



City of Rockford



2008

Mayor

Lawrence J. Morrissey

City Council

First Ward	Joe Sosnowski	Eighth Ward	Nancy L. Johnson
Second Ward	Patrick Curran	Ninth Ward	Bill Timm
Third Ward	Douglas Mark	Tenth Ward	Franklin C. Beach
Fourth Ward	Carl R. Wasco	Eleventh Ward	Jeff Holt
Fifth Ward	Victory Bell	Twelfth Ward	John C. Beck
Sixth Ward	Leonard J. Jacobson	Thirteenth Ward	Linda McNeely
Seventh Ward	Ann Thompson-Kelly	Fourteenth Ward	Daniel P. Conness

City Administrator

Jim Ryan

ROCKFORD FIRE DEPARTMENT

Chief Officers and Administrative Staff

Fire Chief

D. William Robertson/Derek Bergsten

Division Chiefs

Administration	Patrick Keehnen
Fire Prevention	Frank Schmitt
Operations	Bill Beaman
Training	Brad Donnelly
Division Administrator - 911 Center	Georgeann Dahm

District Chiefs

District 1

Mark Schlanger
 Lynn Washburn-Livingston
 Marty Vuttera/Benjamin Ognibene

District 2

Chuck Martini
 Steve Bishop
 Jim Strey



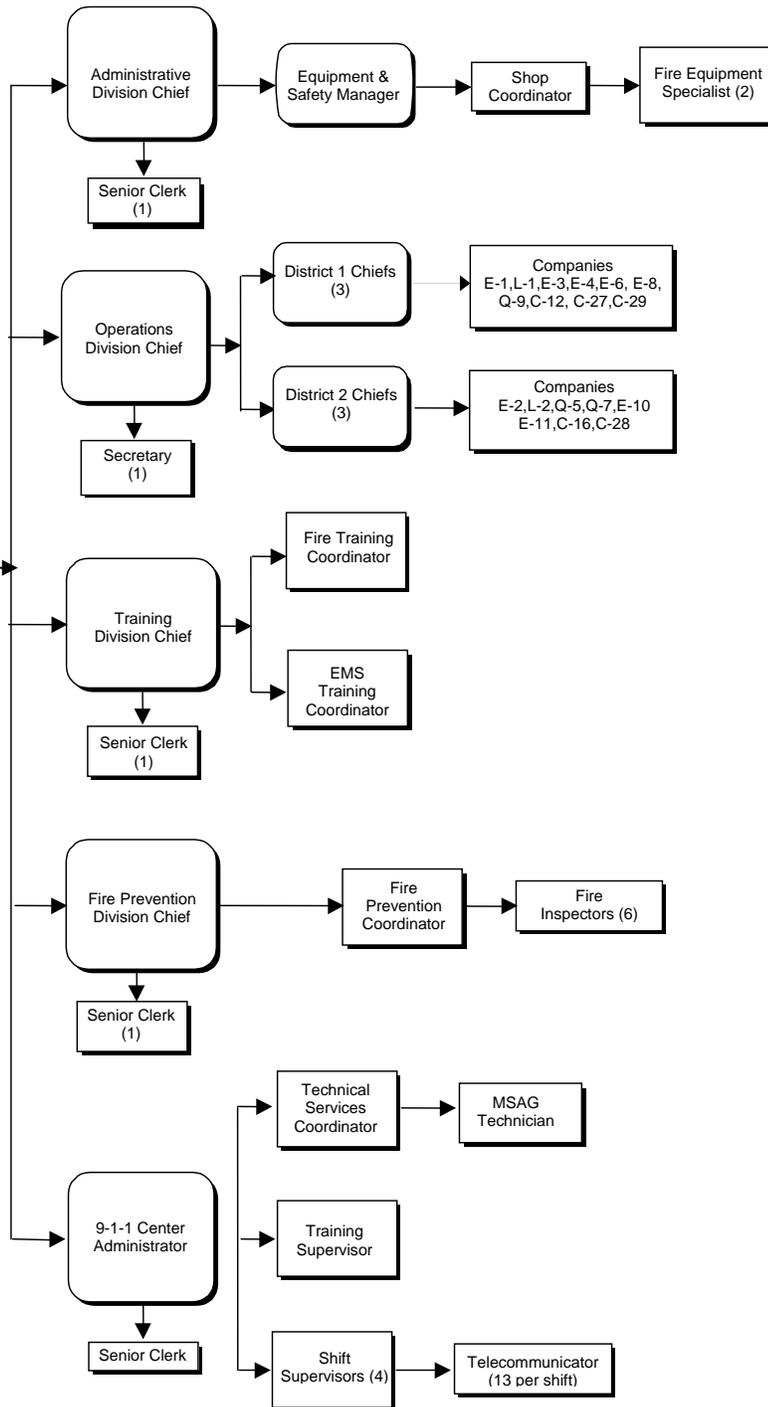
2008 Organizational Chart



**Fire Chief
D. William Robertson**



**Senior Administrative Assistant
Judith Yehling**



2008 was a year of transition and change for the Rockford Fire Department. After 32 years with the Rockford Fire Department and 17 years as Chief of the department, Bill Robertson retired on June 14, 2008

Following the retirement of Chief Robertson, the Board of Fire & Police Commissioners undertook the search for a new individual to fill the position. However, this was not a short process and in the intervening months the Department was fortunate to have the leadership of two very able interim Chiefs: Patrick Keehnen, who had served as a Division Chief for the past six years, and Brad Donnelli who had been Division Chief of Training since January 2005.



Fire Chief Derek Bergsten
November 2008

The Board of Fire & Police Commissioners after several months of rigorous examinations, interviews and preliminary selection of acceptable candidates, promoted former Captain Derek Bergsten who was sworn in as the tenth Chief of the Rockford Fire Department on November 14, 2008.

He has served on the department since 1994 coming to the Rockford Fire Department from the Loves Park Fire Department. Chief Bergsten has both an Associates of Science and an Associates of Fire Science from Rock Valley College, a Bachelor in Business and Organizational Development from Western Illinois University and a Master of Public Administration from Northern Illinois University. In addition to many specialized fire certifications, he is also the first member of the Rockford Fire Department to be accepted into the Executive Fire Officer Program of the National Fire Academy.

But the Chief of the Department was not the only change in officers, there were 18 promotions, 9 appointments and 9 retirements. Almost half of the Lieutenants, a third of the Captains and half of the District Chiefs were new to their positions in 2008.

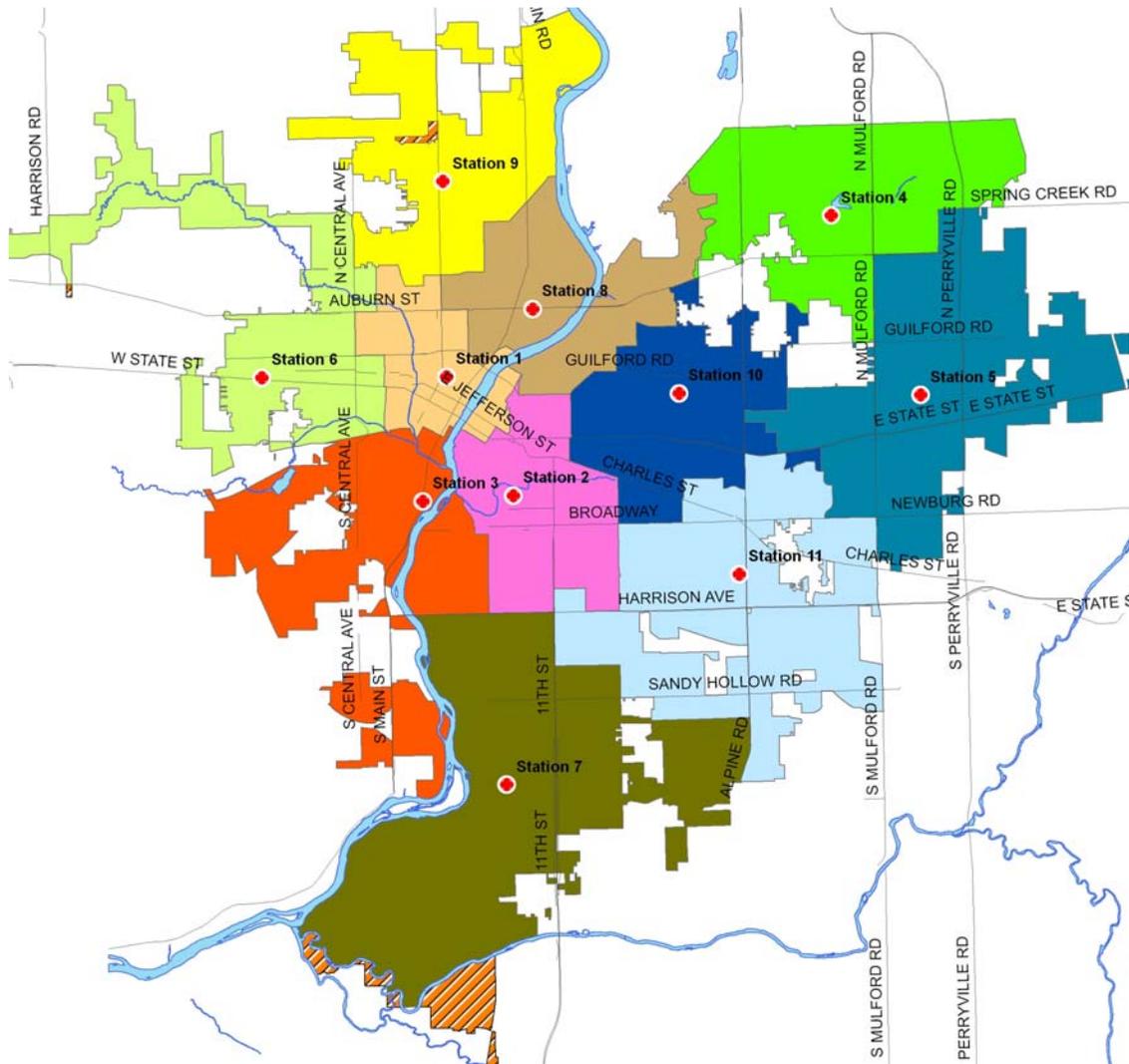


Rockford Fire Department Overview

The Rockford Fire Department is under the direction of the Fire Chief, who in turn reports to the Mayor, the City Council and the Board of Fire & Police Commissioners. The Department operates under five distinct divisions: Administration, Operations, Training, Fire Prevention and the 9-1-1 Center, each under the direction of a Division Chief or Administrator.

In 2008 the Department was budgeted for 282 people including secretarial staff, mechanics, inspectors, trainers, administrative staff and company personnel or firefighters and paramedics and 53 employees associated directly with the 9-1-1 Center for the City of Rockford. The Rockford Fire Department is a “full service” department in that it does everything from firefighting to emergency medical services (EMS), hazardous materials emergencies, disaster management (ESDA) and extrications to inspections and preplans of buildings, hydrant testing to technical rescue teams, or TRT, and a dive team. And as part of the Fire Department the 911 Center answers all 911 lines for the entire City of Rockford and takes responsibility for dispatching of the Department’s fire and ambulance calls as well as those of the Rockford Police Department and several volunteer Fire Departments.

Operating in a city of 150,000 people, the Department is rated by ISO as a class 2 city on a scale of 1 to 10. In 2008 we responded to over 23,635 calls, out of which 3% were a response to some sort of fire. The City itself is divided into two districts served by 11 fire stations with a total of 13 frontline apparatus, with ambulances operating out of 5 of the stations.



District 1 West Side Stations



**Sta. #3 – 1520 S. Main St.
Engine & Ambulance**



**Sta. #1 – 528 Woodlawn
Ladder, Engine, District Chief 1**



**Sta. #4 – 2959 Shaw Woods Dr.
Engine & Ambulance**



**Sta. #6 - 3329 W. State St.
West Side Training Academy -- Engine**



**Sta. #8 – 505 Sherman St.
Engine**



Sta. #9 – 2416 Halsted -- Quint & Ambulance

District 2 East Side Stations



Sta. #2 – 1004 7th St. -- Ladder, Engine & District Chief 2



Sta. #5 – 391 Trainer Rd. -- Quint



Sta. #7 – 4979 Falcon Rd. -- Quint; Airport Rescue



Sta. #10 – 3407 Rural St. -- Engine & Ambulance



Sta. #11 – 2117 Calgary Court -- Engine & Ambulance



Division Chief
Patrick Keehnen

Administrative Division

The Administrative Division Chief is responsible for all purchasing, budgeting, data processing including statistical analysis and timekeeping, maintenance of physical plants and equipment, certain personnel functions including contract negotiations and other administrative support as needed by other Divisions within the Department.



