floor. The victim was carried to the waiting stretcher of MED 5 and conveyed to the emergency room. It was later discovered that the prognosis for this patient was excellent.

This rescue exemplifies the values of teamwork, training, and coordination of rescue and suppression efforts. The members' can-do attitude, determination, and willingness to put themselves in harm's way for others, represents the best that the fire service has to offer.

The **Third Battalion** covers the southwest side of Milwaukee, and has also protected the Village of West Milwaukee since 1991 under an intergovernmental agreement. Seven firehouses provide fire and emergency medical services to a population of over 150,000. Battalion Three is also home to Milwaukee's Hazardous Materials Team, stationed at Firehouse 25. Besides residential and commercial structures, Battalion Three firefighters protect iconic Milwaukee venues such as the Milwaukee County Zoo, Miller Park, and Potawatomi Hotel and Casino. Aurora St. Luke's Medical Center and the Milwaukee Veteran's Administration Medical Center are also located in its confines.

During 2016, Battalion Three companies responded to 23,323 calls for service; leading the way were Engine 26 and MED 14, with 3,530 and 4,210 calls respectively.

Other notable events during the year included:

- Return of Truck 16 to the quarters of Engine 35.
- Implementation of the fire medic houses.
- Continued pre-fire planning with Froedtert Hospital, We Energies, Miller Park, and Miller Compressing.

Battalion Three continues to cross-train with suburban fire departments (Greenfield, West Allis, and Wauwatosa), and has responded to numerous fires in these neighboring cities.

The **Fourth Battalion** provides emergency services to roughly the south edge of downtown to the southern city limits from 27th Street east to Lake Michigan. Approximately 120,000 residents and countless daily visitors are served by six engines, two ladder trucks, one rescue company, and two MED units housed among seven firehouses.

SPOTLIGHT

The Fourth Battalion in 2016

In 2016, the Fourth Battalion was again granted the use of several vacant buildings scheduled for "de-construction," due to the generosity of the Milwaukee Metropolitan Sewage District. These vacant buildings were used to familiarize the battalion's personnel with some advanced techniques in search and rescue of civilians as well as "our own" firefighters in distress. The MFD's southern shared services partners were invited to attend and participate. The training was so well received that it was recorded for training of future firefighters.



Training included:

Vent/Enter/Search/Isolate: removal of trapped victims or firefighters, and controlling the fire-flow to add rescue time.

Removal of impaired or injured fire personnel from a three-story roof.

- Without one-point suspension using ground ladders and tools in the Rapid Intervention Team (RIT) kit.
- With one-point suspension, using the closest truck, with all other personnel operating the aerial (assuming that truck's personnel are the ones on the roof).

Removal of personnel trapped in a basement through open windows, again utilizing ground ladders and pulley systems found in the RIT Kit .

- Search for multiple victims in large enclosed areas with no visibility.

The **Seventh Battalion** underwent a name change in 2016; it changed from Battalion 5 to Battalion 7. Neither the companies nor the coverage area changed; the name change came about to help facilitate the continued working cooperation with suburban counterparts, which is known as *Shared Services*. The result is shared services battalions numbered 1-10, with no duplication of numbering to prevent confusion between the city and the suburban fire departments when on a scene together.

Another change in the battalion, along with the entire department, was the increased focus on the education and prevention in the community through the Community Risk Reduction Program. With this endeavor, companies are out at community events and gatherings, and meeting people in their homes and apartments to make them more aware of fire safety, ensuring the presence of working smoke alarms, and assessing the general health and well-being of their neighbors.

The members of Battalion 7 are committed to maintaining the high level of professionalism that the community expects and deserves through continued education and training. When an emergency is called in to 9-1-1 operators, the caller is faced with a medical event, accident, fire, or some other catastrophe that has overwhelmed them, and they need immediate help. They receive a quick response with the highest level of care, whatever the situation may be.

The Special Operations Division is comprised of six teams, and the Honor Guard. Each team has specialized equipment and training to effectively respond to, and safely mitigate incidents within their specialties. The division is overseen by a Deputy Chief who manages ten team directors, and twenty assistant directors who supervise approximately 330 firefighters. The Special Operations Division coordinates standby service for over 35 special events annually. In addition, the division provides support for dignitary visits, collaborating with numerous agencies including various state and federal emergency management, fire, law enforcement, and homeland security..

HAZARDOUS MATERIALS TEAM

The Hazardous Materials (HazMat) Team is tasked with protecting life, property, and the environment from a released hazardous material. The team responds regionally as requested for larger incidents and is one of two Tier 1 state teams specially trained for terrorist-type responses. In 2016, the team responded to 24 Level-A responses, including a four-alarm structure fire in a battery factory in the City of Franklin.

2016 Highlights

- Successfully completed Tier 1 Validation Process performed by the State of Wisconsin.
- Provided training for: MFD cadets and recruits, West Allis and Wauwatosa Fire Departments, Milwaukee County Sheriffs, Milwaukee Police Department (MPD) arson detectives, Waukesha County HazMat, and SC Johnson Company HazMat.
- Worked with private partners such as Miller-Coors, Aurora Healthcare, Patrick Cudahy, and Cargill in pre-event planning and familiarization of facilities.

SPOTLIGHT

HAZMAT in 2016

At 0900 hours on Tuesday, November 15, 2016, the MFD HazMat Team responded to the Milwaukee Metropolitan Sewerage District (MMSD) water treatment facility at 8500 South 5th Avenue, in Oak Creek, Wisconsin, for the purpose of a full-scale, mock hazmat incident. The MFD HazMat Team dedicated thirteen off-duty members to this incident, as well as the five members who were assigned to Engine 25 for the shift. The MFD Incident Command Post (ICP)

was also present with four on-duty members.

Other agencies participating in the development over a period of months, and represented on this day included, WI National Guard – 54th Civil Support Team (54th CST), Milwaukee Police Department – Hazardous Devices Unit (Bomb Squad), Milwaukee Police Department SWAT, FBI WMD Coordinator, Dave Ratajczak, the Oak Creek Fire Department, and representatives from the Milwaukee Metropolitan Sewage District (MMSD), in particular, Risk Manager, Thomas Traynor. The lead agency for this event was the 54th CST, under the direction of Sergeant Nicholas Kenton.

The command staff was briefed, and given a report that a chemical alarm was sounding for Hydrochloric Acid (HCl), and that some representatives from the facility had responded to the leak area and had not been heard from since their initial response. There were a total of six to eight MMSD employees unaccounted for.

At 0925 hours, a reconnaissance (recon) plan was put into place that included two members making entry in Level-B personal protective equipment for the purposes of rescue. It was made very clear that these members were not to attempt any mitigation of the leak. An emergency decon was also going to be put into place for the entry team and possible victims.

The entry team had multiple metering devices with them, as well as rescue equipment for possible victims. Once they were in the area of the leak, the entry team was able to identify the leaking vessel, the type of hole in the container, the direction of the runoff, and they also provided multiple meter readings from the environment; however, there were no victims located.

As the entry team began to retreat, a mayday was called over the radio due to an active shooter situation. The entry team was ordered to shelter in place, in the stairway, because the shooters were just outside of the door they used for entry. One shooter did in fact make his way into the building, where he located the entry team. Although members were not harmed, they were ordered by the shooters to leave the area. When the entry team did make it out of the hot zone, they joined the rest of the team, at which time they retreated to a safe location, in an adjacent building on the grounds of the facility.

At this point at 1010 hours, based on the fact that this became a terrorist event, the hazmat operation was halted, and the MPD SWAT and Bomb Squad were requested, along with the 54th CST. While the MPD SWAT and Bomb Squad were in the hot zone, MFD HazMat was given an additional report of multiple people trapped in the lower level of the facility.

At 1208 hours, with MPD SWAT and Bomb Squad still in the facility, an explosion occurred inside the building. After the device was detonated, based off of the radiation readings on the radeye detectors, we were able to determine that it was in fact a radiological dispersion device (RDD). Shortly after the explosion, it was determined by the MPD that the building was still sound, and that they

would remain inside to attempt to clear it.

At 1215 hours, the decision was made to prepare for a joint entry with MFD HazMat and MPD SWAT in the format of the rescue task force which is used for active shooter situations. The purpose of this mission was to attempt the rescue of trapped civilians, and to further recon.

At 1315 hours, with MFD HazMat in the hot zone, an MPD SWAT officer was shot inside the facility; therefore, the entry was terminated, MFD HazMat was deconned and left the hot zone, and no victims were removed. The MPD SWAT officer who was shot was deconned and transported to Froedtert Hospital.

After a briefing with the other responding agencies, the decision was made for MFD HazMat to make one final entry at 1413 hours to mitigate the leak, and to attempt to identify the radiation isotope. This entry was successful as the team was able to stop the HCl leak, and identify the isotope as Cs137. At the same time, the MPD SWAT and Bomb Squad were working on an explosive ordinance device (EOD), while the 54th CST was working to mitigate water contamination, a chemical lab, and removal of the radiation source.

Much was learned throughout this exercise; as a hazmat team we operate very well, are proficient in all positions, and are knowledgeable on all equipment and procedures. A few technical details to hone include paying attention to detail when we package up our members in personal protective equipment, and ensure we execute and carry out decon completely and efficiently every time. It is imperative that we continue to establish strong working relationships with our partners, both internally and externally, to share expectations and capabilities, and to understand and supplement limitations. All of the involved agencies were faced with realistic events that could be encountered in their line-of-work. They performed professionally and with great dedication. Although it may not be likely to see all of these events occur in one emergency situation, with the climate of the world today, it is a possibility we must train and be prepared for.



HEAVY URBAN RESCUE TEAM

The Heavy Urban Rescue Team (HURT) is responsible for specialized rescue in the disciplines of structural collapse, trench, confined space, and high/low angle rescue. In addition the team is skilled in advanced extrication, heavy lifting techniques, and firefighter rescue. The team responded to eight specialized HURT runs in 2016, including a mutual aid request to Iron Ridge, Wisconsin where three teenage boys got lost in an abandoned mine. The boys were found and returned to safety by the MFD's HURT.

2016 Highlights

- Twelve new team members completed training and were added to the ranks.
- The HURT worked with fire academy staff to deliver training to cadets, recruits, and field members.
- With the addition of new heavy duty jacks, the team's ability to lift heavy objects was improved which will prove especially important in freeway accidents involving semi-trucks, busses, or other large vehicles.
- The Iron Ridge run demonstrated the team's skill and determination, and also its ability to work within the incident command system with other organizations not before collaborated with.



The Di-

ve Res-

MARINE DIVISION

The MFD boat pilots are certified in the operation of the Fireboat Trident. The Trident is in operation normally from April to November and provides fire and EMS protection to waterfront properties and the boating public. The fireboat also assists the Dive Rescue Team by providing a dive platform when needed. The fireboat operates in concert with other marine agencies such as the Coast Guard, MPD, the Port of Milwaukee, and the Department of Natural Resources.



