



2011 ANNUAL REPORT

**GRAND TRAVERSE METRO
EMERGENCY SERVICES AUTHORITY**



897 Parsons Road, Traverse City, Michigan 49686

www.gtmetrofire.org

2011 ANNUAL REPORT

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Report created by Capt. Troy Holliday with information received by the Fire Administration.

Check out our monthly newsletter available on our website at www.gtmetrofire.org for more information from our department.

Photos shown in this document are special to the Grand Traverse Metro Emergency Services Authority.

Cover photo of Station 12 by John Robert Williams.

Access to this department via the Internet has been achieved through the continued use of the fire department website at www.gtmetrofire.org. The site has pages posted for the Fire Administration, Fire Operations, Fire Prevention Bureau, contact information, station pages, and links to our monthly newsletter as well as our annual reports. A "links" page exists for direct connection to addresses of interest to this department such as the township websites and the county website. The development of this site allows for the taxpayers and other interested persons to learn who we are and what our fire department is all about.

MESSAGE FROM THE CHIEF

It is my pleasure to present to you the Grand Traverse Metro Emergency Services Authority's 2011 annual report. On behalf of the 86 men and women of the department, we thank you for your continued support. Our department is filled with dedicated individuals who are committed to enhancing safety and the quality of life in the communities of Acme, East Bay, and Garfield Townships. This report cannot possibly capture all of their individual efforts but does represent an overview of their collective accomplishments.

As you will read, in 2011 the department responded to 3,987 calls for service. This is a 5.4 % increase over 2010 and is the highest number of alarms in the department's history. Medical calls continue to lead our responses with 73% of the calls.

The year was filled with many monumental occasions. On May 27th, the department moved into our new fire station #12. This station had been under construction as an American Recovery and Reinvestment Act grant project. A huge thanks goes out to Garfield Township for allowing this station to be built in their Silver Lake Recreation Area. A grand opening was held on August 13th with over 400 citizens and neighbors attending. This station has already improved response times to our western boundaries by over six minutes.

The department was chosen to receive a World Trade Center artifact from the north tower in New York. Three members of our department picked up the artifact at JFK Airport and arrived on April 8th to a sheriff escort and procession of Metro vehicles. This 3300 pound piece of steel was the centerpiece to many parades and events. A ten year anniversary memorial was held at the Open Space downtown with over 2,000 people attending. A huge 9/11 recognition dinner followed at the Grand Traverse Resort. It was a day to remember.

Meeting the challenges of a declining economy continues to play a part of the department's strategy. The department continues to look for cost savings where possible and strives to bring value to the citizens we serve. Accreditation and an ISO revaluation will continue to be in the forefront of our endeavors in the next year. Our dedicated employees strive to deliver the highest quality services to all we serve.

The department is committed to its mission: to care for, protect, and serve the community. We attempt in all of our endeavors to perform our jobs safely, so we all can go home to our loved ones. Our motto: "*Omnis Cedo Domus*," Latin for "we all go home!"

We are proud to be your fire department and we stand ready to serve you at any time. We look forward to hearing from you if you have any thoughts or ideas on how we can serve you better. Please contact me at 947-3000 ext. 1235 or at pparker@gtmetrofire.org. You can also check us out on the web at www.gtmetrofire.org.

We sincerely thank you for your continued support.

Patrick Parker – Fire Chief



Grand Traverse Metro Fire Department

Chief: Patrick Parker



THE DEPARTMENT

Grand Traverse Metro Emergency Services Authority (GTMESSA) provides services to Acme Township, East Bay Charter Township and Garfield Charter Township. Each township supervisor (or designee) makes up GTMESSA Fire Board who governs the Grand Traverse Metro Fire Department. On September 11, 2008 former Chairman and Supervisor Lee Wilson (Garfield Twp), Supervisor Glen Lile (East Bay), and Supervisor Wayne Kladder (Acme) adopted Act 57 which created the Grand Traverse Metro Emergency Services Authority. The three townships believe in the concept of a regionalization and the economies of scale by sharing resources. The Authority creates a business model that could incorporate all modes of emergency services from Police to EMS. Our business will continue to operate as Grand Traverse Metro Fire Department with the Authority as its employer and owner of equipment and property.



GTMESSA Fire Board: From the left: East Bay Township Representative Butch Strait, Garfield Township Representative Bob Featherstone, Garfield Township Supervisor Chuck Korn, East Bay Township Supervisor Glen Lile, Acme Township Supervisor and Board Chairman Wayne Kladder, Acme Township Representative Frank Zarafonitis.

Metro Fire is organized into two divisions: Operations and Fire Prevention. The Operations Division is the largest and is responsible for delivery of all

emergency services. Those include such things as suppression, EMS, hazardous materials, water rescue, vehicle extrication, wildland interface, homeland security, and many others. The Fire Prevention Bureau is responsible for community fire prevention efforts and focuses on plan reviews, inspections, education, and fire investigations.

MISSION STATEMENT

To Care For, Protect, and Serve the Community

Code of Ethics

- We are committed to the protection of life, property, and the environment.
- We believe that the community is the reason for our presence.
- We will foster and sustain the trust of the community, and will protect that confidence through our attitude, conduct, and actions.
- We believe that all members of the community are entitled to our best efforts.
- We will strive for excellence in everything we do.
- We will serve the community with honesty, fairness, and integrity.
- We will pursue safe, effective, timely, and economical solutions.
- We will provide professional, skilled, and courteous customer service at all times.
- We will be sensitive to the diverse and changing needs of the community.