Fire Equipment Safety Manager
Lieutenant Barry Fitz



Statistical Analyst
Elizabeth Russell



Senior Clerk
Helen Montana



Fire Maintenance Coordinator
Rick Tetrick

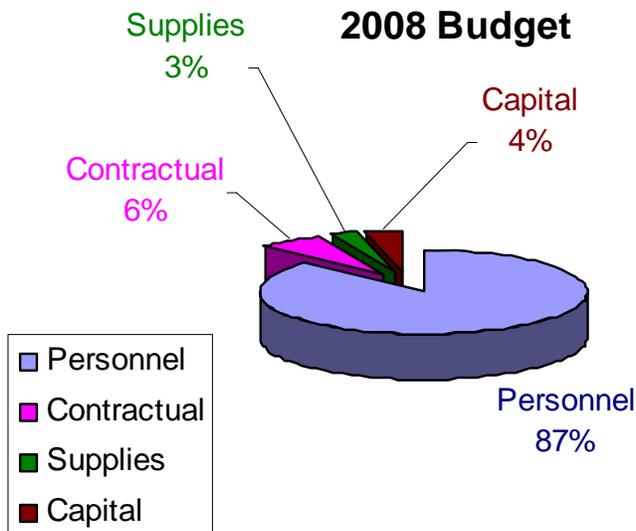


Fire Equipment Specialist
Dave DeCarlo



Charles Bedard

Fire Department Budget Summary



Personnel	\$32,706,758
Contractual	\$2,436,672
Supplies	\$1,066,585
Capital	\$1,365,377
Total	<u>\$37,575,392</u>

In addition to direct responsibility for all the financial and statistical functions of the department, union negotiations and certain personnel matters, the Administrative Division Chief is also responsible for the Shop.

Under the direct supervision of Fire Equipment Safety Manager Barry Fitz, the Shop is responsible for all fire equipment and apparatus.

More specifically, the shop is responsible for:

- Scheduling and performing preventative inspections on all apparatus, ambulances and other special equipment and vehicles such as the TRT (Technical Rescue Team) truck, HazMat Trailer, rescue boats, etc.
- Providing a 24/7 emergency repair service on all vehicles and equipment.
- Fire Ground Support consisting of:
 - ▲ Refueling apparatus at fire scenes
 - ▲ Providing on-scene repairs and/or adjustments to apparatus
 - ▲ Providing a supply of compressed air for breathing masks
 - ▲ Delivering and operating special equipment at fire scenes (light wagon, smoke ejector, salvage pumps)
- Required (ISO) Annual Testing of all apparatus and equipment
- Emergency snow removal at fire stations and ambulance escort in times of heavy snow falls.
- Writing detailed specifications for major contractual projects and for new apparatus/equipment purchases

2008 Shop Activity Highlights

- ◆ Conducted testing of new SCBAs specified in 2007 and purchased with federal grant money so they could be put into service. The new SCBAs meet the NFPA 1981 & 1982 - 2007 Edition and CBRN Agent Approved Air Masks – MSA Fire Hawk M7s.
- ◆ Prepared & put into service new Aerial Truck, Pumper and 2 Ambulances.

New Ladder & Pumper Truck



Accreditation Program

Work continues at the Fire Department to complete the accreditation process. Presently, there are 128 agencies accredited by the Commission on Fire Accreditation International (CFAI) across the United States and Canada. Chief Bergsten has identified the accreditation process as a priority to complete in 2010.

In the spring of 2008, the fire companies completed a project to identify and verify the commercial building inventory across the city. The “Windshield Survey Project” as it was called, took a critical look at each commercial structure and was completed on time by



Department personnel. The building/occupancy inventory is very important in the development of the “Standards of Cover” document in defining the risk in Rockford. Within the Standard of Cover, risk specifically addresses life safety, property conservation, and the potential economic impact to the community.

Category managers are working with team members in the 10 different categories to address the 244 detailed performance indicators. Performance indicators define the desired level of achievement or performance for each specific task and are identified and established from accepted best practices in the delivery of fire and emergency services today. The 10 categories listed below cause us to perform a comprehensive examination of the services and programs we deliver in the community.

1. Governance and Administration
2. Assessment and Planning
3. Goals and Objectives
4. Financial Resources
5. Programs
6. Physical Resources
7. Human Resources
8. Training and Competency
9. Essential Resources
10. External System Relationships

In 2008, the Training Division logged 2,782.5 hours by Fire Department personnel conducting work and training on the accreditation project. Prior to the “Windshield Survey Project,” personnel department-wide were orientated to the accreditation process and its importance to the fire department.

As a result of activities to establish a response standard for the Rockford Fire Department, personnel developed the **Think “360”** project to demonstrate our current turn-out and response times across the community. As the dispatch process becomes more automated and full implementation of the mobile data terminals (MDT) in fire and EMS vehicles is completed, it is believed that our response times will improve. We are excited that data has been collected throughout the process, as this will demonstrate how the MDT project can impact the delivery of service to our community.

Think "360"

The goal of the Rockford Fire Department is to arrive at our emergency calls in 360 seconds or less, 90% of the time. This gives us the best chance to stop flashover or have a positive impact in a medical emergency.

Dispatch Time
Turn Out Time
+ Travel Time

360 Second
Response time

2008 Average Response Time	2008 90 th Percentile Response Time	2008 Average Turnout Time	2008 90 th Percentile Turnout Time
283	404	97	155
360 is the Standard for full-time departments		90 is the Standard for full-time departments	

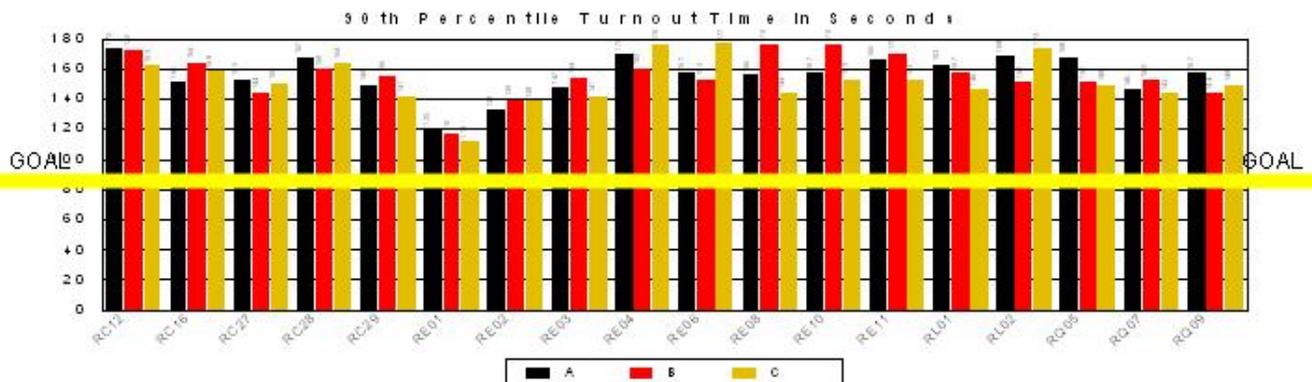
How do we compare?

COMPARE	Turnout average	Response average
Skokie	62	408
Elgin		250
Evanston		207
Sterling Heights, MI		246

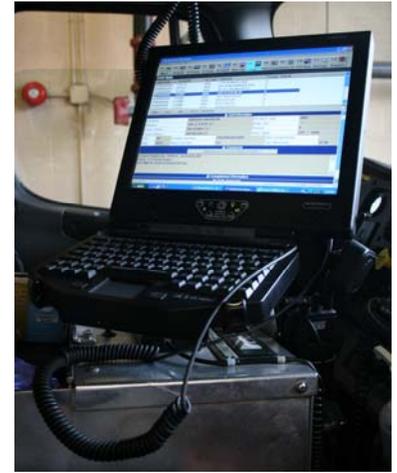
January 1 - December 31, 2008

<p>90th Percentile 2008</p> <p>404</p> <p>Over Our Goal By:</p> <p>44</p> <p>Seconds</p>	<p>90th Percentile January 2009</p> <p>428</p> <p>Over Our Goal By:</p> <p>68</p> <p>Seconds</p>	<p>90th Percentile Goal</p> <p>360</p> <p>Seconds</p> 
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NFPA Standard for Career Department = 90 seconds (1:30) or less



In 2008 the fire department was able to complete testing and begin installation of mobile computers in the fire apparatus. The system is based on the **Motorola Premiere Mobile Data Client (PMDC)** software platform and connects to the 911 center. The computers are designed to provide the apparatus with incident information, mapped location, and any available pre-plan information automatically upon dispatch.



The maps and pre-plans used in the computers were adapted from work already completed by fire companies in previous years. Paper maps and pre-plans were converted to electronic form and placed into service in the mobile computers.

The computers allow responding units to push an on-screen button to notify the alarm office of their en route, on scene, and returning to quarters status. This field entry of fire truck status is meant to increase the accuracy of incident related times.

Installation will continue throughout 2009 and is scheduled to be completed by the end of third quarter 2009 in all front line equipment.

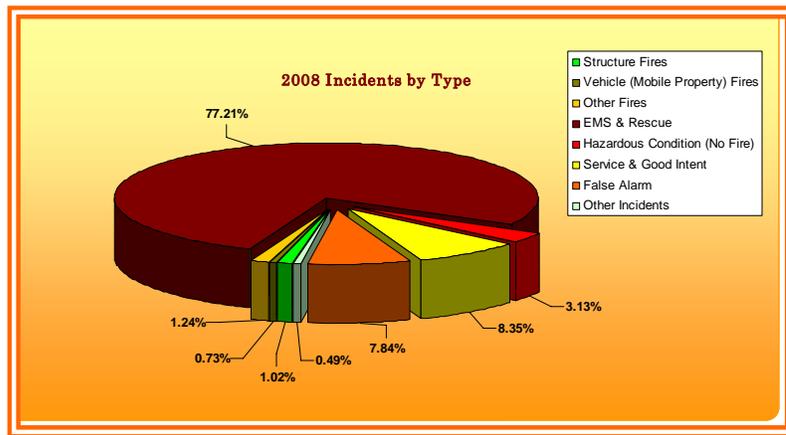
2007-08 Department Statistics

Data like that shown below and on the following pages in graphs and charts is helpful only in so far as it is accurate and serves to help us measure and then set and pursue well-defined goals to provide the highest, most efficient quality of service. This, itself, is the major goal of the department in keeping with that of the City and the RockStat initiative.

2007 and 2008 Incidents by Type			
	2007	2008	% Change
Total Incidents	22,867	23,635	3.36%
Fire	786	703	-10.56%
Non-Structure	545	464	-14.86%
Structure	241	239	-0.83%
Residential	195	195	0.00%
Non-Residential	46	44	-4.35%
EMS & Rescue	17,119	18,261	6.67%
EMS	15,983	17,466	9.28%
EMS, excluding MV	14,879	16,336	9.79%
Motor Vehicle	1,104	1,130	2.36%
Other	1,136	795	-30.02%
All Other Incidents	4,962	4,671	-5.86%

Rockford Fire Department Responses		# Responses	
Unit	Location	2007	2008
Amb#12 (Station 1 Location) (Station 4 Location)	528 Woodlawn 2959 Shaw Woods Drive	2,807	3,125
Amb#16	3407 Rural St.	3,444	3,648
Amb#27	3416 Halsted Road	4,231	4,478
Amb #28	2117 Calgary Ct.	3,501	3,831
Amb #29	1520 S. Main St.	4,259	4,662
Reserve Amb #40 (not available for '07)			5
Total Ambulance Responses		18,242	19,749
Engine 1	528 Woodlawn	3,232	3,178
Engine 2	1004 7 th St.	3,093	3,301
Engine 3	1520 S. Main St.	1,892	2,086
Engine 4	2959 Shaw Woods Drive	1,616	1,693
Quint 5*	391 Trainer Road	1,944	1,997
Engine 6	3329 W. State St.	1,916	2,002
Quint 7*	4979 Falcon Road	1,715	1,812
Engine 8	505 Sherman St.	1,633	1,782
Quint 9*	2416 Halsted Road	2,203	2,238
Engine 10	3407 Rural St.	2,342	2,285
Engine 11	2117 Calgary Ct.	2,410	2,557
Total Engine Responses		24,046	24,931
Ladder 1	528 Woodlawn Ave.	1,913	1,812
Ladder 2	1004 7 th St.	2,030	2,062
Combined Quint Responses¹		5,362	6,047
Total Ladder Responses		3,943	3,874
District Chief 1 – West Side		886	769
District Chief 2 – East Side		991	870
Total District Chief Responses		1,877	1,639
Fire Prevention Personnel		358	406
Total Unit Responses		49,198	50,599
Total Number of Incidents		22,866	23,635
Average Number of Units per Incident		2.15	2.14
Private Ambulances		432	937

¹Calls for the Quints are also included in the Engine totals.