2016 Highlights

- Rescued three near-drowning victims after their boat capsized 1.5 miles from shore.
- The MFD boat pilots were relocated to Engine 1 located at 784 North Broadway to move the fireboat crew closer to where the boat is docked. This reduced response times and allowed Engine 1's crew to carry out routine maintenance because the boat was located in the engine's first due response area allowing them to stay in service while at the boat.
- Increased trained pilots by 20%.
- Successfully implemented

zodiac small boat and Marine 1 (SUV tow vehicle) response with the Dive Rescue Team.

- Participated in multiple public relations and event standby details.

DIVE RESCUE TEAM

cue Team consists of approximately 50 certified rescue swimmers/divers that respond to rescue operations involving water-related emergencies in or on the water. In 2016, the team responded to 38 calls for service, which was twice as many responses compared to 2015.

SPOTLIGHT

DIVE in 2016

On August 11, companies were dispatched for a report of a jumper on the Hoan Bridge. While enroute the dive team witnessed a man jump from the bridge. On arrival

rescue swimmer Lance Johnson jumped in, swam to the victim and reached him before he went under. While Firefighter Johnson held on to the victim, a zodiac boat and crew raced out and retrieved the victim and delivered him to a waiting MED unit.

2016 Highlights

- Put into service two new watercraft to enhance the team's ability to reach people in the water.
- Implemented new rescue swimmer/diver physical fitness procedures to improve strength, endurance and breathing.
- Increased the number of trainings with the Marine Division (fireboat) to improve operational efficiency.
- Created a mapping system that tracks all water rescue calls to recognize trends and create situational awareness of our most hazardous locations.
- Began upgrading to a new SCUBA dry suit system to decrease repair costs and minimize out-of-service times.

INCIDENT COMMAND POST TEAM

The MFD Incident Command Post (ICP) provides support at large-scale incidents by assisting with communications (radio, telephone, internet), and other logistical needs. The vehicle provides a place for incident commanders to manage complex incidents. Functional assets of the ICP include aerial camera videos of the scene, event logs and mapping, Department of Transportation camera feeds, smart and white board technology, and the ability to “patch” with other radio systems.

The ICP and team members are currently assigned to Firehouse 2.

2016 Highlights

- ◆ Added twelve new members to the team.
- ◆ Completed an ICP-specific training manual.
- ◆ Continued to research and develop an unmanned aerial system-drone (UAS) program.
- ◆ The compressed air unit is now brought to third alarm fires to which the ICP responds.
- ◆ Provided support at a number of pre-planned community events such as Al's Run.

FIRE INVESTIGATION UNIT

The MFD Fire Investigation Unit (FIU) is mandated by state laws and municipal ordinance to determine the cause and origin of fires within the City of Milwaukee. The FIU consists of personnel specially trained to utilize the most up-to-date techniques in fire investigation in cooperation with local, state, and federal law enforcement agencies. The FIU is dispatched to scenes with damages over \$10,000, fire fatalities, fire injuries, and suspicious, incendiary, or trend-fires, responding with a vehicle that is outfitted with tools and equipment needed to support on-scene fire investigations. The FIU reports annually on fire-related incidents under four general classifications: incendiary, accidental, natural, and undetermined. The FIU has one 24-hour investigator on duty at all times operating out of Firehouse 5. In 2016, 410 fires were investigated by the MFD FIU. A total of five fire fatalities occurred in 2016, down from ten in 2015.

2016 Highlights

Training and Equipment

- The FIU Director and two Assistant Directors attended the International Association of Arson Investigators (IAAI) International Conference in Orlando in April. The annual conference brings fire investigators from around the world to learn fire investigation from subject matter experts.
- The FIU Director, two Assistant Directors, and four additional fire investigators attended the Wisconsin Chapter 25 International Association of Arson Investigators (IAAI) Conferences in June and September receiving valuable ongoing fire investigation training required by NFPA 1033 - Qualifications for the Fire Investigator.
- The FIU Director attended the National Fire Academy for a Forensic Evidence Collection Course.

Events/Activities

- The two Assistant Directors serve on the training committee for the Wisconsin Chapter 25 IAAI Conferences. They are responsible for determining what upcoming topics will be presented to investigators from around the state in both public and private industries.
- A satellite office has been established at Firehouse 5 for Milwaukee Police Department arson detectives to effectively work more closely with MFD fire investigators creating an efficient and cohesive unit.
- New members to the FIU were incorporated into investigations when they responded to fires on their own apparatus. This provided them the ability to work with the experienced members assigned to the FIU and learn through hands-on experience.



EMERGENCY MEDICAL SERVICES TEAM

The MFD Tactical Emergency Medical Services (TEMS) Team consists of TEMS trained paramedics who provide medical support for law enforcement, civilians, and potential suspects during high-risk law enforcement incidents. The TEMS team is based at Firehouse 23. Firehouse 23 is staffed daily with four paramedics, giving the department the ability to surge 2 additional paramedic units into service. The engine company is placed out-of-service and MED Units 20 & 21 are activated when peak call-volumes occur.

2016 Highlights

- HEO Steven Radomski of Engine 23 was honored by the Wisconsin SWAT Association for his work in treating an injured shooting victim during a civil unrest incident in August.
- During the civil unrest, the team treated multiple injured officers, many while under gunfire.
- The team responded to over 100 requests, making it the busiest special team in terms of incidents.
- Added twelve new members to the team.



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

Each year, the Honor Guard is involved with many events. Year 2016 involved a total of 36 events and eight trainings. The Honor Guard continues to represent the Milwaukee Fire Department, as well as the Milwaukee Professional Firefighters' Local 215. Since joining the Professional Firefighters of Wisconsin Association Honor Guard in 2014, the Milwaukee Firefighters Honor Guard has participated in several other events and funerals for firefighters across the State of Wisconsin. This past year, the Milwaukee Firefighters Honor Guard assisted in twelve joint events.

Just as firefighters train to keep their skills up, the Honor Guard trains nine months of the year to keep skills sharp. Training includes marching, facing, saluting, pallbearer and casket guard duties, flag-folding, and administrative sessions on how to plan, coordinate, and run retiree, active duty, and line-of-duty death funerals.

HONOR GUARD

Members of the Milwaukee Firefighters Honor Guard, along with members of Honor Guards from North Shore (WI) Fire Department, Topeka (KS) Fire Department, Lincoln (NE) Fire Department, and Minneapolis (MN) Fire Department host an annual clinic in Milwaukee. The 2016 clinic had the largest attendance yet, with a total of 90 students from across the U.S. and Canada.

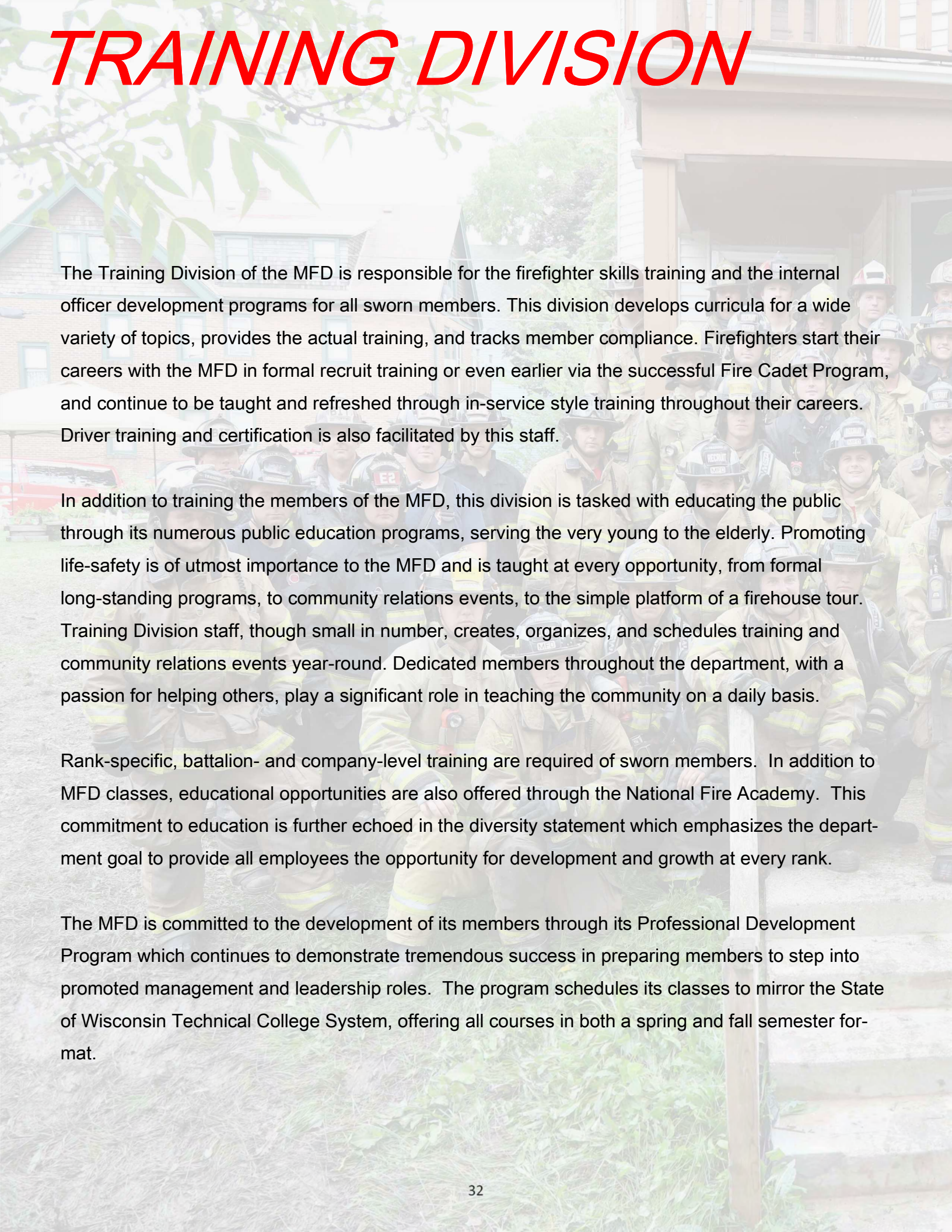
The instructors received requests from other honor guards to travel and teach a clinic in their cities. In 2016, there were four other clinics that were taught by the instructors in the Midwest. The MFD continues to receive requests for upcoming clinics.

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

- ◆ MFD Recruit Graduation
- ◆ MFD Awards Ceremony
- ◆ Local 215 Packer Party
- ◆ Multiple sendoffs for fire department members hanging up their gear and entering retirement, including one of the Honor Guard's own, Captain James Mueller.
- ◆ Memorial Day Parade
- ◆ Wisconsin Alliance for Fire Safety
- ◆ Various 9/11 Ceremonies
- ◆ MFD Fallen Firefighter Memorial
- ◆ State of Wisconsin Fallen Firefighter Memorial
- ◆ International Association of Firefighters Fallen Firefighters Memorial in Colorado Springs, where three MFD members are commanders.