Fires by Type			
	2007	2008	% Change
Structure Fire	241	241	0.00%
Fires in Mobile Property Used as a Fixed Structure	1	3	200.00%
Mobile Property (Vehicle) Fire	171	172	0.58%
Natural Vegetation Fire	65	47	-27.69%
Outside Rubbish Fire	217	192	-11.52%
Special Outside Fire	29	16	-44.83%
Cultivated Vegetation, Crop Fire	2	0	-100.00%
Fires, Other	60	35	-41.67%
Total	786	706	-10.18%

	Civilian		Fire Service	
Casualty Summary	08	07	08	07
Fire Related Injuries.....	15.....	21.....	29.....	15
Non-Fire Injuries.....	-0-.....	-0-.....	87.....	92
Fire Related Deaths.....	1.....	-0-.....	-0-.....	-0-

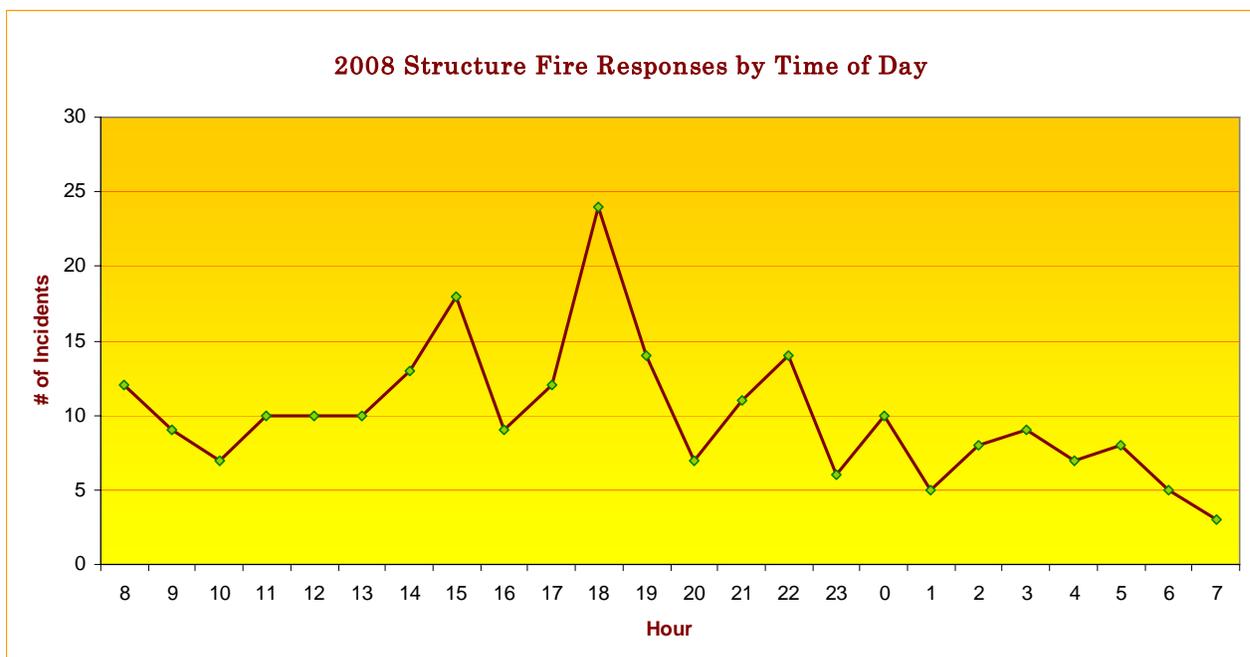
Type of Fire	Total Dollar Value		Total Dollar Loss		% Saved	
	2008	2007	2008	2007	2008	2007
Structure	\$130,809,680	1,564,133,413	\$3,867,753	3,182,531	97.04%	99.80%
Vehicle	\$1,765,150	1,044,905	\$642,400	640,931	63.61%	38.66%
Other	\$8,069,900	5,201,654	\$433,760	259,474	94.62%	95.01%
Total	\$140,644,730	1,570,379,972	\$4,943,913	4,082,936	96.48%	99.74%

2007-2008 Response Times

90th Percentile Response Time for First Arriving Unit	
2008	2007
6:44	6:56

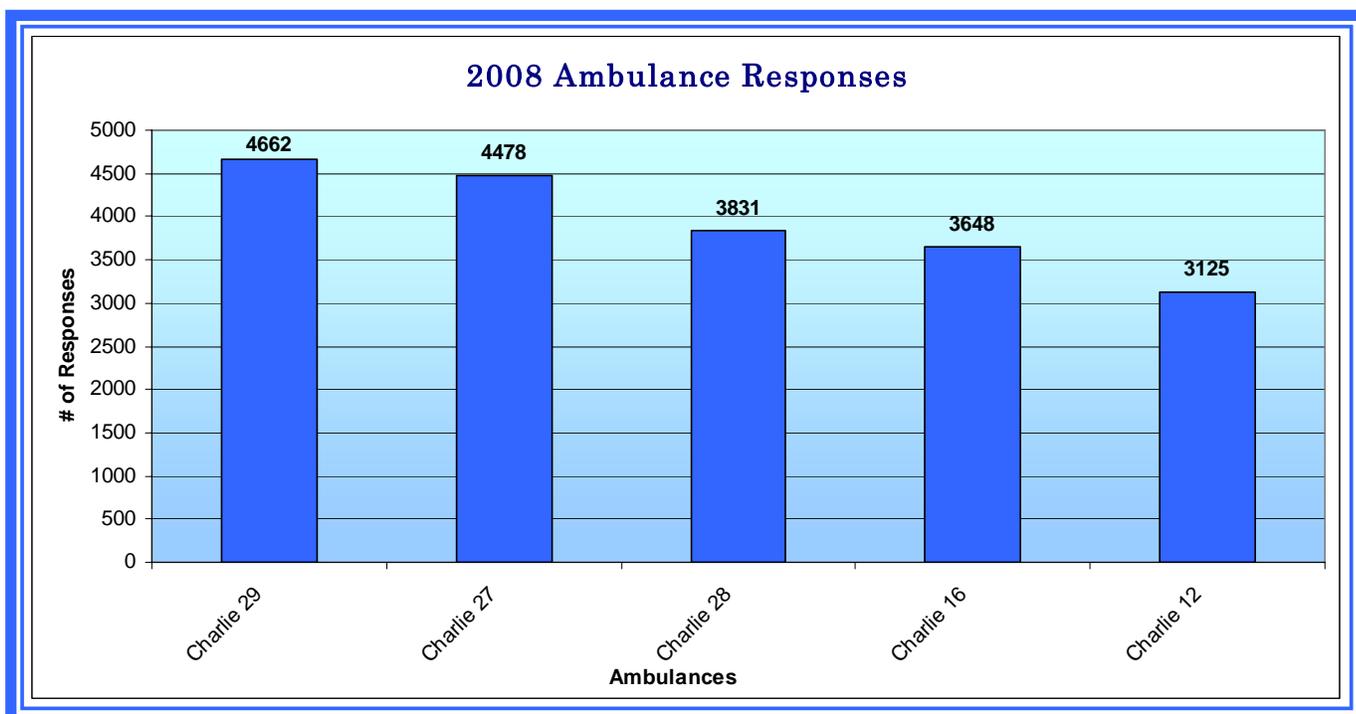
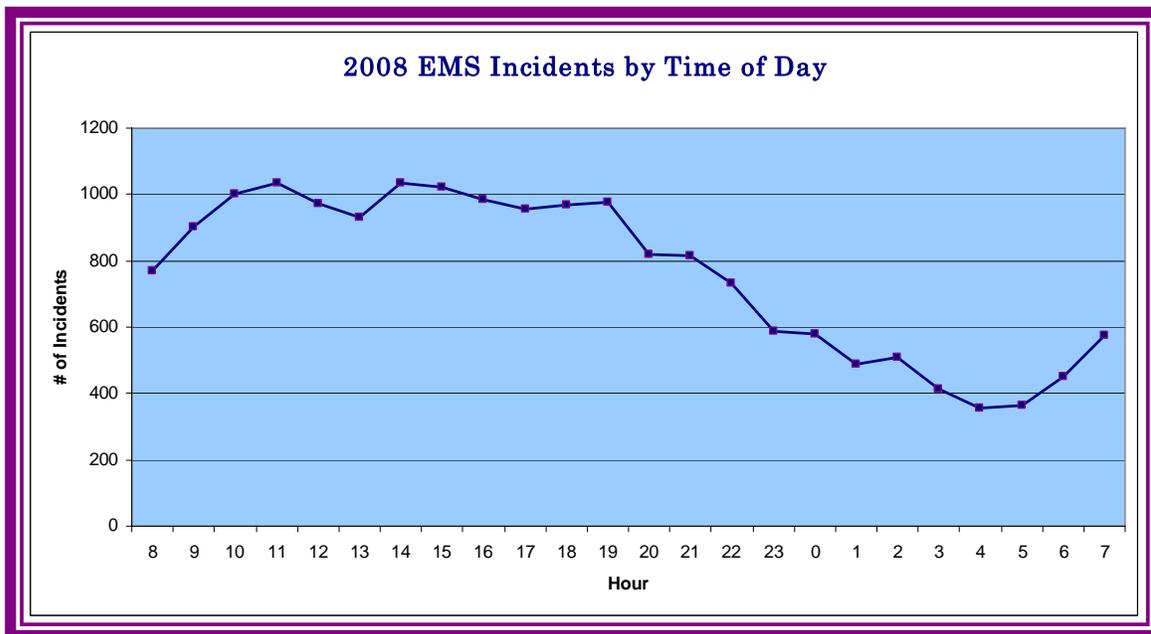
Response Time Percentages for First Arriving Unit		
	2008	2007
8:00 or less	96.17	95.20
7:00 or less	91.76	90.91
6:00 or less	82.97	81.52
5:00 or less	65.89	64.30
4:00 or less	41.43	39.40

Response time for first arriving unit is from the alarm time to the arrival time of that unit. (Data was left out due to no seconds on times and outliers in data.)



2007-2008 EMS Responses

Unit #	# of Responses	
	2007	2008
Charlie 29	4,276	4,662
Charlie 27	4,247	4,478
Charlie 28	3,512	3,831
Charlie 16	3,452	3,648
Charlie 12	2,812	3,125
Total	18,299	19,744



In 1992 the Rockford Fire Department began a customer satisfaction program by sending out surveys to ascertain how the public perceived the emergency services (fire suppression and ambulance) rendered by the Rockford Fire Department. Recipients are chosen on a random basis and are sent a letter from the Chief asking for their help and cooperation in completing the survey enclosed which they can return in a postage-paid envelop marked “Personal” and addressed to the Chief.

Below are the questions asked and how the citizens responded to the survey

Customer Service

Survey Questions:

- Q1** – How would you rate the concern shown by the firefighter/paramedics for you and your situation?
- Q2** – How would you rate their helpfulness?
- Q3** – How knowledgeable were they?
- Q4** – Rate the quality of their service.
- Q5** – How would you rate the concern shown by the firefighter/paramedics for you and your situation?
- Q6** – How well did they do in putting you at ease?

Average Scores								
Year	Q1	Q2	Q3	Q4	Q5	Q6	Overall Avg.	Avg./ Score/ Survey
2008	3.82	3.84	3.80	3.84	3.82	3.74	3.81	22.9
2007	3.95	3.92	3.90	3.93	3.96	3.88	3.92	23.5

Highest possible score = 24

Rating System	
Rating	Points
Excellent	4
Good	3
Fair	2
Poor	1

No. of Surveys			
Year	Sent	Returned	RTS*
2008	349	74	32
2007	664	152	38

	2008	2007
Return Rate:	21%	23%
RTS*:	9.2%	5.7%

*Returned to Sender - undeliverable

Obviously we feel quite good about the scores and that many of the people when asked “How can we improve the quality of our service?”, answer, “Just keep on doing what you’re doing.” Some of the responses are so positive and heartfelt that we do pass them on to the appropriate department personnel. Hearing these good, positive messages makes our job that much easier.

However, all of this is not to say that there are never any complaints but they are few and far between. These the Chief follows up with a personal phone call to offer whatever explanation is necessary or to investigate the circumstances and address any problems.

“Excellence in Service” is our motto and, while there is always room for improvement, we feel we’ve done a good job of reaching toward that goal.

Operations Division



**Division Chief
William Beaman**

The Operations Division Chief oversees the basic functions of the Fire Department on a daily basis: the EMS (Emergency Medical Services) operations, including medical rescue calls, and the oversight of both Districts which encompasses all facets of activities engaged in by the firefighters. In addition, he acts as liaison between the fire department and many local, state and federal agencies, particularly in the areas of grants and funding and inter-agency responses.



**Administrative
Assistant
Kathy Olson**

Operationally, the City is divided east and west into two districts with the Rock River nominally acting as the dividing line between the two districts. With three shifts and two districts, there are six District Chiefs with one chief for each district in charge of the City on any given day. However, there is at least one station, #4, while technically east of the river, that reports to the west-side District Chief or District 1.

District 1/West Side

District 2/East Side

District Chiefs



D/C Mark Schlanger
"A" Shift



D/C Charles Martini
"A" Shift



D/C Lynn Washburn
"B" Shift



D/C Jim Strey
"B" Shift



D/C Martin Vuttera
"C" Shift



D/C Steven Bishop
"C" Shift

Fire Station Captains



District 1 West Side

Captain Greg Castronovo
Station 1 — Engine 1
*Water Rescue: Boat &
Dive Equipment*



Captain Benjamin Ognibene
Station 1 — Ladder 1
Boat



Captain Anthony Cannella
Station #3 — Engine, Charlie 29
Water Rescue: Boat



Captain Dennis Cavanagh
Station 4 — Engine, Charlie 12
Grass Rig



Captain Steven Preiss
Station 6 — Engine
Training Facility



Captain Steven Van Vleet
Station 8 — Engine
Extrication



Captain Mick Frew
Station 9 — Quint, Charlie 27
EMS Supplies/Coordination



District 2 East Side

Captain Derek Bergsten
Station 2 — Engine
Water Rescue Dive Gear



Captain Joe Corl
Station 2 — Ladder
Quarter Master-Protective Gear



Captain Daniel Zaccard
Station 5 — Quint,
HazMat



Captain Mark Marinelli
Station 7 — Quint
Airport Rescue



Captain Gerald Omar
Station 10 — Engine, Charlie 16
Quarter Master - Supplies



Captain Vardman Turner
Station 11 — Engine, Charlie 28
Extrication & TRT

Specialized Teams & Department Functions

The **Rockford Fire Department Dive Team** is another one of those specializations that is always on the ready. The team is composed of 21 department members who are specially trained in water rescue and recovery. The team responds to water incidents on the Rock River or in other bodies of water within the city limits. The team is also a member of the Winnebago Water Rescue & Recover Team and responds to incidents outside of the city as well.

Stations 1 and 2 each house a dedicated water rescue vehicle: W-1 for responses within the city and W-2 for those outside the city. These vehicles carry all the gear and equipment the divers need to perform warm or cold water rescues. The team also has two boats: a Clark 21-foot aluminum custom flat-bottom rescue boat with removable sides and a 95-HP Mercury two-stroke engine housed at Station 1; and 17-ft. inflatable Zodiac with a 25-HP Johnson housed at Station 3. The inflatable raft is towed by Engine 3 for response in the city and is used mainly for incidents below the dam.

The team also instructs classes in water safety and drown prevention for all 4th grade students in public and private schools. In fact, since the inception of the school water safety program in 1985, there has been a steady decline in water-related incidents involving children. In 2008 almost 2,000 students learned valuable lessons that just may save a life!

The Dive Team members are all minimally Professional Association of Dive Instructor (PADI) certified in open water, advanced open water and rescue diver. Many are also certified in specialties such as dry suit diver, boat diver, equipment specialist, ice diver, night diver and search and recover, just to name a few.

The team also participates in regularly scheduled training to stay current with industry developments and to maintain and improve skills.



ARFF- Airport Rescue Firefighter

Located adjacent to the airport, Quint 7 and Emergency 1, 2, 3 and 4 provide aircraft rescue and firefighting for the Chicago Rockford International Airport.

While Quint 7, of course, has fire, medical and other responsibilities for the City of Rockford, the ARFF (Airport Rescue Firefighter) vehicles are dedicated solely to the airport. Currently two ARFF certified firefighters are assigned to the AFRR apparatus Emergency 1 and Emergency 2, respectively. Emergency 3 and 4 remain in reserve status but are checked and made ready on a daily basis should the need arise.



As with any emergency service, the nature of the calls varies. Responses have included routine “hot” refuel standbys, medical issues, touch and go (gone wrong) resulting in broken landing gear and destroyed props, smoke in the cabin and cockpit, hot brakes, indicator or “ship” lights showing that landing gear has not deployed, and a variety of other responses.

The necessity for a quick response is obvious. Serving an airport with runways up to 10,000 feet long, a variety of domestic and international passenger and cargo traffic, and an extremely busy freight hub like United Parcel Service requires ongoing training, annual recertification and annual evaluation and inspection by the Federal Aviation Administration. The Chicago Rockford International Airport is a top 20 U.S. cargo airport and ranked 215th largest passenger airport. The FAA inspection and audit of Station 7/ARFF records is very thorough and detail oriented. Annual time trials with the ARFF apparatus are also required. Think “accreditation” every year.

Of course ARFF and the Dive Team are only two among the many specialized teams like HazMat and extrication. Only one of these involves actual firefighting, on occasion, and the other three have been a part of operations and “fire” department specialties for many years. But the **Technical Rescue Teams** or **TRT** are relatively new and became a focus after 9/11; they encompass a whole new group of rescue functions including Rope, Trench, Confined Space and Structural Collapse.

The department’s TRT is particularly involved under the direction of the Operations Chief with many outside agencies like IEMA (Illinois Emergency Management Agency) at the state level, participation in ESDA, the Emergency Services Disaster Agency and other departments through MABAS (Mutual Aid Box Alarm System). The Operations Chief is the department’s representative and serves or appoints other fire department members to serve on the various committees of these organizations and state agencies.

MABAS

The Mutual Aid Box Alarm System or MABAS is a statewide mutual aid response system for fire, EMS and specialized incident operational teams.

MABAS is a unique organization in the Country and is often looked to as a role model in preparing other states for a disaster. Through MABAS, a community can request or provide specialized resources or additional staffed apparatus in the time of great need.

Rockford and the surrounding areas face many threats on a daily basis, whether they are large structure fires, mass casualty incidents, hazardous materials incidents, or technical rescue; MABAS allows us to mobilize many resources that may not normally be at our disposal in a seamless manner and augment existing resources to provide the highest level of service that our citizens have come to expect.

The MABAS Regional TRT has the ability to deploy and be self-sufficient as a MABAS Team anywhere in the State of Illinois for up to 72 hours. The purpose of the TRT/MABAS teams is to ensure that, whether a natural or man-made disaster strikes the City, County, region or state, Rockford Fire Department and all the agencies and departments involved or affected, be it under the direction of ESDA, IEMA or MABAS, will be able to function as single unit in order to provide the most efficient and effective help possible.

In 2008 the Rockford Fire Department provided mutual aid to surrounding communities 13 times using MABAS agreements.

Hydrant Flow Testing

An essential operational issue for any fire department and one that is part of ISO ratings is the condition of the community's hydrants. And in 2008, the department's annual hydrant flow testing program underwent significant restructuring. The goals of the restructuring were to establish a formal testing cycle, correct hydrant numbering and location issues, increase efficiency through improved data collection and decreased data entry time, ensure hydrant maintenance needs were reported in an effective manner and build a cooperative relationship with the Water department.



Prior to 2008, no specific testing cycle was in place. Test dates in the Firehouse database were as old as 1990. To make certain that test dates would not be outdated, a formal 6-year cycle of testing was implemented. Each year of the cycle, 1/6th of the total number of hydrants in the system are to be tested with all hydrants done within 6 years, after which the cycle is to begin again. The number of hydrants in the system at the beginning of this program was 6159, thus 1020 were to be tested during the first year. In conjunction with



this cycle, hydrant zones for each company were established. The hydrant zones were not the same as the company still territory as the number of hydrants in each still varied greatly from the west side of the city to the more populated east side. The number of hydrants per company, while not equal, became more equalized with the zones. All the hydrants in each zone were arranged in reverse order of test date and then assigned to companies. This guaranteed that any hydrants without flow test data were tested first followed by those with the oldest test data. This program is designed to be able to absorb new hydrants installed in the system without significant impact to the program. An important aspect to the success of the

six-year program is the amount of time allotted to each company to complete the flow testing. Previously, only three weeks were allotted. With the restructured program, each company was assigned four weeks for testing and the testing period was set for April 1 to October 31. However, due to accreditation activities, the start of testing was postponed to June 1.

Hydrant numbering and location information was a problem faced by both the Fire Department and the Water Department. As hydrants were added to the system, removed from the system or moved to a new location, a consistent numbering system with location information had become confusing. Duplicate hydrant numbers existed and many times locations were listed as only a general hundred block on a street instead of being specific to an address. Working with the Water department a consistent numbering system was implemented that allows for the future expansion of the hydrant system. In addition, specific hydrant locations were given to any hydrants that previously were non-specific.

The increase in efficiency through improved data collection and decreased data entry time was achieved with the introduction of a handheld GPS unit for use in testing. For company personnel this was the most obvious change to the program. Training was provided to each shift on each company prior to their assigned test period. Technical support was provided during the testing to address GPS or general testing questions. Assigned hydrants to be tested were placed on maps which were loaded into the GPS. The hydrant number also appeared on the map. Only those hydrants to be tested appeared on the maps. Hard copy laminated maps were also



furnished to the companies for reference. Instead of writing collected data down on paper forms, as in previous years, the GPS unit allowed electronic data entry. Forms with all the fields necessary were created and loaded into the GPS unit. Double-tapping on a hydrant opened up the form for that specific hydrant. On that form, some hydrant information was pre-loaded thereby relieving company personnel of entering the data. As flow data was collected, companies entered it into the form and saved it on-site.

Decreased data entry time into the Firehouse permanent recordkeeping system was also a benefit of using the GPS unit. Companies no longer had to return to the station and re-enter all information into Firehouse. A problem with this method was that entry of the data was delayed due to other activities, data was incorrectly entered, or the paper forms were misplaced. The memory card from the GPS unit allows the saved data to be quickly downloaded and checked for accuracy. The benefits of using the GPS – specific hydrant identification, improved data collection, and decreased data entry time into Firehouse – allowed company personnel to increase their work efficiency in flow testing.

An important part of flow testing is the identification of hydrant maintenance issues. With the restructured program, maintenance needs no longer had to be documented on a form and sent to the District Chief. Email was implemented as the reporting path. The receiver of the maintenance needed email was the Water Quality Supervisor and the District Chief. This path made certain the issues were quickly addressed where the problem was corrected. Once repairs were made, Water personnel informed the District Chief who then passed the information on to the company. A spreadsheet of maintenance issues was created for use in follow-up. Of 68 hydrants that were sent in for repair, 58 were completed before the end of the testing period.

The final goal of the restructured program was to build a cooperative relationship with the Water Department. A meeting was held with Water personnel prior to the testing program start. All information on the new program was shared and questions were answered. This meeting resulted in the sharing of all hydrant test maps prior to testing, a notification process that directed companies to inform the Water Quality Supervisor prior to testing each day, the reporting procedure for hydrants in need of repair, the implementation of Firehouse use by Water personnel with the ability to share hydrant data, and the consistent numbering system. The cooperative relationship allowed the Water department to keep the public informed and to address repair needs quickly.

Despite the loss of two months of testing, 959 hydrants were able to be tested in 2008. While minor problems with the program, including notifications to the Water department and GPS function occurred, the first year of the restructured program was a success.

Emergency Medical Services Operations



The City of Rockford Fire Department (RFD) is the primary provider of Emergency Medical Services (EMS) within the corporate limits of the City. The EMS provided by this department under the supervision of the Operations Division occupies the greatest amount of the department's personnel time. All of these services are monitored and overseen by the Illinois Department of Public Health (IDPH) and are accomplished in cooperation with Doctor John Underwood, our EMS Medical Director (EMSMD) and SwedishAmerican Hospital Emergency Medical Service (SWAEMS) System, our EMS Resource Hospital.

Our Resource Hospital

The agreement between RFD and SWAEMS was signed in March of 2003. SWAEMS, as our Resource Hospital/System, is the hospital with the authority and the responsibility for EMS-related issues as outlined in the EMS Act of IDPH as an approved EMS System Program Plan. SWAEMS, with approval through the EMSMD, assumes responsibility for the entire EMS program, including the clinical aspects, operations and educational programs.

New Equipment



In 2008 the Rockford Fire Department was the grateful recipient of a large donation made by Swedish American Hospital. This donation, made in cooperation with the Philips Medical Company, gave us five brand new **Philips MRx Cardiac Monitors**, along with fourteen brand new **Philips FR2+ Automated**

External Defibrillators. The MRx Cardiac Monitors are part of an exciting new program that has been implemented to help identify STEMI (ST elevation myocardial infarction) patients in the field.

With this ability to identify active myocardial infarctions in the field, we will give hospitals the opportunity to deliver faster definitive care in the catheterization lab for angioplasty or stent placement. This technology will effectively decrease the amount of heart muscle injury for our patients when we can identify STEMI events early in our patient contact time. All five of our ambulances now carry the new Philips MRx Cardiac Monitors and have the capability of identifying STEMI events and transmitting the information via cellular technology to all three area hospitals. The FR2+ Automated External Defibrillators have replaced aging equipment on all of our fire apparatus with new SMART biphasic waveform technology that potentially can save more cardiac arrests in the field.



Special Events

Rockford Fire Department Training Division is responsible for the coordination of EMS personnel to provide EMS care to the visitors who attend special events within the City of Rockford. The **“On The Waterfront Festival”** is one of these events. In 2008, the Department staffed three golf carts, one ambulance cart, one medical tent and one additional ambulance solely dedicated to the festival grounds during the festival hours of operation. The medical tent was responsible for the ambulance cart that was dispatched for assistance to transport a patient from inside the grounds of the festival to the awaiting ambulance outside the festival grounds. This event used ten personnel for each of the three days of the festival. There were over 200 patient contacts and numerous patient transports to area hospitals.

The Rockford Fire Department again provided EMS staffing for the **Rockford Airport’s AirFest** 2008. Rockford Fire EMS personnel staffed an EMS tent, provided coverage to the airport grounds with two EMS carts, and provided a standby ambulance for patient transport.