Unfortunately both law enforcement and a local fire department suffered an active-duty death in 2016. The Dane County Sheriff's Department suffered an active-duty death and the Brookfield Fire Department suffered a line-of-duty death. The Milwaukee Firefighters Honor Guard was able to send members to both funerals.

TRAINING DIVISION

A large group of firefighters in full gear, including helmets and jackets, are posed in front of a firehouse. The image is slightly faded to serve as a background for the text.

The Training Division of the MFD is responsible for the firefighter skills training and the internal officer development programs for all sworn members. This division develops curricula for a wide variety of topics, provides the actual training, and tracks member compliance. Firefighters start their careers with the MFD in formal recruit training or even earlier via the successful Fire Cadet Program, and continue to be taught and refreshed through in-service style training throughout their careers. Driver training and certification is also facilitated by this staff.

In addition to training the members of the MFD, this division is tasked with educating the public through its numerous public education programs, serving the very young to the elderly. Promoting life-safety is of utmost importance to the MFD and is taught at every opportunity, from formal long-standing programs, to community relations events, to the simple platform of a firehouse tour. Training Division staff, though small in number, creates, organizes, and schedules training and community relations events year-round. Dedicated members throughout the department, with a passion for helping others, play a significant role in teaching the community on a daily basis.

Rank-specific, battalion- and company-level training are required of sworn members. In addition to MFD classes, educational opportunities are also offered through the National Fire Academy. This commitment to education is further echoed in the diversity statement which emphasizes the department goal to provide all employees the opportunity for development and growth at every rank.

The MFD is committed to the development of its members through its Professional Development Program which continues to demonstrate tremendous success in preparing members to step into promoted management and leadership roles. The program schedules its classes to mirror the State of Wisconsin Technical College System, offering all courses in both a spring and fall semester format.

2016 Highlights

- ◆ Facilitated 152,331 hours of training for sworn personnel.
- ◆ Delivered 72 company-based trainings for sworn personnel (while allowing them to remain in service in their first-in response areas).
- ◆ Conducted a sixteen-week recruit class of 24 cadets, 11 entering the field with advanced training as paramedics.
- ◆ Developed and conducted two department-wide in-service trainings.
- ◆ Hosted Honor Guard Training attended by 90 fire department personnel from the MFD and departments across the country and Canada.
- ◆ Continued to work in conjunction with suburban shared services partners to develop a County-wide High Rise Incident Management Plan.
- ◆ Conducted a shared services recruit class with surrounding suburban departments, involving joint training at the MFD Training Academy.
- ◆ Worked in conjunction with the Wisconsin Technical College System to streamline fire service certifications in preparation for upcoming International Fire Service Accreditation Congress (IFSAC) Accreditation.

COMMUNITY RELATIONS

The Community Relations Section is comprised of a dedicated staff which reaches out to the public, educating them on over 20 topics including the importance of properly functioning smoke alarms, evacuation planning and preparedness, fire extinguisher use, emergency medical services, elder care, and recruiting. The section is led by a fire lieutenant, serving as the Director of Community Relations. Three firefighters serving as Fire Education Specialists, along with the director, spearhead the education of the citizens of Milwaukee on all matters pertaining to being fire-safe. The programs are tailored to the needs of the community whether it is a career fair, health fair, block party, or older adults' meeting. All sworn members of the MFD facilitate events and training in local neighborhoods to ensure the message of fire safety is consistent and up-to-date throughout the city.

The Community Relations Section staff scheduled, and with the help of assigned field personnel conducted, over 1,300 programs reaching almost three million people in 2016.

The new Community Risk Reduction Program to increase MFD-initiated smoke alarm installations and promote positive relationships with neighborhoods through MFD-initiated community outreach events saw great success in its first six months.

- 5,699 Smoke Alarm Contacts Made (54.6% in grant areas)
- 1,600 Smoke Alarms Installed
- 7,025 Smoke Alarms Found Present and Operating
- 1,242 MFD-Initiated Community Events Attended By Over 2 Million

The Mobile Survive Alive House trailers are assigned to the Community Relations Section and provide an avenue to teach children about fire safety and escape planning. One trailer is assigned to the Henry Maier Festival Park and is open throughout the summer/fall festival season. The other trailer is used throughout the City at block parties, neighborhood festivals, and other gatherings.

In addition to personal contacts, social media is utilized to spread fire safety messages, with over 7,500 'likes' on Facebook and more than 3,300 Twitter followers. Fire safety and seasonal safety tips are published via ever-increasing social media vehicles. Community/corporate relationships are inherent to the programs offered. The Milwaukee Bucks, along with the Marcus Corporation, generously provide Poster-to-Billboard Contest prizes. Safe Kids of Wisconsin provided resources needed to install smoke alarms. Community outreach programs with Big Brothers Big Sisters, Wisconsin Child Safety Seat Coalition, and the Milwaukee Area Technical College English as a Second Language (ESL) Program continued to grow. Winners Wear Helmets was established jointly through the MFD and Safe Kids Wisconsin, and involves educating elementary school children how to safely ride a bike and properly wear a helmet.

FIRE CADET PROGRAM

2016 was a remarkable year as it saw the promotion of thirteen fire cadets hired in 2014 to the position of fire recruit. Everyone in this group completed entry-level paramedic training, and eleven are nationally registered paramedics. These highly trained firefighters split their time in the engine house, month to month, between engine companies and MED units in fire-medec houses throughout the city. As a reflection of a cultural shift in the MFD, many members of these fire-medec houses are former fire cadets and provide encouragement, support, and guidance for their coworkers to take part in professional development and continuing education in the early segment of their careers.

The fire cadets that joined the MFD in 2015 completed their first year of training, and were among the first to take part in the MFD's new partnership with Big Brothers Big Sisters of Milwaukee. The MFD Fire Cadet Program is currently the largest group of "Bigs," and spends Thursday afternoons with a group of "Littles" at Escuela Vieu Elementary School. The 2015 cadets completed their EMT training in the summer of 2016, and began riding MFD engine companies and MED units. This group also completed four credits of Spanish, and Anatomy and Physiology in preparation for their entry into the paramedic education program.

In August of 2016, the MFD welcomed 26 new fire cadets to the program, bringing us close to the program capacity of 52. This group completed entry-level firefighting training and were certified as State of Wisconsin Level 1 Firefighters. In addition to the firefighting training, the cadets were indoctrinated into the MFD wellness programming which includes a robust injury prevention program, instruction and practice in nutrition, and cardiovascular endurance and strength training. Cadets hired in 2016 will continue in the footsteps of the cadets that came before them and progress into EMT basic training.

EMS DIVISION

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

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

The MFD EMS Division provides ALS and BLS to the greater Milwaukee area with over 650 emergency medical technicians-basic (EMT-B), and over 190 EMT-paramedics. They help staff the department's 31 engine companies, 12 truck companies, and 12 mobile emergency department (MED) units. Over 85 percent of all MFD responses are EMS-related. In 2016, the MFD had a combined response of 41,933 ALS and, 36,551 BLS for an overall total of 78,484 EMS responses.

The MFD EMS system provides special event standby for over 25 events annually within the City. An integral part of the MFD special event coverage is the Paramedic Bicycle Response (PBR) Program. The PBR Program provides rapid response to crowd-congested events as well as public relations and education. Packs attached to the twelve bicycles enable a two-person team to carry the same range of supplies found on an ambulance. The teams patrol events such as Summerfest, ethnic festivals, runs and races, and fireworks displays. Fifty-eight MFD members are paramedic bike responders. Expect to see the PBRs at numerous events during the festival season to assist with attendance of 15,000 or more, or any event with a high probability of potential patients.

A few of those special events that take place in the City of Milwaukee every year include:

- Air and Water Show
- Rock n' Sole Run
- Events at Maier Festival Park to include Summerfest and ethnic festivals
- Lakefront Marathon
- Milwaukee Running Festival

- USA Triathlon
- Bastille Days

The role of the MFD before, during, and after each of these events is simple – keep every single person safe and respond to emergencies as they occur.

TRAINING

Refresher Training

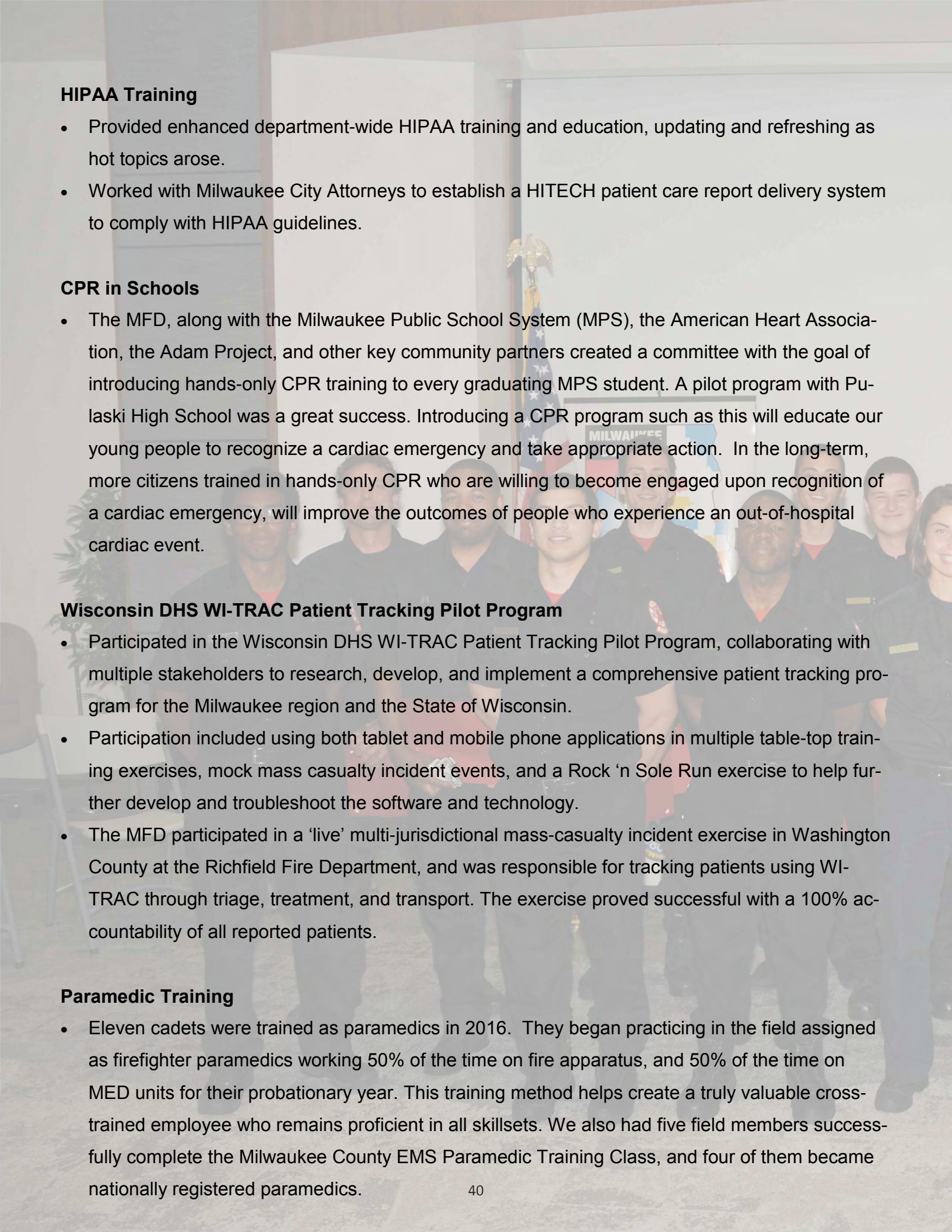
- The 2016 EMS ALS and BLS Skills Fair and Refresher Training was held in October and a huge success with a 99% attendance rate. The hands-on skill stations included the introduction of the continuous positive airway pressure (CPAP) to BLS personnel. Additional department-wide training was also performed for CPAP BLS implementation. The MFD is the **ONLY** CPAP BLS provider in the county.
- Department-wide BLS refresher was held in January, and ALS refreshers were held in the months of February, May, and September. Utilizing multiple modes of distributive learning mediums such as video conferencing and online learning modules, allowed the MFD to accomplish critical required trainings for both ALS and BLS members while maintaining a balanced utilization of resources, thus helping reduce fuel costs and our carbon footprint. This model of refresher training was made possible through the award of the Emergency Medical Services-Funding Assistance Program Grant issued by the State of Wisconsin. The funds from this grant covered some of the costs of the online learning system as well as instructor costs.