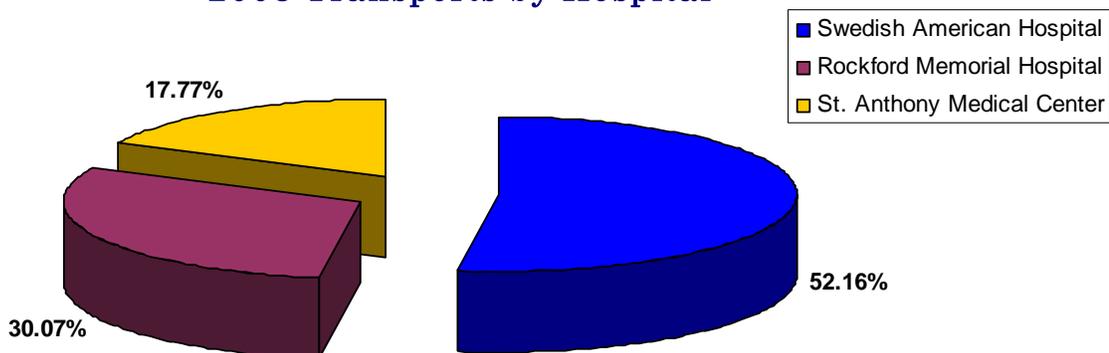
The Rockford Fire Department has also helped support the **Fourth of July Festival** and **Rock River Regatta** by providing our EMS Cart and EMS staff to both of these events.

EMS Week: The Rockford Fire Department takes pride in its ability to provide highly trained and experienced EMS providers to the citizens of Rockford. That is why we appreciate the opportunity to acknowledge our personnel during EMS Week and the opportunity to provide public awareness of Emergency Medical Services to the community by the Rockford Fire Department. We also educate the community on injury/illness prevention and demonstrate other services provided by the Rockford Fire Department. During EMS Week (held in May) members of our Department take part in providing free blood pressure checks to our citizens and help educate people about making healthy lifestyles choices. The Rockford YMCA and Swedish American EMS both helped us during this time by providing a location for the blood pressure checks, and for the informative literature that is given to the community. **Three hundred and twenty-five blood pressures were taken.** During EMS Week the following EMS providers were recognized for their outstanding dedication to the community and Department as paramedics: Driver/ Engineer Sabas Gomez (30 year paramedic), Driver/Engineer E.J. Dilonardo (25 year paramedic), Driver/ Engineer Dan Matthews (20 year paramedic), Lieutenant Chris Scott (20 year paramedic), Lieutenant Charles Barnes (20 year paramedic)

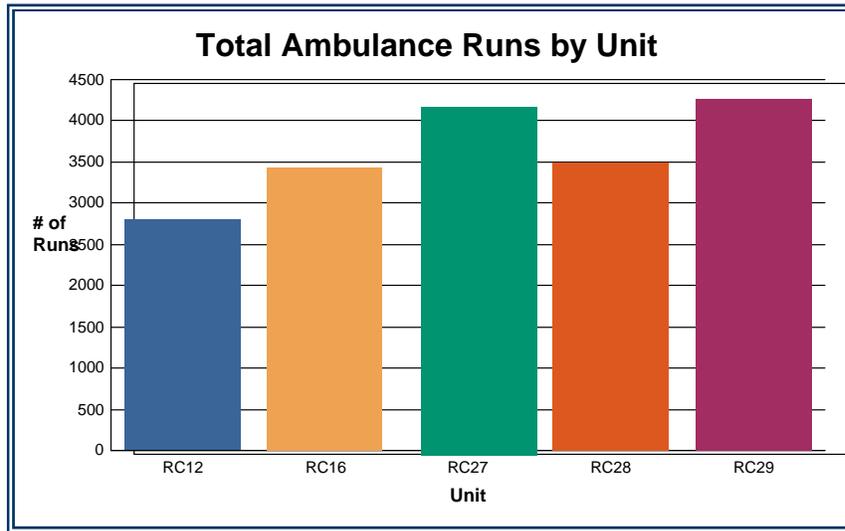
EMS Statistics

RFD was dispatched to **19,744** EMS calls. We transported patients to SwedishAmerican Hospital **8,326** times, to Rockford Memorial Hospital **4,799** times and St. Anthony Hospital **2,837-19744** times. The other 3,782 incidents include: refusals, good intent, no patient found, cancelled and citizen assistance calls.

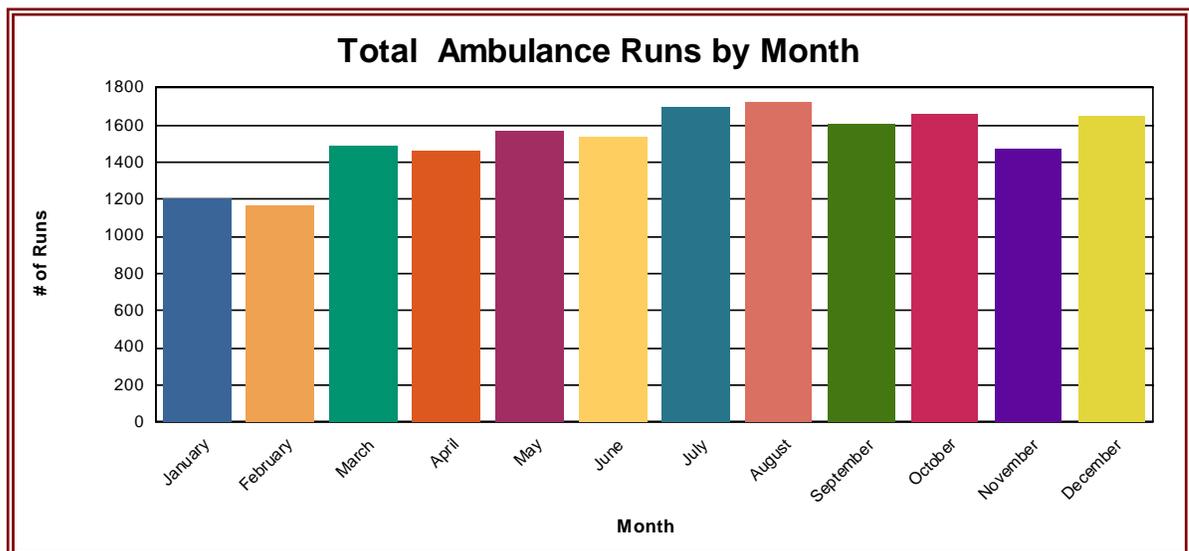
2008 Transports by Hospital



Total run numbers for each of the five ambulances on the Rockford Fire Department .



	RC12	RC16	RC27	RC28	RC29	Total
January	156	249	261	243	294	1,203
February	153	221	248	249	297	1,168
March	211	262	357	305	358	1,493
April	217	279	359	277	329	1,461
May	270	299	366	286	348	1,569
June	239	275	362	288	372	1,536
July	260	326	383	318	410	1,697
August	252	325	398	336	410	1,721
September	255	300	376	300	379	1,610
October	269	324	385	298	385	1,661
November	249	277	353	275	319	1,473
December	276	307	383	326	358	1,650
Total	2,807	3,444	4,231	3,501	4,259	18,242



Training Division



Division Chief
Brad Donnelly

The Training Division Chief, Brad Donnelly, oversees all training, including recruit training, company drills, the Paramedic program and all training exercises and drills between various other Winnebago County fire departments and governmental agencies.



Fire Training Coordinator
Jack Bolster



EMS Training Coordinator
Bob Vertiz



Senior Clerk
Joyce McLevige

Department training is accomplished in numerous ways with the assistance of many individuals throughout the Department. Training personnel and members of Engine Company #6 work jointly to carry out many Academy drills. Recruit classes are taught by firefighters from all ranks who have knowledge in specific areas. Specialty training is instructed by individuals that have attended outside training and brought their knowledge back to share with others. Company Officers conduct daily drills. This team effort has become the backbone of our Department's training program. The goal of the Training Division is to coordinate all training activities in an efficient and structured way that will utilize all of the Department's training resources to their fullest capabilities.

Training Highlights

Eight (8) Academy drills were conducted throughout the year for members of the fire department. Classes such as Ice Rescue, High Rise Building Evolutions, Rapid Intervention Drill (RIT), Aerial Ladder Operations, and Elevator Rescues were a few of the topics covered. Rockford Fire Department personnel taught the majority of these classes.



Members of the department who are on the **Technical Rescue Team** continued to work towards obtaining their Technical Rescue Technician state certification. They do this by attending various classes held in different parts of the state throughout the year. Disciplines that fall under the Technical Rescue Technician title include Rope Operations and Technician, Trench Rescue Operations and Technician, Confined Space Operations and Technician, and Structural Collapse Operations and Technician. These classes are weeklong classes, and the costs associated with them are reimbursable through the Illinois Emergency Management Agency (IEMA) and Mutual Aid Box Alarm System (MABAS) as well.

A **Fire Apparatus Engineer (FAE)** class was held at the Academy. The class is taught by department members and offers our second-drivers the chance to be able to work both in the classroom and in the field. Classroom work includes teaching students different methods for figuring out friction loss and pump pressures. From there they work in the field to practice the skills they learned in the classroom. This class also prepares the students to successfully challenge the state FAE examination.

The Training Division also conducted a **Driver-Engineer class**. This is a week-long class that teaches future Driver-Engineers such things as report writing, legal issues, tactics and strategy, and also refreshes their knowledge with friction loss and pump pressures.

An **Airport Rescue Fire Fighter (ARFF)** class was held in October for ten (10) members of the department. The class is taught by members of our department and teaches our personnel how to respond to any type of emergency that might come up on the airfield. The completion of this course will occur in 2009 with participation in live burn exercises.



2008 Training Times for Fire Suppression Personnel	
No. of Personnel Who Participated in Training	246
No. of Hours of Training Completed	97,651
Average No. of Training Hours per Persons	397
Average No. of Hours per Person per Month	33
No. of Classes Attended	6,064
Average No. of Classes per Person	121
Average No. of Classes per Person per Month	10

Emergency Medical Services – EMS - Training

A Success Story Continues

In 2008, with the support of SWAEMS, our Resource Hospital/System, and approval from IDPH for an advance scope practice, the City of Rockford and RFD became the third demonstration project in the nation to begin continuous chest compression (CCC-CPR) as a change in patient care. Since the rollout of CCC-CPR in November 2004, staff members from SWAEMS and EMS instructors from RFD continued to train the public in this effective and successful way of treating cardiac arrest victims. We have just completed our fourth full year of this new technique and will continue indefinitely. Due to the success of the CCC-CPR program, IDPH has given permission to Region 1 to start a rollout to train all providers with this new technique. We have seen recent changes in the American Heart Association CPR practices that have grown more similar to CCC-CPR. The Rockford Fire Department has achieved and maintained cardiac arrest survival rates that are dramatically higher than the national averages for cardiac arrest. Using data collected in 2008, we determined that the cardiac arrest save rate for patients 18 years of age to 75 years of age was 23%. It should be noted that the national average for cardiac arrest survival stands at 6.4%.

SWAEMS also assumes responsibility for all the educational programs include primary and continuing education for EMT-Basic, Intermediates and Paramedics.

EMT-Basic Class

Typically, EMS Instructors from RFD approved by SWAEMS and IDPH, teach an Emergency Medical Technician – Basic (EMT-B) course for new recruits on Rockford Fire Department at the Fire Academy. Besides our recruits, recruits from other area fire departments have been sent to our fire academy to participate in the EMT-Basic class. The course is normally conducted in a six-week format; Monday – Wednesday – Fridays for the didactic training, Tuesdays and Thursdays for the clinical training, which includes patient care training in the area hospitals and on RFD ambulances. Students are required to complete 40 hours of hospital clinical and 64 hours of ambulance clinical. Within the recruit class of 2008, all but two of the recruits hired already had EMS licensure. Because only two personnel required licensure, these two recruits were sent to Rock River Region EMS for EMT-Basic training and successfully challenged the Illinois Department of Public Health State test for EMT-Basic licensure.

EMT-Basic Licensures (New)

The following personnel were licensed at the EMT – Basic level in 2008

Dan Ostrum Christopher Scrol

Recruits with EMS Licensure

The Department requires new recruits hired with an EMS licensure to complete an evaluation process of knowledge and skill under the supervision of preceptors who are RFD firefighter/paramedics. It is expected that all recruits will be confident, competent, and comfortable in their role as EMS providers in the field. This preparation begins in the Academy with two days devoted to EMS orientation and review, and extends to the end of their probationary time. This process includes evaluations of practical skills, patient care, protocol knowledge, and EMS equipment carried on the fire apparatus and ambulances. The following 2008 Recruits were approved as EMS providers for the Rockford Fire Department:

Marc Braun	Ryan Warnemunde	Andrew Recob	Nathan Owens
Wayne Schoville	Dan Robbell	Noah Norcross	

EMT-Paramedic Licensures (New)

The following Department personnel were sent to the SWAEMS Paramedic Course in September of 2007 and completed it in June 2008.