Advanced Care Life Support Training

- Implemented a department-wide Advanced Care Life Support (ACLS) re-certification for all MFD paramedics.

Training Instructors Added

- Ten New EMS Instructors
- Nine New ACLS Instructors
- Eight Tablet TripTix4 Trainers
- One New EMS II Instructor

A group of Milwaukee Fire Department (MFD) personnel in uniform are standing in front of a building. An American flag is visible in the background. The personnel are arranged in a line, smiling for the camera.

HIPAA Training

- Provided enhanced department-wide HIPAA training and education, updating and refreshing as hot topics arose.
- Worked with Milwaukee City Attorneys to establish a HITECH patient care report delivery system to comply with HIPAA guidelines.

CPR in Schools

- The MFD, along with the Milwaukee Public School System (MPS), the American Heart Association, the Adam Project, and other key community partners created a committee with the goal of introducing hands-only CPR training to every graduating MPS student. A pilot program with Pulaski High School was a great success. Introducing a CPR program such as this will educate our young people to recognize a cardiac emergency and take appropriate action. In the long-term, more citizens trained in hands-only CPR who are willing to become engaged upon recognition of a cardiac emergency, will improve the outcomes of people who experience an out-of-hospital cardiac event.

Wisconsin DHS WI-TRAC Patient Tracking Pilot Program

- Participated in the Wisconsin DHS WI-TRAC Patient Tracking Pilot Program, collaborating with multiple stakeholders to research, develop, and implement a comprehensive patient tracking program for the Milwaukee region and the State of Wisconsin.
- Participation included using both tablet and mobile phone applications in multiple table-top training exercises, mock mass casualty incident events, and a Rock 'n Sole Run exercise to help further develop and troubleshoot the software and technology.
- The MFD participated in a 'live' multi-jurisdictional mass-casualty incident exercise in Washington County at the Richfield Fire Department, and was responsible for tracking patients using WI-TRAC through triage, treatment, and transport. The exercise proved successful with a 100% accountability of all reported patients.

Paramedic Training

- Eleven cadets were trained as paramedics in 2016. They began practicing in the field assigned as firefighter paramedics working 50% of the time on fire apparatus, and 50% of the time on MED units for their probationary year. This training method helps create a truly valuable cross-trained employee who remains proficient in all skillsets. We also had five field members successfully complete the Milwaukee County EMS Paramedic Training Class, and four of them became nationally registered paramedics.

Intern Paramedic Training

- Intern paramedics are issued a “Paramedic Benchmark, Training and Evaluation Portfolio” to complete when they become licensed paramedics. This portfolio sets daily, monthly, and six-month training and skill completion goals. The overall objective is to ensure that our intern paramedics receive the training they need to be competent, effective paramedic first responders (PFR) who are also prepared to work as an acting lieutenant on a MED unit when they transition into full-practice paramedics. Once intern paramedics work 50 shifts on a MED unit and have completed their Paramedic Benchmark, Training and Evaluation Portfolio, they may request to transition to a full-practice paramedic. To become full-practice paramedics, they must pass a Milwaukee County EMS (MCEMS) system exam which tests their knowledge of the *Milwaukee County EMS Standards of Care Manual*. In addition, they must pass an intern-to-full-practice simulation exam, which examines their knowledge and critical thinking skills required to treat pediatrics and adults in both medical and trauma situations.

EMT Basic Training

- Twenty-nine members successfully completed the EMT basic course taught by our EMS instructors at our MFD – EMT Training Center, and twenty-eight of them became Nationally Registered EMT-Bs.

EMS EQUIPMENT/SUPPLIES/STUDY UPDATES

Stryker Power-LOAD System

A number of our MED units are equipped with the Stryker Power-LOAD System. The goal of implementing a power loading system is to improve patient and crewmember safety. Power-LOAD has a 700 lb. capacity and supports the cot throughout the loading and unloading process, thereby reducing spinal loading and risk of cumulative trauma injuries, as well as providing exceptional crash safety. The MFD is on pace to equip all 12 of their frontline MED units with the Stryker Power-LOAD System by the close of 2018.

Revised EMS Supply Ordering for Direct Delivery to all Firehouses as a Cost Saving Initiative

- Streamlined supply tracking and the need for MFD staff to deliver supplies to aid in reducing

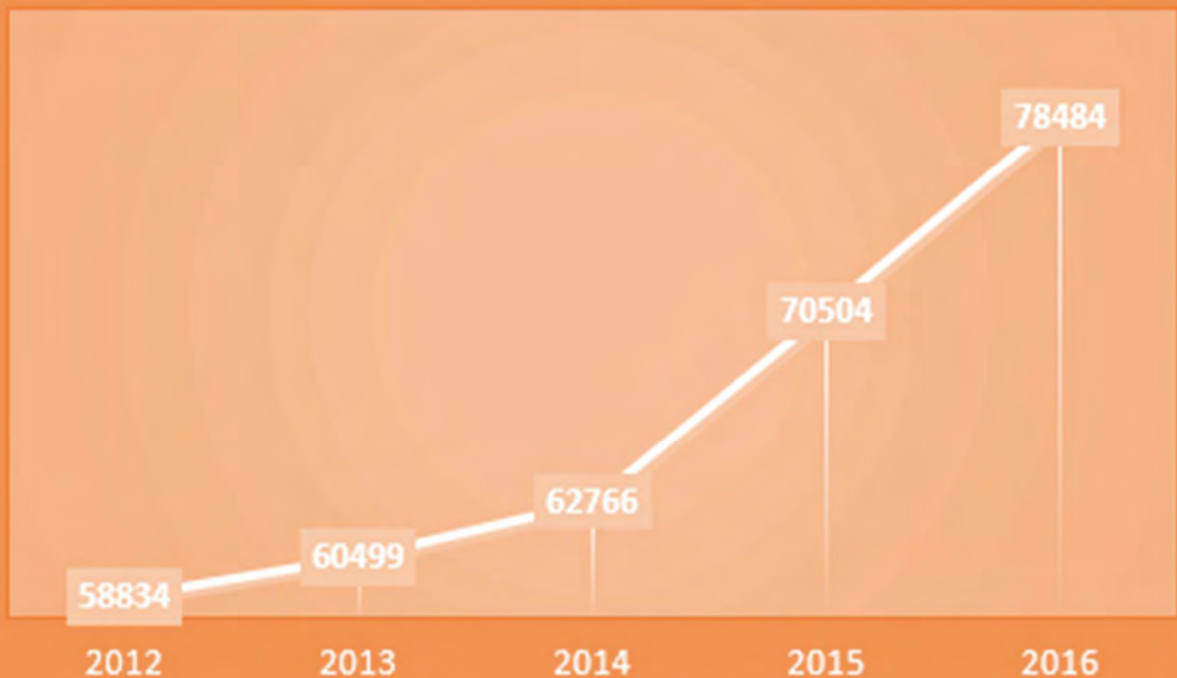
overall fuel costs and carbon footprint.

- Improved distribution of EMS supplies which prevents supply expiration, breakdown, and over-stock.
- Eliminated extensive supply storage requirements.
- Introduced a user-friendly system that house captains can implement and define for their houses, while still allowing oversight by the EMS Technical Resource Specialist.

Toughbooks – TripTix 4

- In late 2016, the MFD upgraded all ePCR Toughbook software to TripTix 4 to comply with the federal and state mandate to upgrade to the NEMSIS 3 requirement. This upgrade allows for gathering more detailed required information as defined by federal law.

TOTAL EMS CALLS



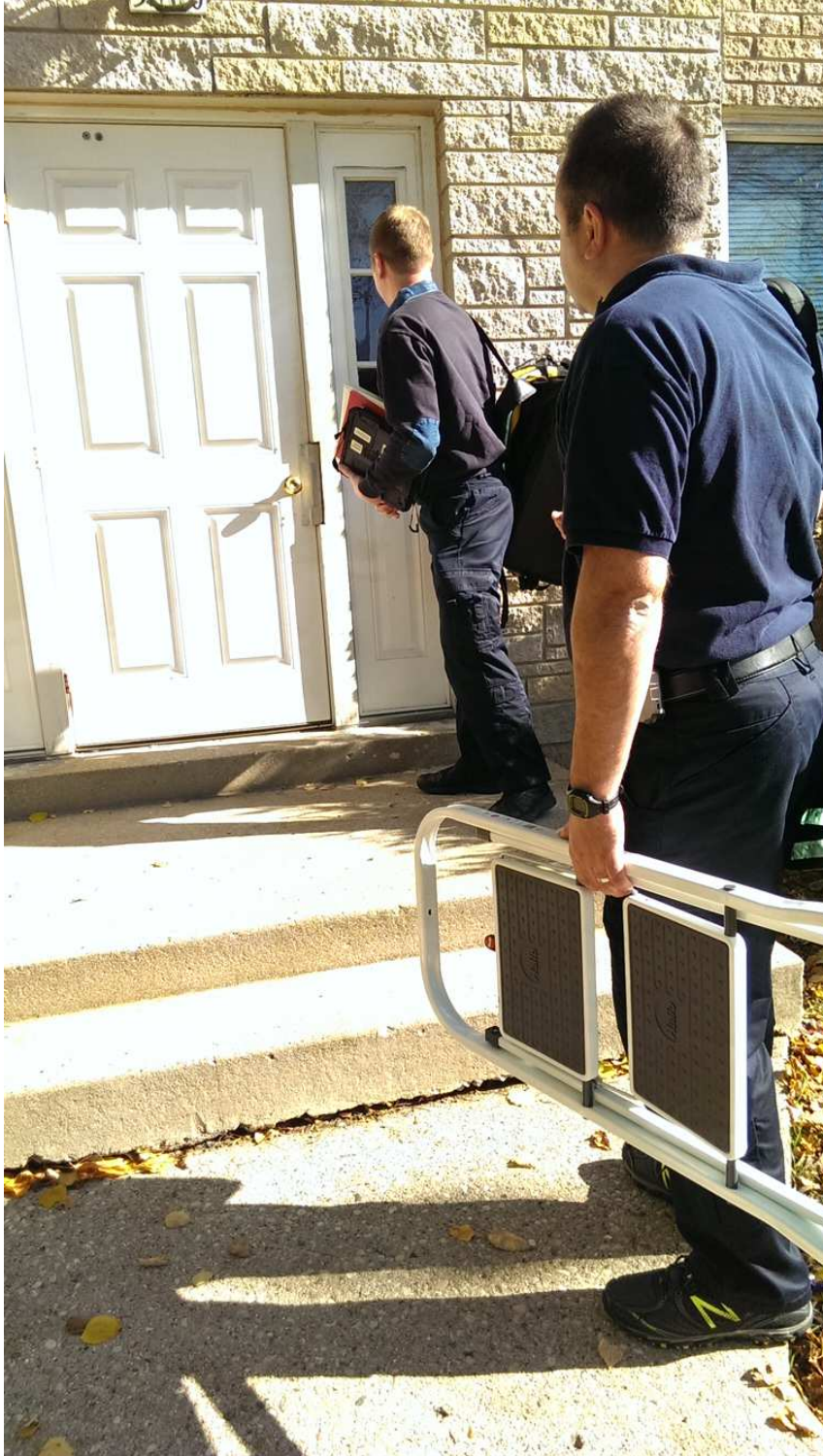
Studies

- The MFD continues to contribute to ongoing resuscitation studies. Study data from the MFD, along with other resuscitation outcomes consortium agencies, helped define the new American Heart Association recommendations for 2016.
- The MFD, along with other MCEMS agencies, continued to enroll patients in the Tranexamic Acid for Traumatic Brain Injury - TXA study which will examine emergency treatment of blunt and penetrating head trauma.
- The MFD began participating, along with MCEMS, in a PART Study which stands for “Pragmatic Airway Resuscitation Trial.” The objective of the study is to compare the effectiveness of primary endotracheal intubation versus primary laryngeal tube airway management strategies upon 72-hour survival after out-of-hospital cardiac arrest.

EMS - CONTINUOUS QUALITY IMPROVEMENT / QUALITY ASSURANCE PROGRAM

CQI / QA Program

- In 2016, the EMS Division set out to develop and implement a comprehensive Continuous Quality Improvement / Quality Assurance Program (CQI/QA) that addresses retrospective, concurrent, and prospective issues within a consistent documented framework utilizing the *Just Culture*



System. Highlights of the program include:

- Focusing on ALS/BLS events, incorporating systematic, consistent investigation procedures using the *Just Culture* algorithm.
- Creating a comprehensive logging system to better track incidents from citizens and various agencies, from initial contact through close of investigation.
- Tracking private ambulance responses for delayed responses, turn-backs, and load-and-go issues.
- Auditing BLS emergency requests.
- Random patient care record audit reviews for quality report writing, education and feedback, to improve documentation and to identify patterns.
- EMS documentation review and QA follow-up for various issues such as strokes, STEMI, PNB/CPR quality, signal/sentinel events, TXA study, and patient signature review when appropriate.

COMMUNITY PARAMEDICS

SPOTLIGHT

EMS Division in 2016

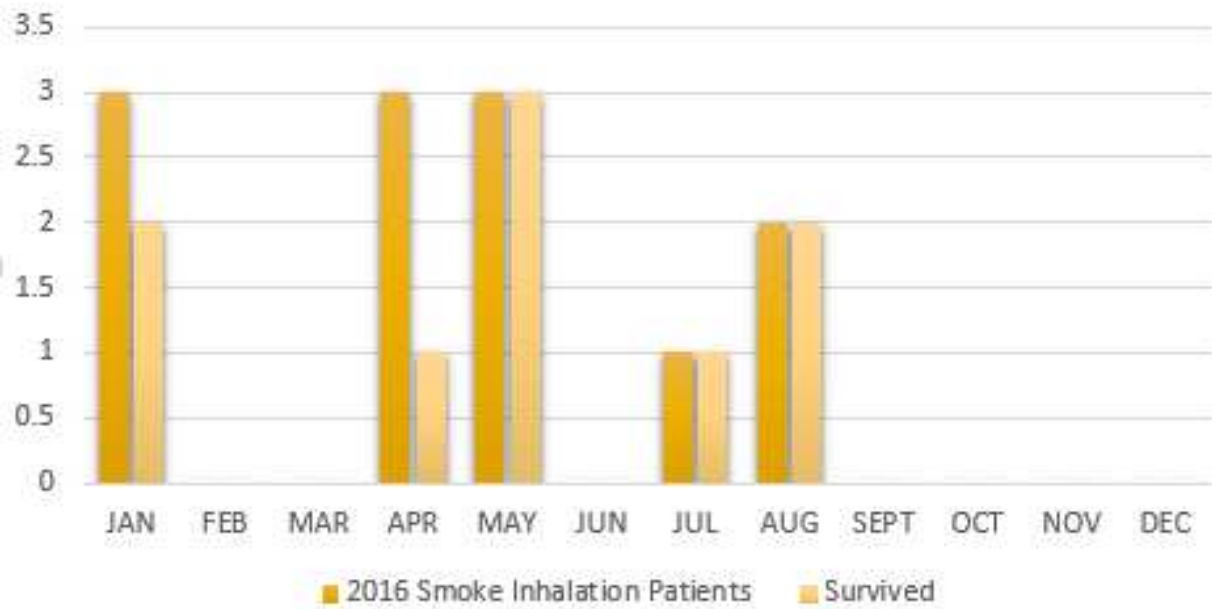
MFD MOBILE INTEGRATED HEALTHCARE – COMMUNITY PARAMEDIC

In 2016, the MFD continued to build the infrastructure and provide the training to their paramedics for the proactive pre-emergency health care initiative entitled, Mobile Integrated Healthcare (MIH). The Mobile Integrated Healthcare Program is an innovative way for the MFD to be proactive in its delivery of medical services. The program uses department paramedics (who have volunteered to receive 200 hours of additional training through the UWM College of Nursing), to make scheduled medical visits to our City's most at-risk population. The MFD primarily responds reactively to a 9-1-1 call by treating patients, and if warranted, transport via MED unit or private ambulance to a hospital emergency room. The focus of this Community Paramedic Program is to proactively engage the citizens of Milwaukee on their own or in collaboration with a private organization, with the ultimate goal of providing better care and better health at lower costs. The Community Paramedic Program is designed to utilize existing resources, and function in the capacity outlined in their training. It is a new program to this region, but has been successfully implemented by other departments across the nation. The MFD is the first department in the State of Wisconsin to train its members in this nationally recognized educational curriculum.

Mobile Integrated Healthcare Program Goals and Highlights

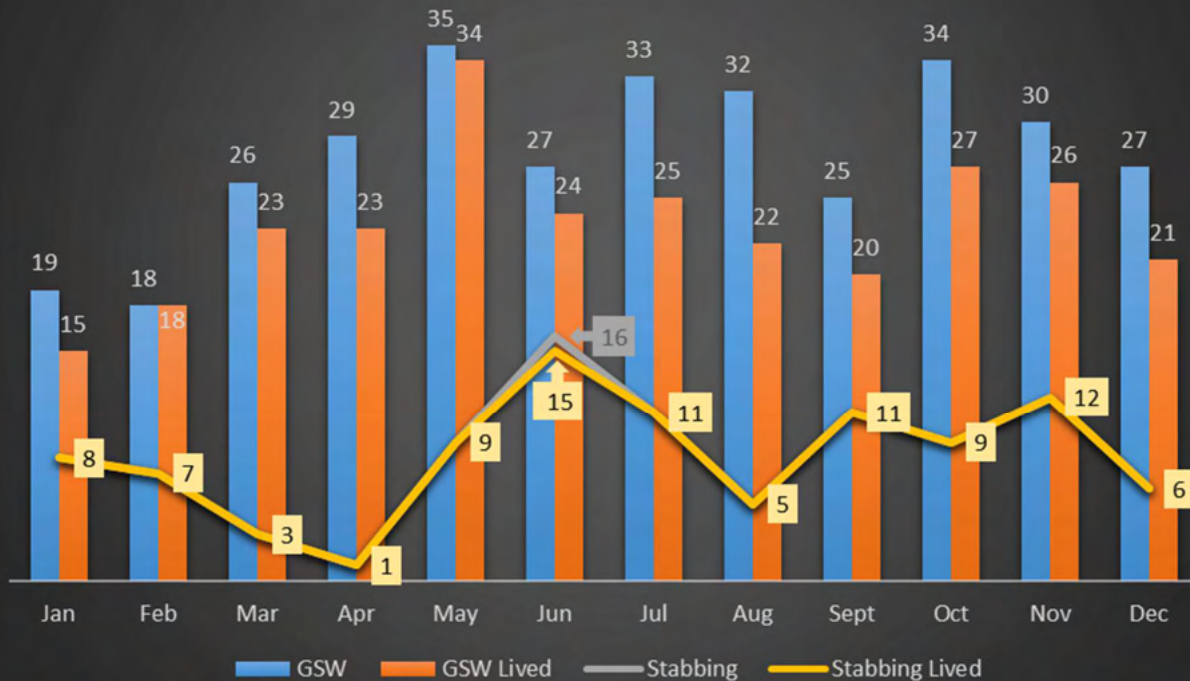
- Launched operational Community Paramedic Program.
- Firehouse 4 became the base-station for community paramedics, which provided beneficial for scheduling and responding to 9-1-1 high-utilizer patients that were enrolled in the Community Paramedic Program.
- Developed operational policies and procedures, as well as a resource guide, to better assist the community paramedics in creating systematic, consistent procedures to ensure quality patient engagements and care.
- Trained ten additional community paramedics through the UWM College of Nursing, and provided continuing education and training (four times in 2016) for the 21 current community paramedics.
- Collaborated and partnered with private organizations such as the Children's Community Health Plan, American Lung Association, Wisconsin Asthma Coalition, Hayat Pharmacy, and Managed Health Services of Wisconsin.