Dan Apgar	Jeff Finley	Joe Miceli	Dan Martin	
Shawn Connors	Doug McKee	Ryan Esparza	Jeff Roberts	Frank Speno

The following personnel were granted State licensure as paramedics after successfully challenging the 2008 State Test.

James Cantu	Ryan Esparza	Joe Miceli	Frank Speno
Skip Mosny	Jeff Finley	Dan Apgar	Doug McKee
Dan Martin	Jeff Roberts	Shawn Connors	

EMT-Paramedic Class

The next step for EMS providers from EMT-Basic level is the EMT-Paramedic. Twelve Firefighter/EMT-Basics started the paramedic course on September 6, 2008. This course is approved by IDPH and taught by SWAEMS Instructors with assistance from Rockford Fire Department EMS Instructors. The entire course follows the National Standard Curriculum for paramedic education and includes over 1000 hours of both didactic and clinical instruction. The 2008/2009 paramedic course is currently taught at the SWAEMS Office, located at 4120 Charles Street in Rockford. The Lead Instructor is Richard Robinson who is the System Coordinator for SWAEMS. The twelve members of the Rockford Fire Department currently assigned to this class include:

Left to right:
Sheena Albright, Dan Allen,
Chris McCallips, Erik Meyer,
Caleb Hardy, Adam Dantuma,
John Joiner, Matt Hilliker,
Jose Montoya (forefront),
Chris Tumeo, Erik Jordal and
Andy Nelson.



EMT-Basic Relicensures

The following personnel were relicensed at the EMT – Basic level in 2008:

Elmer Kent	Gerry Gurney	Chris Pirrello	Sabas Gomez
John Joiner	Nathan Owens	Kenny Ketton	Keith McNeff

EMT-Paramedic Relicensures

The following personnel were relicensed at the EMT – Paramedic level in 2008:

Steve Schulz	Slade Berry	Jim Eichenberger	Steve Rydholm
Al Granite	Shawn Muszynski	John Dempsey	Jeff Linden
Tom Palmgren	Michele Pankow	Gregg Szyplik	Brian Guthrie
Tim Hare	Todd Monahan	Scott DuBay	Tim Niedermeier
Kyle Hill	Moe George	Matt Lawrence	Tracy Renfro
Josh Moulden	Mark Macias	Steve Rhoads	Mike Adamany
Matt Felauer	Derek Bergsten	Mark Rebban	Carla Heitter
Scott Hayes	Pete Grady	Mike McCallips	Judd Griffith
Shawn Gilbertson			

IDPH EMS Lead Instructor Licensure

An EMS Lead Instructor is one who is approved by the Resource Hospital and Licensed by IDPH. All EMS-related classes taught must be coordinated by an EMS Lead Instructor. This person must meet all requirements by IDPH, which includes: a current EMS licensure, four years of experience in EMS, and two years experience in teaching. Rockford Fire Department EMS Lead Instructors include:

Marty Schoonover	Mike Riley	Bob Vertiz
Bill Hyde	Michele Pankow	Will Pederson

EMS Advisory Committee

It is the intent of the Committee to continue to enhance the high standards of care and levels of expertise that have become the reputation and strength of the Rockford Fire Department in the delivery of patient care. The Rockford Fire Department EMS Advisory Committee for 2008 included:

Executive Officers: Division Chiefs Bill Beaman & Brad Donelli

Chairman: EMS Training Coordinator Bob Vertiz

Recorder: Administrative Assistant Kathy Olson

Firefighter/Paramedics

Chris Kowalski	Shaun Gilbertson	Curt Beilfuss
Ron Carlson	William Pederson	Jeff Althoff
Dave Wentzel	Shaun Gilbertson	Brian Carlson
	Chad Callison	

OTHER EMS TRAINING

Monthly Education: The Department conducted monthly in-station continuing education for on-duty personnel that consisted of: Injuries to the Chest, Abdomen and Genitalia; Emergency Childbirth; Immobilizing Back and Spinal Injuries; Treatments for Poisons, Stings, Drugs and ETOH; Traction Splints; Injuries to the Head, Eye, Mouth and Face; Pediatric Patients; Burn Management; Illness and Injury Prevention for the Provider; Altered Mental Status/Seizures; Children with Special Needs and Crime Scene Awareness. Skill Validations were also performed at the SWAEMS Office to review both basic and advanced skills and knowledge, such as intubations, new equipment, alternate IV sites, medications, CCC-CPR, traction devices and changes in the SMOs.

Run Reviews: The Fire Department was approved through SWAEMS and IDPH to conduct monthly internal run reviews at both the intermediate and paramedic levels. These run reviews were approved for 2 hours of continuing education for each run review.



High School Vehicle Safety Program: The Rockford Fire Department has been active the past several years with area high schools, to discuss with students and demonstrate the dangers of drinking and driving and the dangers of not using seat belts. Rockford Fire personnel have set up mock scenarios using wrecked vehicles and victims to demonstrate what happens when people are involved in motor vehicle accidents. Extrication crews have been brought out to show how an injured person may be removed from a vehicle involved in an accident. Other people and departments involved in this project have been Winnebago County Coroner Sue Fiducia, and the Rockford Police Department. Although the demonstrations are coordinated around graduation and prom times, this program has been integrated into the Driver's Education Class at some of the Rockford High Schools. This worthwhile project has been well received by students, faculty and the public.

Continuous Chest Compression: Due to the success of the Continuous Chest Compression Program, the Rockford Fire Department has enjoyed speaking to the community about why continuous chest compression CPR works, how easy it is learn and how a lay person can become a lifesaver and make the difference between life and death. The program has been taught to numerous people throughout the community, and includes retired adult learners, faculty at educational facilities, business staff and personnel at manufacturing plants. The lectures are free and provided by off-duty Rockford Fire personnel. **In 2008 we trained over 200 community members on CCC-CPR.**

Recruitment

Probably one of the most critical training functions that this division performs is that of recruiting and training new firefighters. The Training Division is responsible for firefighter recruitment through the position of Investigator/Recruiter. This person serves a double role due to the fluidity of the recruiting process.



An active list of qualified candidates for employment must be maintained at all times. Once established, this list of qualified candidates is valid for two years. Therefore the department recruits biannually and the level of activity in the recruiting process varies from approximately 25% to 100% of the Investigator/ Recruiters work schedule.

The recruiting process is conducted at the direction of the Board of Fire and Police Commission. The Investigator/Recruiter is responsible for advertising, ordering and scheduling the written exam, conducting the physical agility test, procuring background checks and forwarding this information to the board and maintaining records.

On February 27, 2008, 11 new recruits were hired from a list which was established January 20, 2007, and which was good through January 19, 2009.



The Class of 2008

Not in order of appearance but in order as they appeared on the list: Daniel Ostrum, Andrew Recob, Scott DuBay, Mark Braun, Wayne Schoville, Daniel Robbel, Marc Justen, Christopher Scrol, Noah Norcross, Nathan Owens and Ryan Warnemunde.

The above listed recruits were the last to be hired from the previous year's list. Given the January 2009 expiration date and the possibility of the need for new recruits in 2009, the recruiting process was begun all over again in May 2008 to establish a new list.

At the end of the application period, 607 applications had been turned in but only 438 individuals actually showed up for the written exam. This exam requires a score of 70 to pass, which narrowed the field to 374. Before going on to an oral exam before the Board of Fire and Police Commissioners, a physical agility test must also be passed with a time limit of 10 minutes and 18 seconds. There is also a personality assessment administered by a Certified Clinical Psychologist which the Board of Fire & Police Commissioners has available for their review prior to the candidate's oral exam

This whole recruitment testing process culminated on January 16, 2009, with an eligibility list of 29 which is valid until January 18, 2011.

The swearing-in is followed by 12 weeks of intensive training. Some of the subjects covered in training included personal safety, fire behavior, search and rescue, ladders, hose, forcible entry, ventilation, hazardous materials, and emergency medical services.



After graduation from the academy, these recruits are immediately placed on a company and become probationary firefighters. The probationary period lasts for one year, during which the basic training is reinforced and they are presented with “real life” situations under the guidance of seasoned company members.

Outside Training

The Training Division is also responsible for locating and scheduling outside instructors to meet the training needs of our personnel. When instructors or classes are not available locally, personnel are informed of classes, conferences, or seminars that are available to them elsewhere. The Training Division is also responsible for processing requests through the City of Rockford Tuition Reimbursement Program. A few of the outside training locations attended in 2008 were:

- Illinois Terrorism Task Force
- Southwest United Fire Districts
- Illinois Fire Service Institute
- Illinois Fire Chief's Association
- Crystal Lake Fire Rescue
- ACS FireHouse Solutions
- Indiana River Rescue School
 - Fire Science classes – Rock Valley College
 - Illinois Law Enforcement Training Center
- U.S. Fire Administration, National Emergency Training Center (NETC) (aka National Fire Academy)
- Northeastern Illinois Public Safety Training Academy (NIPSTA)
 - Illinois Fire Service Administrative Professionals
 - U.S. Department of Homeland Security
 - ESRI Learning Center
- Aircraft Rescue & Firefighting working Group Conference
- Illinois Fire Accreditation Managers
- Fire Department Instructors Conference
- Mutual Aid Box Alarm Systems (MABAS)
- Southern Kane County Training Association
- Illinois Emergency Management Agency
- BlackHawk Technical College
- Illinois Fire Inspectors Association

State Certifications Achieved

Firefighter II	6
Firefighter III	6
Fire Apparatus Engineer	15
Hazardous Materials Awareness	6
Hazardous Materials First Responder Operations	20
Instructor I	7
Instructor II	7
Rescue Specialist – Vertical II/High Angle	1
Vehicle Machinery Technician	5
Technical Rescue Awareness	7
Rope Operations	5
Structural Collapse Operations	1
Structural Collapse Technician	2
HazMat Technician A	3
Fire Officer II	1
Airport Firefighter	12
Hazardous Materials Incident Command	19
Trench Operations	3
Confined Space Operations	2
Trench Technician	4
Vehicle & Machinery Operations	4
Fire Service Vehicle Operator	10
Fire Investigator	1



Attaining state certification is not an easy task. Each level requires classroom instruction, practical skill evolutions and written examinations, all monitored by the Office of the State Fire Marshal.

Drills in 2008

The Training Division devotes extensive hours toward recordkeeping on all training activities. The Department applied for \$53,608 in reimbursement from the Office of the State Fire Marshal for 2008 training. Due to state budget constraints, the department can expect to receive reimbursement for less than one-third of this applied-for amount which amounted to \$19,258 in 2008.

2008 Drills
• SCBA Fitness Testing
• RFD Driver's Class
• OSFM Airport Firefighter Class
• OSFM Fire Apparatus Engineer
• Annual Pump Testing
• RIT Drill
• Aerial Apparatus Drill
• MSA SCBA Training
• Officers' Class
• Accreditation/Occupancy Assessment
• OSFM HazMat Incident Management System
• UPS Tank Farm Drill
• Trench Rescue Drill
• Cutting Tools Drill
• Fire Streams/Pump Operations (night drill)
• OSFM Fire Apparatus Engineer
• OSFM HazMat Operations
• Water Rescue/NIMS Command Structure (night drill)
• SCBA Drill
• Building Construction Drill
• High Rise Drill
• Water Rescue Drill



Fire Prevention Division

The Division of Fire Prevention under the leadership of Division Chief Frank Schmitt is composed of seven inspectors. All inspectors are certified Fire Prevention Officers and are assigned a specialty area such as Plans Review, Investigations, Youthful Firesetters, etc. All personnel are involved in preventing fires through inspections and fire safety education. The Prevention Division focuses on the basic principals of safety:

ENGINEERING – EDUCATION - ENFORCEMENT



**Division Chief
Frank Schmitt**



**Coordinator
Mark Marinaro**
FPO I Certified Inspector
Daily Bureau Operations
Certified Fire Investigator
Special Events



**Inspector
William Rossiter**
FPO I Certified Inspector
Plans Review

- New Construction
- Sprinkler Systems
- Alarm Systems



**Inspector
Jeff Cowles**
FPO I Certified Inspector
High Rise Buildings
Special Projects
Plans Review



**Inspector
William Hyde**
FPO I Certified Inspector
Certified Fire
Investigator
Pyrotechnic Permits
IT Specialist



**Inspector
Brian Watkins**
FPO I Certified Inspector
Recruiting Officer
Certified Fire Investigator
Accreditation Manager



**Inspector
Luis Duran**
FPO I Certified Inspector
Public Education Officer
Fire Investigator
UST Permits



**Inspector
Jon Reitman**
FPO I Certified Inspector
Day Care Inspections
Assembly/Occupant Load
Public Education



**Senior Clerk
Cori Hilliard**
Payroll
Permits/FOIA Requests
Database Manager
Accreditation



Safety Trailer @ AirFest '08



National Night Out



Public Education & Community Involvement

One of the primary ways in which the Fire Prevention Division fulfills its prevention role is public education. This involves not only educating the public about fire safety through scheduled activities like the **Safety Fest**, which was held in conjunction with Chicago/Rockford International Airport's AirFest, and **Fire Prevention Week** activities like **Station Open Houses**, but also through visits to schools, company picnics and block parties.