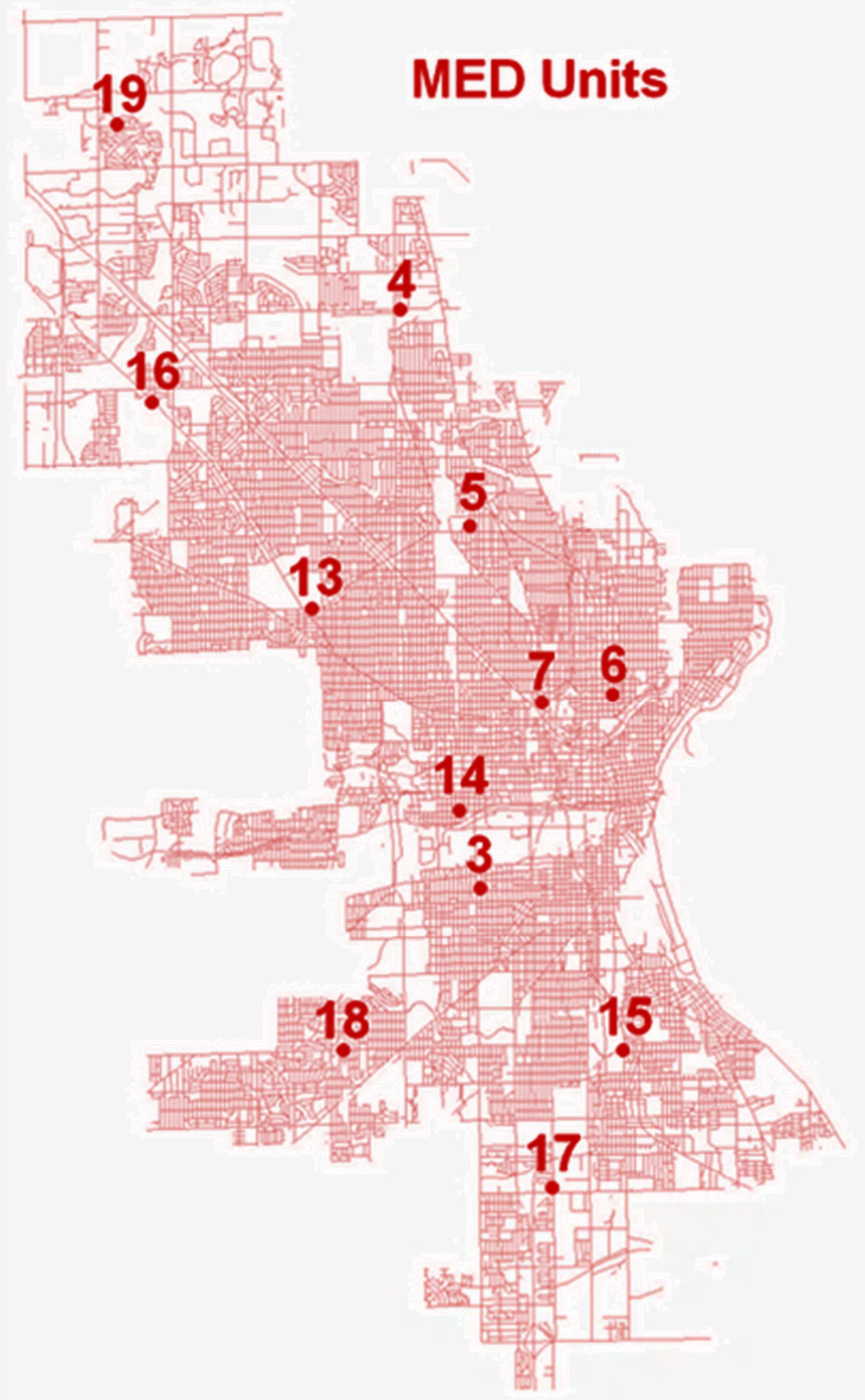
2016 Smoke Inhalation Patients



Penetrating Trauma Patients

(only 1 Stabbing death as seen in June)





HEALTH & SAFETY DIVISION

The Health and Safety Division is responsible for managing the health and safety risk factors that impact the over 900 firefighters and support personnel of the department. The scope consists of:

Peer Support Team and Firefighter Medical Screens

- ◆ Peer Support/Critical Incident Contacts
 - Over 400 contacts.
 - Department-wide behavioral health and EMS training on the importance of emergency responder self-care, and looking out for each other, getting help when needed.
 - Established the 24/7 Peer Support Line for fire department personnel, staffed by five lead peer support team personnel. These personnel manage the day-to-day operations of the Peer Support and Critical Incident Management Teams.
 - Implemented the MFD Substance Abuse Sub-Committee designed to support firefighters who are battling substance abuse by staying on the spectrum of recovery.
- ◆ Firefighter Medical Screens
 - 98% participation.

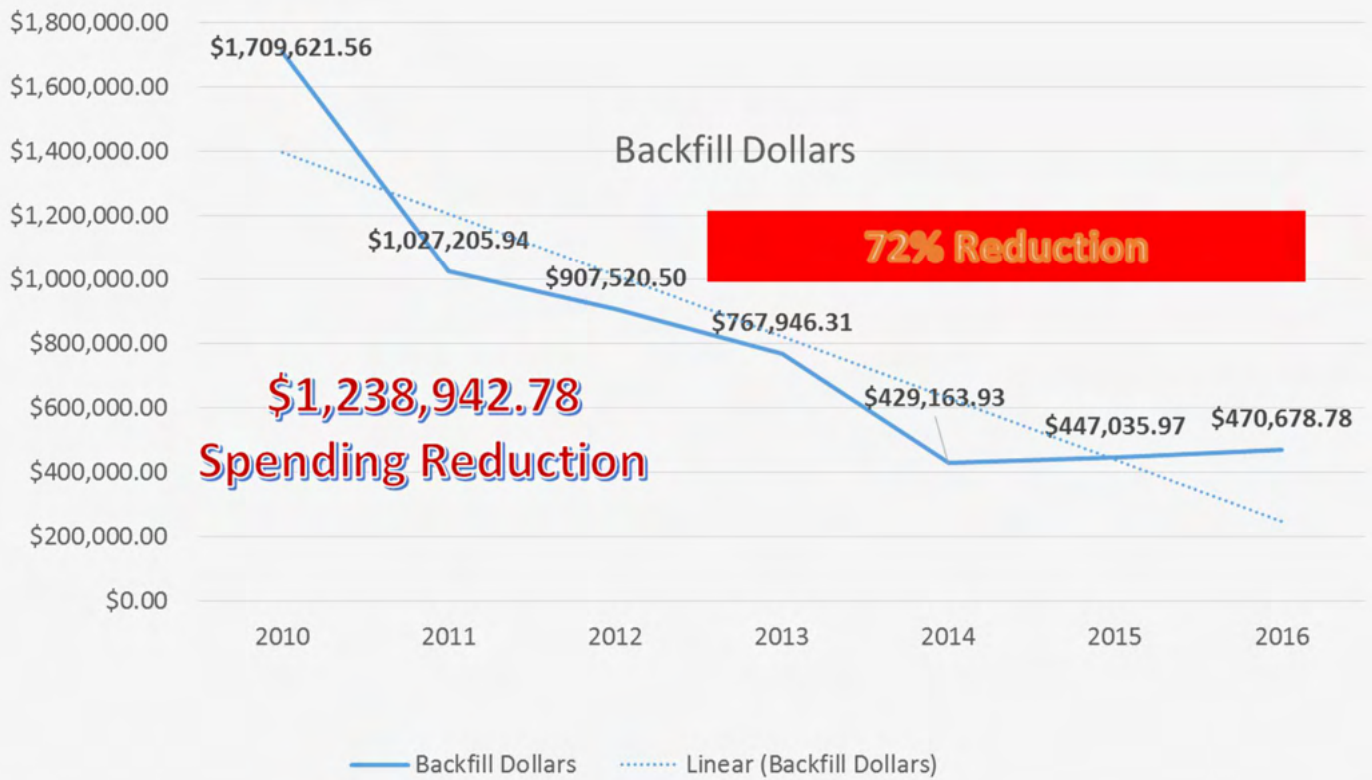
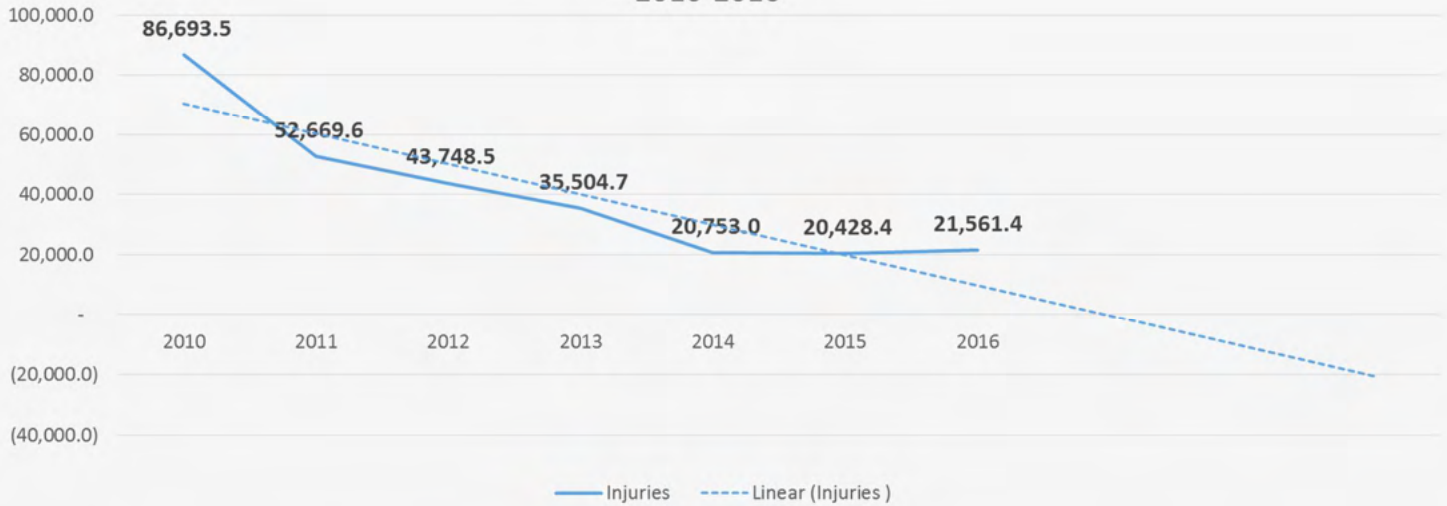
Fitness and Injury Rehabilitation

- ◆ Cody Tesch, MFD Athletic Trainer, joined the MFD Health Program in September of 2016. He coordinates the team of MFD Peer Fitness Trainers (PFTs) and leads the Fitness/Performance and Injury Rehabilitation Programs.
- ◆ The PFTs conducted the department-wide fitness assessments with 98% participation.
- ◆ The PFTs had 873 total contacts.

Program Integration and Collaboration

- ◆ All eighteen PFTs served as department wellness champions, collaborating with Froedtert Workforce Health to promote engagement in Healthy Rewards and the Fitness Performance Program.
- ◆ The MFD and Workforce Health collaborated to conduct simultaneous lab draws for firefighter medical screens and Wellness Your Choice Milwaukee.
- ◆ Year 2016 served as the first year to officially integrate all of the MFD health services as one program.

MFD Injuries Hours
2010-2016





2016 Fitness/Performance Highlights

- Introduction of a Licensed Athletic Trainer (LAT) to the department.
- Improved contact mechanism for injured members and their ability to utilize department services.
- Interaction of LAT and Peer Fitness Trainer services to help decrease the number of lost-time injuries.
- Mitigated unnecessary emergency room visits for MFD members, and successfully utilized current department resources to access more appropriate care.
- Introduction to Dr. Kyle Ebersole's Heart Rate Recovery and Variability Study.
- Further implementation of the MFD Injured Firefighter Conditioning Program.
- Introduction to supportive therapy as supervised by the LAT in collaboration with the healthcare team.
- Implemented a triphasic lifting program for the cadet class, improving their overall strength and abilities.
- Dedicated fit camps to meet physical needs of the department.
- Restructured the Return to Work (RTW) Program to involve job-specific return to work criteria and hands-on training.



CONSTRUCTION & MAINT

With the highest regard to safety, readiness and responsibility, the Construction and Maintenance Division (The Shop) provides unwavering and exemplary service to the citizens of Milwaukee. This is done by designing, maintaining and purchasing a fleet of 200 vehicles that are at the ready to respond to any and all calls. The Shop also maintains 40 firehouses and service buildings, as well as all lifesaving equipment such as the Jaws of Life, Self-Contained Breathing Apparatus (SCBA) and emergency medic equipment that was used at 85,000 lifesaving incidents.

With a staff of twenty-six, 4,684 vehicle works orders were completed, and 4,760 maintenance and supply orders were handled efficiently and effectively.

The department's cancer prevention initiative was expanded in 2016 by installing four sets of washer and dryers, along with providing the department with debris wipes.

Community projects included donating a vehicle to Pulaski Automotive School, maintaining five Little Libraries, supporting Warm-up-Winter, the 9/11 Ceremony, and constructing a community oven.

SPOTLIGHT

Community Pizza Oven 2016

Introducingthe MFD's hottest piece of community equipment, a mobile, wood-fired pizza oven!

Deputy Chief John Litchford and Fire Lieutenant Andrew Hargarten had a plan; they applied for, and received,

a grant for public engagement, safety, and education from MFD long-time partner, the Medical College of Wisconsin.

The grant funded the raw materials to build the oven, as well as an old trailer, purchased from Firefighter Jeffrey Krzywda (MFD retired), to make it mobile. Creativity, design, and construction of the oven, as well as refurbishing the purchased trailer, was orchestrated by MFD Construction and Maintenance personnel Douglas Krueger, Douglas Wicker III, Timothy Panfil, and Daniel Zuber.

The City of Milwaukee Forestry Department donated wood to burn in the oven. That wood was split by MFD personnel Fire Lieutenant Andrew Hargarten, Fire Lieutenant Brian Langer, and Heavy Equipment Operator Nate Valley. The split wood was then stored in a shed built by MFD Lieutenant Peter Nycz, and roofed by Firefighter Adam Rosploch.

With the oven built and on its trailer, and the wood readied, the next mission was securing pizza ingredients, so the MFD created a community partnership with *Glorioso's Italian Market*, a local, long-time and well-known grocery establishment. Now, with all the necessary pieces in place, it was time for the maiden voyage; so to the Silver Spring Neighborhood Center (SSNC) we went. The SSNC serves the Westlawn Community; a great place to start!

Pictured are volunteers serving pizza at the SSNC; rolling the dough is Dr. Kim Litwack, Dean at the UWM College of Nursing. MFD Heavy Equipment Operator Andrew Goeden is shown assisting, and he also pitched in at the fire cadets' final burn with Captain Schuyler Belott. Also pictured is Chef Andy (Hargarten) serving Dr. Stephen Hargarten (Uncle), the Chair of Emergency Medicine at Froedtert Hospital and Director of Global Health at the Medical College of Wisconsin; both men integral to the project.

Only through grant funding, along with the volunteering of time, material, and additional funding by MFD personnel, was this amazing community project brought to fruition. The plan is to use this for many years to come, bringing communities together, partnering in good health and safety.



TECHNICAL SERVICES DIV

The Technical Services Division is responsible for the purchase, support and maintenance of all electronic technology-based devices, systems, applications, and peripheral equipment used by the department. This includes 44 servers, over 500 desktop, laptop, tablet and vehicle mounted computers, over 400 desk and cell phones, and 655 mobile and portable radios. It also supports the department's video conferencing system at all 36 firehouse and administrative locations. This division also includes the department's 9-1-1 call-taking and dispatch center. Its mission is to support all of these systems in a manner that is invisible to the end-user and enhances the department's effectiveness.

In 2016, our dispatchers received 156,000 calls for service and dispatched department resources to over 93,000 fire and EMS incidents, and an additional 77,000 dispatches to private ambulance companies. As part of the department's Shared Services Initiative, the MFD responded to 922 out-of-city incidents and requested out-of-city resources on 2,887 calls.

The tracking of statistical and response data for the department is handled by this division. This information is used to compile various reports which are submitted to the U.S. Fire Administration Division of the Federal Emergency Management Agency, the National Fire Information Council, the Mayor's Office, and the Common Council on daily, monthly and yearly schedules.

AD

2016 Highlights

- Implemented FirstWatch, a real-time dashboard for tracking performance and incident data that can be accessed via mobile or portable device.
- Collected and compiled requirements for new records management systems to be used in a request for proposal to be released in 2017. The data collection process encompassed gathering requirements from training, personnel, inventory control, vehicle maintenance, fire investigation, and NFIRs reporting.
- Developed bid specifications for new portable radio batteries; tested and signed contract with vendor. The new intrinsically safe Li-ion batteries are much lighter and have a much longer duty cycle when compared with the original Ni-Metal Hydride batteries.
- Determined new virtual server and storage solution architecture and began implementation and configuration. Server migration to new solution has been initiated and will be completed in 2017. The new hardware and software architecture increases storage while at the same time reduces

the physical footprint. Survivability has been greatly increased in the case of a catastrophic failure, and the possibility of data loss reduced, should that occur.

- Developed a city-wide incident status map for Shared Service partners that is viewable in their dispatch centers and provides them and the MFD with near real-time status of resources and active events. This improves efficiency within the dispatch center by preventing dispatchers from requesting resources from another department that are not available.
- Continued the process of converting department forms from paper to electronic format. The electronic forms have increased efficiency and accountability department-wide, eliminating lost forms and unsubstantiated requests.

The Administration Division handles most general fire department inquiries as well as furnishes fire and emergency medical reports to requesters. In addition, this small but essential staff is responsible for handling all written communications and directives from the Chief's and Assistant Chiefs' offices, and all human resources including leave tracking, benefits and credits, discipline, new hires, separations from service, labor negotiations/disputes, and recordkeeping of the same.

This division prides itself on the dependability and commitment of its skilled and helpful staff; a staff that serves both its members and the public. The division hired two office assistants in 2016 to fill vacancies due to promotions. The MFD is a service organization and although most of the business functions of Administration are routine in nature, the staff continuously refines its current processes and investigates new processes to maintain the outstanding efficiency level that has come to be expected, and to meet the challenges of an ever-changing environment while adjusting to new technology and policies, and updated government laws.

2016 Appointments

NEW HIRES AND APPTS -- in date order

RANK	NAME	DATE
FEDIS	SALLEY, JASMINE T.	02/01/16
FEDIS	FELICIANO, ANGEL L.	02/15/16
FMHLP	NOLINSKI, JUDITH A.	03/13/16
FEDIS	CHIN, STEPHANIE C.	04/11/16
FEDIS	KRAMSCHUSTER, JOEL D.	04/11/16
OFCA3	MOORE, MILICIENT A.	04/11/16
NETCO	HEDING, MICHAEL J.	05/22/16
FIREF	ADAMS, NICHOLAS A.	08/01/16
FIREF	BECKER, TROY A.	08/01/16
FIREF	BLOCK, SAMUEL C.	08/01/16
FIREF	GRADISHER, ANDREW P.	08/01/16
FIREF	KOSZUTA, JONATHAN A.	08/01/16
FIREF	KRAEMER, JASON J.	08/01/16
FIREF	MATIAS, ANDREW R.	08/01/16
FIREF	MORGAN, JAMIE L.	08/01/16
FIREF	MYERS, ANTHONY M.	08/01/16
FIREF	REBHOLZ, NATHAN T.	08/01/16
FIREF	RICE, MICHAEL J.	08/01/16
FIREF	WUSLER, THEODORE J.	08/01/16
CADET	BLACK, VERA J.	08/15/16
CADET	BOIVIN, JOSHUA J.	08/15/16
CADET	FISHER, JOSHUA J.	08/15/16
CADET	FRAZIER, OTIS R.	08/15/16
CADET	GARCIA, MITCHELL A.	08/15/16
CADET	GORDY, JACOB A.	08/15/16
CADET	HAAS, MATTHEW L.	08/15/16
CADET	HERBERT, MAKINON P.	08/15/16
CADET	HOLLEY, DRUE V.	08/15/16
CADET	HULL, JEFFERY J.	08/15/16
CADET	JIMENEZ, JOSE L.	08/15/16
CADET	JOLLY, LZ	08/15/16
CADET	KEYS, BROCC E.	08/15/16
CADET	LEA, TAHJ M.	08/15/16
CADET	MARKOWSKI, CORA R.	08/15/16
CADET	MAYFIELD, ALEX E. JR.	08/15/16
CADET	MUZIA, RITA A.	08/15/16

NEW HIRES AND APPTS -- in date order

RANK	NAME	DATE
CADET	PATRICK, NOAH C.	08/15/16
CADET	RUPP, ANDREW R.	08/15/16
CADET	SIMS, AVERY B.	08/15/16
CADET	SMITH, MARCUS J.	08/15/16
CADET	SODERBECK, JESSE W.	08/15/16
CADET	TREPANIER, MICHAEL S.	08/15/16
CADET	VIZCARRA, ABRAM	08/15/16
CADET	WEGNER, JOSHUA S.	08/15/16
CADET	WESTON, MARQUIS A.	08/15/16
CADET	WOJCICKI, NATHANIEL J.	08/15/16
CADET	WRAY, NYLES J.	08/15/16
CADET	ZYCH, JOSEPH T.	08/15/16
CADET	ANDERSON, TAIZHANE L.	08/23/16
CADET	ULATOWSKI, LUKE J.	08/23/16
CADET	KLINKO, STEVEN M.	08/24/16
CADET	MOUTRY, ZAIRE F.	08/24/16
PARFF	LOWERY, MICHAEL J.	08/29/16
CADET	KELLY, MARYEVA G.	09/01/16
FEMEC	GAWIN, MITCHELL	09/11/16
ATHTR	TESCH, CODY S.	09/26/16
OFCA3	WILLIAMS, SUE A.	09/26/16
OFCA2	TAYLOR, CASSANDRA J.	12/05/16