Open Houses & Fire Prevention Week

Open Houses at the 11 Rockford Fire Department stations during the weeks surrounding National Fire Prevention Week in October of each year provide the public an opportunity to see the stations in operation, get a closer look at the apparatus and equipment and meet the firefighters that may have or may someday be called to help them in a family emergency. The opportunity to talk with firefighters and paramedics and inspect the engines and ambulances that most people only see when running lights and sirens to the scene of an emergency can perhaps quell some of the fears that people, children especially, may associate with the loud noises and apprehension about "what will happen if my house starts on fire?" The cookies and just plain friendly faces don't hurt either. Knowing you have good "neighbors" who'll be there when you need them provides a welcome sense of security.

As the division does every year, there is always a "Fire Prevention Week Poster Contest" in cooperation with local schools. The contest is closed with an Awards Ceremony where children are presented prizes, poster contest award winner t-shirts, ribbons and a framed certificate. The families of the winners, teachers and elected officials attend this event and it is just one more way that we reach out to the

community to educate everyone on fire safety and prevention.



2008 Winning Poster



But certainly public education doesn't happen only at special times of the year. It also includes visits to schools, block parties, etc. In fact, in many instances, we simply receive a request from an organization or private citizen just to be present at an event they are holding, be it a company picnic or block party. Those visits are made by the rigs, ambulances, dive team and/or **Safety House**.

An important element of the public education program is the Fire Safety House. It is present at many of the events the department is asked to attend and provides a means for the public to experience firsthand not only what happens and what should be done in case of fire but also simulates what it might feel like when a tornado strikes and what actions to take. It provides valuable lessons for children and adults alike.

School Visits



The school visits are among the most important outreach programs the department is involved with. The visits are targeted to reach students at day care and elementary schools and the children are taught fire safety in their classroom setting by fire inspectors and/or firefighters that are part of the Public Education Team. The program has been developed to be grade specific and age appropriate.

Program Visits in 2008	No. of Visits	Audience Reached
School Program		
Preschool - Kindergarten	5	158
First Grade	77	2,386
Second Grade	1	25
Third Grade	80	2,320
Fourth Grade	1	67
Fifth Grade	64	1,859
Sixth Grade	1	16
Total for Elementary Schools	229	6,831
Special Events	19	1,977
Fire Truck & Ambulance Visits	28	1,851
Survive Alive Trailer	56	5,662
Fire Safety Talks (Adults)	42	1,154
Career Day	7	549
Drown Prevention	35	2,101
Misc. Pub Ed	59	1,925

PrePlan Program

While public education and community programs are an important aspect of Fire Prevention, other fire safety programs are also important both to the safety of the community and the firefighters who protect property and life. One of these programs is the pre-fire plan program which continues to be a top priority for the Rockford Fire Department and it is administered through the Division of Fire Prevention.

On-duty fire companies visit commercial properties, including hospitals, high rises, nursing homes, factories and large-loss hazards to complete a survey form and drawings of the facility. This information is utilized to develop a response plan, firefighting strategy and tactics, evacuation plan and other operational requirements for each individual structure. Each company is assigned 30 structures per year for completion in accordance with a schedule identifying the frequency a pre-fire plan must be completed for each type of occupancy, which varies from annually to every five years.

In 2008 there was nearly a 50/50 split for newly pre-planned buildings versus updates. The fire companies completed pre-fire plans on 1,600 buildings in the past six years. Once processed, this information is entered into a computer program which is accessible to all fire stations and should be available to on-rig computers in 2009. This information will then be accessible to all on-duty personnel at all times. This information greatly enhances firefighter safety and allows for sound decisions to be made on the fireground at the time of a fire. This program is also crucial in the fire department ISO grading and rating schedule and accreditation process.

Code Enforcement

Another aspect of fire safety and one which occupies a great deal of the Division 's time and efforts is code enforcement. Two of the Division's seven inspectors are tasked with code enforcement as their primary duties. The unit is working to improve the efficiency of their duties in several areas. Hand-held computers are on the horizon and should be in use by the middle of 2009. These hand-held devices will allow the inspectors to actually enter their inspections on site and eliminate hours of data entry which is now being done at the office. In addition, updates to building files can be done at the same time the inspection is being conducted.

2008 Inspections

Assembly Occupancies:.....	648
Educational occupancies:.....	218
Health Care, Detention, & Correction Occupancies:	246
Residential Occupancies.....	495
Business Occupancies.....	797
Manuafacuring & Industrial Occupancies.....	135
Storage, Outside Use & Other Occupancies.....	176
Total Inspections.....	<u>2,715</u>



Violations

Total violations cited:	2,992
Total violations corrected.....	2,247
Outstanding violations.....	745

Origin & Cause Investigation

Arson in the United States

- Arson is the leading cause of fires (267,000 annually) in the United States and second leading cause of deaths (475) and injuries (2,000); arson causes \$1.4 billion in property loss each year.
- Half of all arson arrests are juveniles.
- 50% of arson fires occur outdoors, 30% in structures, and 20% in vehicles.

U.S. Fire Administration

There are currently three PTI trained Certified Arson Investigators in the Division of Fire Prevention. A fourth Investigator is being trained and has completed the three modules for Fire Investigator and is registered to attend training for full certification in October 2009.

Fire investigators responded to a total of 311 incidents for Origin and Cause Investigation. Of those 311 incidents, 127 were determined to be accidental in nature, 104 were determined to be incendiary, and for 54 incidents the cause was undetermined. The remaining 26 call outs were for other non-fire related incidents such as substandard living conditions, CO alarms or false alarms.



Commercial Structure Fires

Total Fires: 19
Accidental: 10
Incendiary: 6
Undetermined: 3



Residential Structure Fires

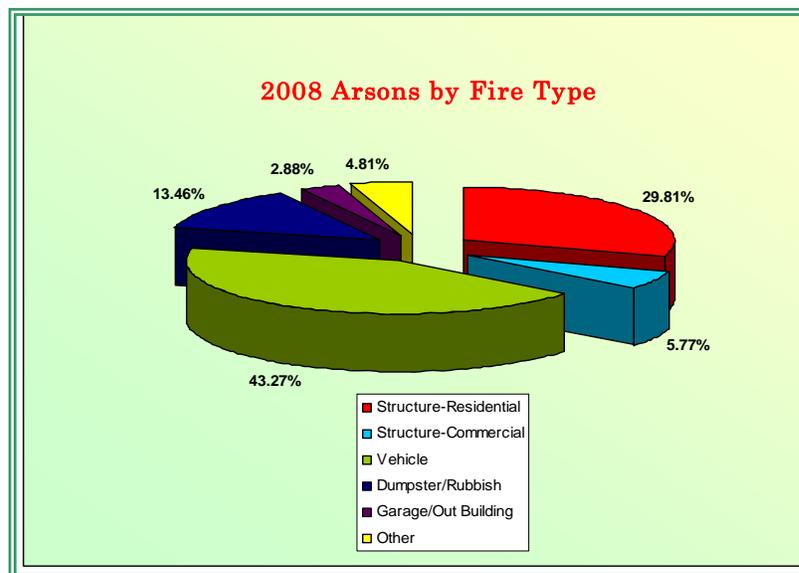
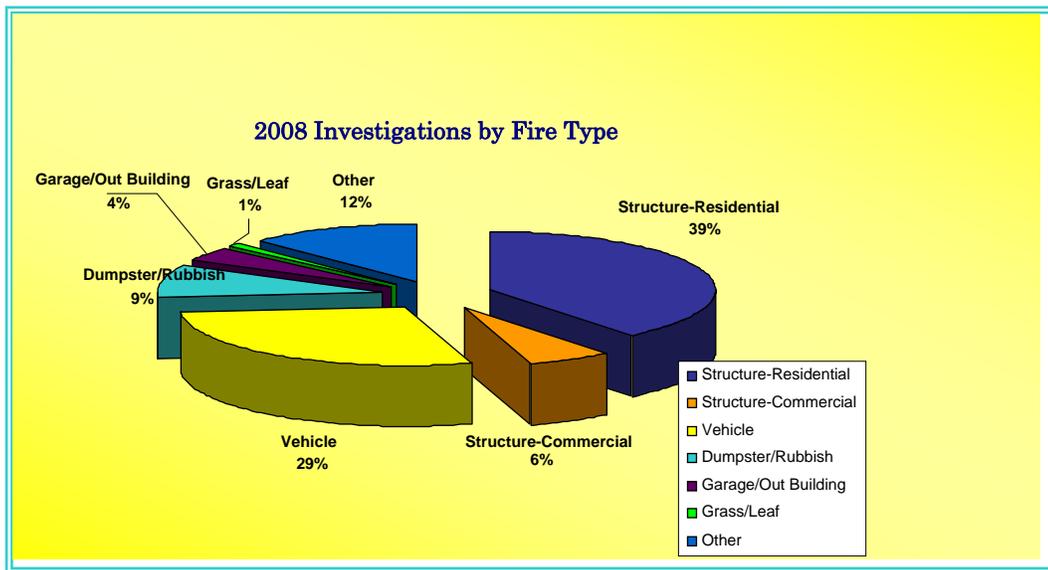
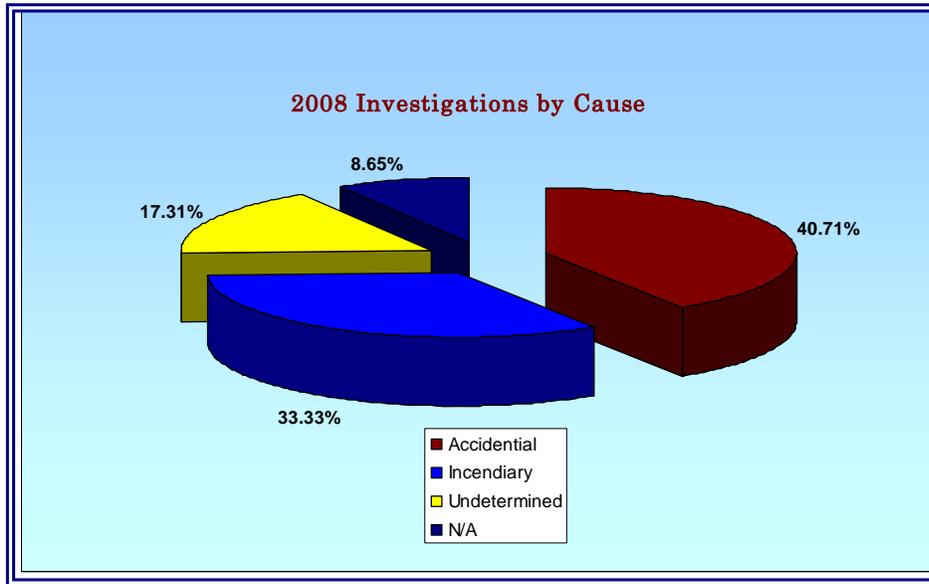
Total Fires: 122
Accidental: 70
Incendiary: 31
Undetermined: 21



Vehicle Fires

Total Fires: 89
Accidental: 28
Incendiary: 45
Undetermined: 16

Fire Prevention Statistics



9-1-1 Division

Rockford E-911 is one of two PSAPs in the Winnebago County 911 system and falls under the direction of the Rockford Fire Department as one of its five divisions with **Division Administrator Georgeann Dahm** as its head. It is responsible for taking all incoming 911 and non-emergency calls for the City of Rockford and dispatching both Fire and Police units.



**Division Administrator
Georgeann Dahm**

Shift Supervisors



**Training Supervisor
Sandra Stansell**



Leigh Sterrenberg



Scott Prine



**Technical Services
Coordinator
Tad Shaver**



Brian Taylor



Vicki Dutenhafer



**MSAG Technician
Janice Collins**



**Senior Clerk
Tonia Howard**

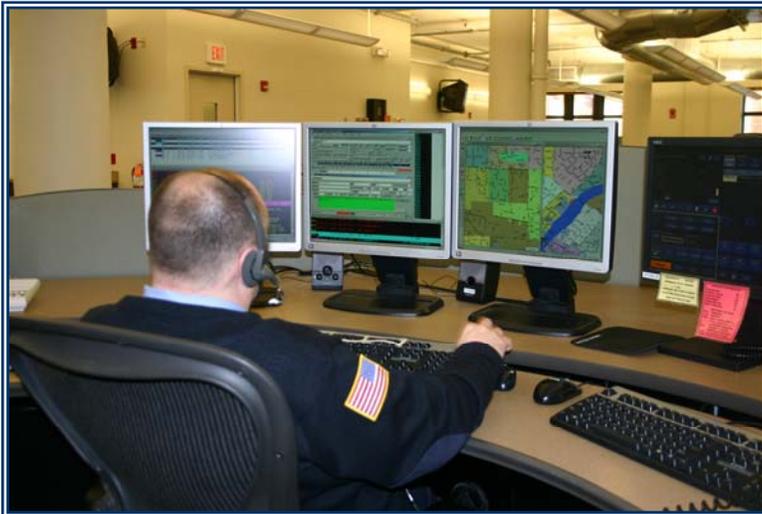
Personnel Changes:

<u>Employee</u>	<u>Date of Employment</u>	<u>Date of Separation</u>
Elisabeth Jurasek	12/17/84.....	02/22/08
Kelly Nokes.....	07/15/91.....	01/17/08
Tonia Howard.....	07/07/97.....	09/05/08
Marvel Taylor.....	04/01/99.....	12/02/08
Laura Remer	10/01/07.....	05/27/08
Kristin Gabrielson	10/01/07.....	08/28/08
Naomi Brandenburg	03/17/08.....	09/22/08
Justin Anderson	03/17/08	
Jamie Lindsey.....	11/10/08.....	02/24/09
Laura LaRosa	11/10/08	
Maria Blackburn.....	11/10/08	
Melissa Rader.....	12/08/08	

Center Staffing

Consists of four 12-hour shifts staffed as follows:

- Shift Supervisor (1)
- Assistant Shift Supervisor (1)
- Call Takers (3)
- Police Telecommunicators (3)
- Fire/Ambulance Telecommunicators (2)



The 911 Center provides the vital link between the citizens of Rockford and the appropriate emergency service agency for fire, police and emergency medical service.

The Center is responsible for receiving incoming emergency and non-emergency calls for service from citizens of Rockford; providing pre-arrival medical instructions to the citizens until the appropriate agency arrives at the scene; and ensuring that citizens receive public safety services by dispatching the appropriate fire, police and emergency medical service in the most expeditious manner.

Rockford E-911 provides continuous service including:

- Emergency 9-1-1 telephone answering
- Non-emergency telephone answering
- Police dispatching for the Rockford Police Department and Rockford Park District
- Fire dispatching for the Rockford Fire Department and five rural Fire Protection Districts (Blackhawk, Cherry Valley, New Milford, Northwest and West Suburban)
- Ambulance dispatching for the Rockford Fire Department and five rural Fire Protection Districts





Training

The Training Supervisor is responsible for providing and coordinating a variety of training programs for the 9-1-1 Division. The training team is composed of the Training Supervisor, Shift Supervisors and numerous veteran Telecommunicators who are specialized in specific areas to assist in the training process. New telecommunicators are trained using the curriculum developed by the State of Illinois Training and Standards Board.

Basic training for new telecommunicators consists of four weeks of classroom training on the following topics:

- Role and Responsibility of a Telecommunicator
- Stress Management
- Liability and Legal Aspects
- Emergency Services Overview
- Dispatching Techniques and Equipment
- Call Taking Techniques and Equipment
- TTD (Hearing Impaired Telephone)
- Disaster Planning & Incident Command Overview
- Interpersonal Communications Skills
- Hazardous Materials
- Jurisdictional Geography
- Call Taking Practical
- Dispatch Practical
- 40 hours localized training
- Legal System Overview

Training Statistics

Hours of training for veteran Telecommunicators.....	73
Hours of training for new Telecommunicators.....	2,434
Hours of training for support staff.....	1
TOTAL HOURS OF TRAINING	2,508

Continued development and enhancement of the training program for veteran telecommunicators includes re-certification, new procedures and policies which are conducted monthly: Certifications in the following were conducted in 2008:

- Continuous Chest Compression (CCC) CPR
- Law Enforcement Agency Data System (LEADS)
- Emergency Medical Dispatch (EMD)



Public Education and Awareness Statistics

Hours of public/private school education	78
(Second grade students on 9-1-1 Awareness)	
Hours of special events	6
Hours contributed to tours of the Center.....	8
TOTAL EDUCATION AND AWARENESS.....	92

Following are some examples of Awareness programs and presentations to get the 9-1-1 message to more of our citizens:

- National Law Enforcement Week
- 911 Run
- Fire and Police Recruits
- Huffman Middle School
- Peterson Meadows
- Center for Sight and Hearing Impaired
- Carr Neighborhood Organization
- Third Presbyterian Church

Phone Call Statistics

Incoming Phone Call Statistics	# Incoming Calls	
	<u>2007</u>	<u>2008</u>
9-1-1 Emergency Lines		
Landline.....	61,348.....	50,431
Wireless	92,211.....	87,105
Total	153,559.....	137,536
7-digit Non-Emergency Lines.....	125,202.....	130,481
TOTAL INCOMING PHONE CALLS.....	278,761	268,017

Language Line Statistics:

The City as a whole is changing ever so slightly in the amount of foreign-speaking citizens. The services are as follows:

	Number
Serviced calls	690
Languages requested.....	16
Average call length in minutes	5.8
Total minutes.....	4,019

Languages Requested

Spanish	657	Serbian	3	French	1	Polish	1
Russian	8	Vietnamese....	3	Laotian	1	Thai	1
Bosnian.....	5	Korean.....	2	Swahili	1	Burmese....	1
Mandarin.....	3	Arabic	1	Portuguese ...	1	Italian	1

During the past year, the 911 Center received over 268,000 telephone calls for service; of those, there were 19 complaints. From those 19 complaints, 2 were found to contain some validity; one was attributed with an error; the other one was a training issue and the remaining 16 were unfounded.

Dispatch Information

Fire and Police Dispatch Statistics:

		<u># of Dispatches</u>	
		<u>2007</u>	<u>2008</u>
Fire Dispatches	27,643	28,177
via 911 line	19,470		20,637
non-emergency line	8,173		7,522
Police Dispatches	174,122	170,933
via 911 line	87,353		85,389
non-emergency line	86,769		85,544
TOTAL DISPATCHES	201,765	199,110

FIRE DISPATCHES:

Blackhawk

911 344
 non-emergency 108
Total **452**

Cherry Valley

911 1,315
 non-emergency 517
 field initiated 6
Total **1,838**

New Milford

911 206
 non-emergency 151
Total **357**

Northwest

911 347
 non-emergency 141
Total **488**

West Suburban

911 400
 non-emergency 151
Total **551**

Rockford

911 18,022
 non-emergency 6,454
 field initiated 12
TOTAL **24,488**

POLICE DISPATCHES:

Park District

911 931
 non-emergency 2,598
 field initiated 955

Total **4,484**

Rockford

911 84,458
 non-emergency 82,946
 field initiated 17,411

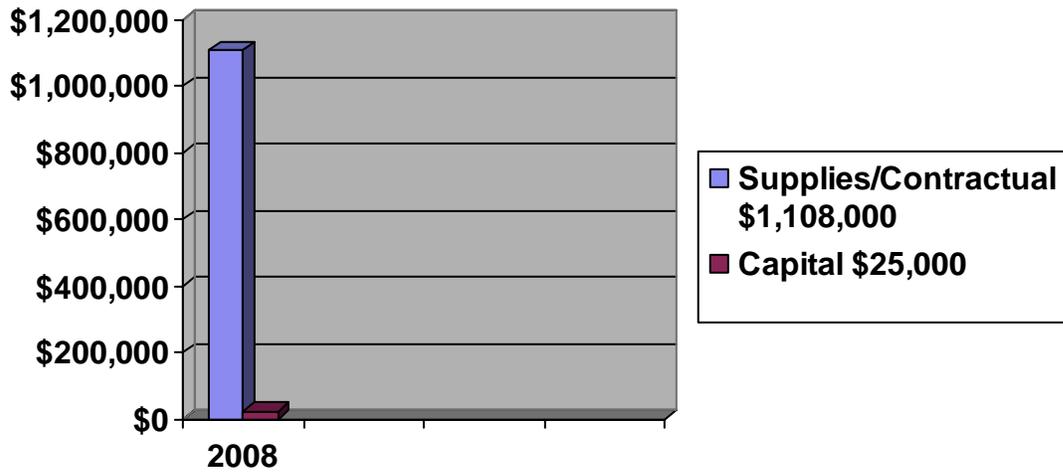
Total **184,815**

Police

Total 911 85,389
 Total non-emergency 85,544
 Total field initiated 18,366

TOTAL **189,299**

50 Cent Surcharge Budget for 2008



Board of Fire & Police Commissioners



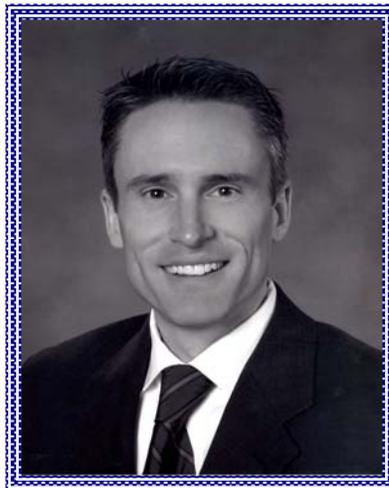
LoRayne Logan
Commissioner



Henrietta Dotson-Williams
Commissioner



Gary Caruana
Commissioner



Ian K. Linnabarry
Secretary
Board of Fire & Police Commissioners

Whether at the beginning or end of a firefighter's career, or somewhere in between, there are several very important occasions when the department gathers to honor an individual as he marks a new milestone in his service to the department. And not only Chief Robertson and the other chief officers and staff are present but also the members of the Board of Fire and Police Commissioners who regularly attend the promotion, retirement and graduation ceremonies in addition to their many other duties.

Personnel Milestones

Promotions

	Promoted to:	On:
Lieutenant Anthony Cannella	Captain	1-3-08
Captain Steve Bishop	District Chief	1-3-08
EMS Training Coordinator Robert Vertiz	Lieutenant	1-3-08
Driver/Engineer Derryl Brown	Lieutenant	1-3-08
Lieutenant Joe Corl	Captain	1-9-08
Captain Mark Schlanger	District Chief	1-9-08
Driver/Engineer Phil Graciana	Lieutenant	1-9-08
Driver/Engineer Aleck Rinaldo	Lieutenant	1-9-08
Firefighter/PM Timothy O'Keefe	Lieutenant	5-13-08
Firefighter/PM Brad Walker	Lieutenant	7-8-08
Firefighter/PM Matt Knott	Lieutenant	8-9-08
Inspector Bill Hyde	Lieutenant	8-16-08
Lieutenant Marc Wortman	Captain	8-16-08
Captain Ben Ognibene	District Chief	8-16-08
Firefighter/PM Slade Berry	Lieutenant	8-16-08
Inspector/Recruiter Brian Watkins	Lieutenant	11-14-08
Driver/Engineer John Dempsey	Lieutenant	11-14-08
Lieutenant Jim Rife	Captain	11-14-08



Awaiting their turn to be officially sworn in are (LtoR) District Chief Ben Ognibene, Captain Marc Wortman and Lieutenants Slade Berry, Bill Hyde and Matt Knott.



At his first promotion ceremony after becoming Chief, Fire Chief Derek Bergsten poses for picture with newly sworn-in (LtoR) Captain Jim Rife and Lieutenants Brian Watkins and John Dempsey.

Appointments

Appointed to:	On:	
Firefighter/PM John Gasparini Driver/Engineer	1-1-08	
Firefighter/PM Steve Rydholm..... Driver/Engineer	1-1-08	
Firefighter/PM Curt Beilfus	Driver/Engineer	1-1-08
Firefighter/PM John Dempsey Driver/Engineer	1-3-08	
Firefighter/PM Dan Larson	Driver/Engineer	1-9-08
Firefighter/PM Tim Hare.....	Driver/Engineer	1-9-08
Firefighter/PM Lisa Williams.....	Driver/Engineer	4-13-08
Inspector William Hyde	Acting Administrative Division Chief.....	8-4-08
Firefighter Ernest White	Driver/Engineer	11-14-08

Resignations

Was Hired:	and Resigned:	
Firefighter/PM Nicholas Dinges.....	3-1-01.....	3-10-08
Firefighter Carlos Cajelo	2-23-05.....	7-8-08
Firefighter/PM Shawn Harris	4-5-99.....	10-20-08
Firefighter/EMT Ronald Matlock	3-01-01.....	12-31-08



In Our Memories...



Wife of retired District Chief Carl Washburn holding the flag she received at the Fallen Firefighters Memorial Service in Beloit. She is flanked by Fire & Police Chaplain Father Wentink (left) and District Chief Lynn Washburn-Livingston, daughter (right).

Retired...

Division Chief Fred Cornell
Deputy Chief Robert Quist
Captain Thomas John McCarty
Lieutenant Donald Scott
Lieutenant Joe Webster
Firefighter Franklin Lundberg
Firefighter Wilbur Bumgarner
Driver/Engineer Frank Calacurcio
Firefighter Donald Hogan
Firefighter James Kostka
Firefighter Don Tripodi

Active...

Firefighter Michael Keast

∞
Retirements
∞



Chief D. William Robertson
1972 - 2008



District Chief Martin Vuttera
1968 - 2008



District Chief Gerald Wiltfang
1976 - 2008



District Chief Richard Hansing
1980 - 2008



Lieutenant Tom Baylor
1980 - 2008



Lieutenant John Luhman
1976 - 2008



Lieutenant Leroy Frank
1976 - 2008



Lieutenant Ed Whittington
1981 - 2008



Driver/Engineer Jeff Anderson
1987 - 2008