2016 Promotions

PROMOTIONS -- in date order

RANK	NAME	DATE
AFCHF	SMITH, BRIAN L.	03/27/16
HSMGR	MIMS, JASON L.	03/27/16
FCAPT	TREUTELAAR, THOMAS C.	04/10/16
LIEUT	HARGARTEN, ANDREW M.	04/10/16
LIEUT	BYKOWSKI, ALAN C.	04/10/16
LIEUT	BALL, MICHAEL J.	04/10/16
LIEUT	FRYER, RONALD L.	04/10/16
LIEUT	PERIFANOS, JOHN	04/10/16
LIEUT	SIMON, CASSIDY G.	05/22/16
LIEUT	VINSON, BLAKE W.	05/22/16
OFCO2	TAYLOR, CASSANDRA J.	06/19/16
DEPCH	VOTSIS, DAVID C.	07/03/16
DEPCH	RIEGG, STEVEN G.	07/03/16
DEPCH	LITCHFORD, JOHN T.	07/03/16
FITMG	WILICHOWSKI, DEBORAH K.	07/17/16
FCAPT	CURTIS, LANNY T.	07/31/16
VOTCO	PIETZ, DOUGLAS A.	07/31/16
LIEUT	POTTER, MATTHEW T.	07/31/16
HEQOP	FUCHS, STEVEN M.	07/31/16
HEQOP	GUDGEON, JOSHUA D.	07/31/16
HEQOP	CIESLAK, JONATHAN W.	07/31/16
HEQOP	THUNDERCLOUD, MATTHEW D.	07/31/16
HEQOP	RICCA, MATTHEW M.	07/31/16
HEQOP	HAMBURG, ZACHARIAH H.	07/31/16
HEQOP	JACKSON, BRADLEY A.	07/31/16
HEQOP	WILDT, JOHN D.	07/31/16

PROMOTIONS -- in date order

RANK	NAME	DATE
FIREF	ABDULLAH, HUMZAH I.	08/01/16
FIREF	BAUMEISTER, SHARLEA F.	08/01/16
FIREF	BUSCHMANN, AMBER L.	08/01/16
FIREF	ELLIS, ALEAH L.	08/01/16
FIREF	ERICKSON, BENJAMIN S.	08/01/16
FIREF	FONTANEZ, JEREMY	08/01/16
FIREF	GUERRERO, AGUSTIN E.	08/01/16
FIREF	LUNA, JOSE M. JR.	08/01/16
FIREF	ROSEMOND, TRAYVON D.	08/01/16
FIREF	SHOCK, JUSTIN M. E.	08/01/16
FIREF	TADYSK, PHILLIP J.	08/01/16
FIREF	THOMAS, DANNY M. II	08/01/16
FIREF	WILLIS, MARCUS M. JR.	08/01/16
AFCHF	SCHWENGEL, JOHN J.	09/11/16
LIEUT	STARR, JEREMY S.	09/25/16
LIEUT	PIETZ, DOUGLAS A.	09/25/16
LIEUT	GERASOPOULOS, CHRISTOS D.	09/25/16
VOINS	BRANDT, LEONARD R. JR.	09/25/16
HEQOP	LYONS, GREGORY A.	09/25/16
HEQOP	WEBER, JEFFRY M.	09/25/16
DEPCH	HAFEMANN, KEVIN D.	10/09/16
DEPCH	LEY, JAMES H.	10/09/16
FCAPT	POLLOCK, THOMAS F.	11/20/16
LIEUT	NADBORALSKI, JOSEPH C.	12/18/16
HEQOP	SANCHEZ, JAN A.	12/18/16

2016 Separations

SEPARATIONS -- in Date Left order		
RANK	NAME	DATE LEFT
FIREF	KAMINSKI, STANLEY P.	01/24/16
PFFLT	MEDINA, RAUL	02/11/16
AFCHF	BERENDT, DANIEL M.	02/13/16
BNCHF	GLEISNER, STEVEN W.	02/25/16
LIEUT	POLASKE, PAUL B.	03/01/16
FIREF	SZENTES, ROBERT J.	03/21/16
HEQOP	PERZACKI, JAMES	03/27/16
BNCHF	KAIS, KENTEN K.	04/17/16
OFCO2	BOSTON-DIXON, REGINA F.	04/30/16
FEMEC	BARTOL, STANLEY N.	05/07/16
HEQOP	KLUG, DANIEL S.	05/20/16
FEMEC	LUCAS, CAMERON G.	05/20/16
FIREF	FABINA, JOHN G.	05/22/16
HEQOP	HOTH, SCOTT W.	05/24/16
FIREF	LELINSKI, PAUL J.	05/31/16
FIREF	KRYSCIO, CRAIG A.	06/03/16
VOTCO	ERTL, RICKY A.	06/18/16
FIREF	DITTMAN, HAROLD F.	06/19/16
FCAPT	HUNNICUTT, CARTER E.	07/01/16
HEQOP	DRAEGER, DANIEL L.	07/01/16
HEQOP	LANGE, MICHAEL P.	07/16/16
FIREF	LARSON, JOSHUA F.	07/26/16
CADET	BALLERING, LOGAN J.	07/26/16
CADET	CAMBRONERO, GIOVANNI	07/26/16

SEPARATIONS -- in Date Left order		
RANK	NAME	DATE LEFT
LIEUT	GAUTHIER, CHRISTOPHER J.	07/26/16
FIREF	KOSZUTA, JONATHAN A.	08/09/16
FIREF	FONTANEZ, JEREMY J.	08/10/16
LIEUT	LASSA, SCOTT D.	08/16/16
CADET	BLACK, VERA J.	08/22/16
CADET	WESTON, MARQUIS A.	08/22/16
CADET	HAAS, MATTHEW L.	08/22/16
CADET	KEYS, BROCE E.	08/23/16
CADET	MAYFIELD, ALEX E. JR.	08/24/16
CADET	BLANCO, TIMOTHY M.	08/25/16
CADET	ANDERSON, TAIZHANE L.	08/31/16
NETCO	KENDL, PETER J.	09/10/16
FIREF	LANDKOWSKI, PETER J.	09/15/16
FIREF	CURTIS, TERRENCE P.	09/16/16
LIEUT	MANCUSO, CHRISTOPHER A.	09/18/16
CADET	RUPP, ANDREW R.	09/20/16
HEQOP	GAENSLEN, STEPHEN J.	09/25/16
FCAPT	JANSEN, ALLEN L.	09/27/16
FER02	MUELLER, ANN M.	10/01/16
OFCO2	TAYLOR, CASSANDRA J.	10/01/16
FIREF	STOLTZ, DAVID D.	10/06/16
FIREF	PLANNING, GORDON N.	10/15/16
CADET	BOIVIN, JOSHUA J.	10/18/16

REVERSIONS -- in date order		
RANK	NAME	DATE
LIEUT	KLOCKOW, SCOTT L.	04/10/16
FIREF	MORGAN, DAVID P.	04/10/16
HEQOP	KENTOWSKI, ERIC W.	04/10/16
FIREF	SCHNEIDER, FRED R. JR.	04/10/16
FIREF	COCKROFT, EMANUEL D.	04/10/16

2016 Separations

SEPARATIONS -- in Date Left order		
RANK	NAME	DATE LEFT
HEQOP	POPA, PAUL E.	10/21/16
HEQOP	OLEARY, DOUGLAS M.	10/22/16
FCAPT	NOWAK, WILLIAM J.	10/22/16
FEDIS	HIBBEN, CHRISTOPHER R.	11/02/16
NETCO	HEDING, MICHAEL J.	11/08/16
LIEUT	HAMBURGER, RANDOLPH J.	11/15/16
HEQOP	HARTLAUB, MARIO T.	11/29/16
HEQOP	EIDE, GREGORY A.	11/30/16
FIREF	LEROY, KURT A.	12/09/16
FCAPT	PEIFER, LAURIE L.	12/15/16
LIEUT	WEATHERSBY, ROGER	12/16/16
HEQOP	BOHLMANN, FRED J.	12/17/16
FIREF	DELGADILLO, ROBERT M.	12/17/16
FIREF	GROSCH, THOMAS M.	12/18/16
FIREF	HERPEL, THOMAS C.	12/18/16
HEQOP	JIMENEZ, EMILIO A.	12/19/16
LIEUT	SCHEURELL, JAMES F.	12/19/16
LIEUT	KELLEY, TIMOTHY J.	12/20/16
PFFLT	RYBICKI, MICHAEL L.	12/23/16
LIEUT	CISZEWSKI, DAVID A.	12/23/16
HEQOP	HUBA, PAUL J.	12/23/16
FCAPT	BEHNKE, STEVEN	12/24/16
HEQOP	BRAND, DAVID J. JR.	12/25/16

SEPARATIONS -- in Date Left order		
RANK	NAME	DATE LEFT
HEQOP	ROGERS, KERRY J.	12/25/16
FIREF	SCHUMACHER, DONALD P.	12/25/16
LIEUT	QUIRK, THOMAS C.	12/29/16
LIEUT	DAMROW, THOMAS W.	12/29/16
HEQOP	SARNOW, KEVIN C.	12/29/16
LIEUT	KIZEWSKI, THOMAS P.	12/29/16
HEQOP	RINELLI, JAMES C.	12/29/16
LIEUT	HOENER, RICHARD A.	12/29/16
HEQOP	UNREIN, MICHAEL K.	12/30/16
FIREF	JOHNSON, KIRK D.	12/30/16
LIEUT	CHAVEZ, MICHAEL P.	12/30/16
LIEUT	MEKA, SCOTT T.	12/30/16
FEMEC	WIERZBA, THOMAS M.	12/30/16
HEQOP	ULATOWSKI, THOMAS W.	12/30/16
FIREF	HAMBERGER, THOMAS C.	12/30/16
FCAPT	MUELLER, JAMES S.	12/30/16
LIEUT	REINKE, JAY F.	12/30/16
HEQOP	HONZIK, DAVID J.	12/30/16
HEQOP	SAVAGIAN, ANTHONY W.	12/31/16
PFFLT	MATTRISCH, LINDA M.	12/31/16
FCAPT	BERTONI, PERRY J.	12/31/16
HEQOP	ANSHUS, JAMES P.	12/31/16