FIRE STATIONS

Station 1 (843 Industrial Circle, East Bay Township)



Station 8 (6042 Acme Rd, Acme Township)



Station 9 (110 High Lake Rd, East Bay Township)



Station 11 (3000 Albany, Garfield Township)



Opened May 2011 - Station 12

2025 East Silver Lake Rd, Silver Lake Park
Garfield Township



STATISTICAL SUMMARY

The Grand Traverse Metro Fire Department responded to 3,987 incidents in 2011.



	2005	2006	2007	2008	2009	2010	2011
Metro	2,384	2,344	2,935	3,449	3,471	3,783	3,987
Station 1	-	-	-	652	777	720	767
Station 8	326	280	384	366	340	400	508
Station 9	586	516	532	318	268	252	219
Station 11	1,550	1,548	2,019	2,113	2,086	2,411	2,028
Station 12	-	-	-	-	-	-	465
Acme TWP	274	239	318	318	302	374	434
East Bay TWP	600	536	572	658	678	641	623
Garfield TWP	1,328	1,479	1,954	2,350	2,420	2,748	2,879
Out of District	-	-	-	-	68	30	50

Statistics for the last 5 years shows our growth of incidents in the Acme, East Bay, and Garfield Townships.

Photos: Live fire training March 2011 at Motel in Acme Twp.



2011	January	February	March	April	May	June	July	August	September	October	November	December
Metro	320	262	302	349	356	332	403	367	312	352	328	304
Station 1	54	43	47	58	64	77	80	68	70	72	73	61
Station 8	41	47	37	55	53	34	53	46	34	38	41	29
Station 9	22	18	18	25	21	18	26	27	15	8	14	7
Station 11	203	154	200	211	195	148	175	166	134	159	144	139
Station 12	-	-	-	-	23	55	69	60	59	75	56	68
Acme TWP	37	42	34	54	50	31	49	36	24	24	30	23
East Bay TWP	49	41	39	53	58	46	62	69	53	57	55	41
Garfield TWP	232	176	224	241	248	253	289	257	232	260	235	232

EMERGENCY MEDICAL SERVICES

Of the GTMESA's emergency calls, 73% are for medical response. In 2009, our services upgraded from a Medical First Responder level to a Basic Life Support level, which allows our members to provide a higher degree of medical attention to the community. Our members have the ability and training to provide basic life support measures to citizens which include advanced airways, pre-hospital drug administration, and automatic defibrillation. The suppression personnel are certified as Medical First Responders, Emergency Medical Technicians, and Paramedics. East Bay Township operates a township-operated ambulance service that responds with members from both East Bay EMS and Metro fire personnel. The other four stations operate rescue units that respond and assist North Flight EMS, an Advanced Life Support agency.

Rescue units at each station respond to all motor vehicle accidents with injuries and are equipped with extrication equipment to free victims from entrapment. In 2011, rescue units responded to 187 motor vehicle incidents, which at least 15 of them required extrication of victims.

SUPPRESSION HIGHLIGHTS OF 2011 by Asst. Chief Terry Flynn



ACCREDITATION

GTMESA has moved into the second phase of the Accreditation process known as Applicant Status. In this phase GTMESA has 24 months to move to the third phase. In this phase, the department will be uploading documents to the Center for Public Safety Excellence (CPSE) website for review. The CPSE will assign GTMESA a mentor to advise us on our journey through the Applicant phase. The next 24 months will be a challenge for the department as we spend more time developing needed policies while fine tuning our current SOG manual.

CPSE Mission & Goals: The Center for Public Safety Excellence (CPSE) promotes the continuous quality improvement of fire and emergency service agencies that serve communities worldwide by providing training and career resource information. As a nonprofit, 501(c)(3) corporation, CPSE supports and encourages agencies and personnel to meet international performance standards through various programs and the work of two commissions: the Commission on Fire Accreditation International (CFAI) and the Commission on Professional Credentialing (CPC).

CPSE serves as the governing body for the organizations that offer accreditation, education, and credentialing services to first responder and fire service industry professionals and agencies. <http://publicsafetyexcellence.org/>

ISO RATING

The current ISO rating is at a level 6 for the GTMESA area. In 2010, GTMESA was preparing for the re-evaluation of the Metro ISO grading which is expected to improve greatly. Our department made great strides in this effort by increasing training, staffing, and strategic planning of apparatus and stations. In 2011, we have met with the representative from ISO to plan for our next insurance evaluation. We thought that we could have completed the process in late 2011 but it was put off until early spring of 2012. This may be a good thing due to the fact that we gained several pieces of apparatus, a new fire station and new full-time personnel to add to the factors that should improve our insurance grade. A used engine was also purchased as a backup apparatus late in 2011 and will be designated as Engine 1 and will be housed at Station 11. These moves address the deficiencies ISO identified in our 2002 evaluation.

TRAINING

The GTMESA once again increased its training requirements for all personnel in 2011. Because many of the fire calls in the Metro area are initiated by a fire alarm or fire sprinkler system, all personnel are required to attend a two hour fire protection systems class annually. In addition to this class, all personnel are again required to do a two hour Medical Skills practical training annually to fine tune their skills in order to respond to medical calls. In 2012, the training requirements will be increased again for the sixth year in a row to bring all members in GTMESA to a higher competency level. The results have exceeded expectations. *Photo: Station 1 firefighters practice hose lead-outs and fire attack.*



STATISTICS

GTMESA saw an increase of 5.3% in its call volume for the 2011 year. Medical calls account for 70% of all calls while fire incidents account for 3% of all calls. Station 11 came in with the most calls in the district with 2031 and this was 380 calls less than last year due to the fact that Station 12 was in operation half of the year and took half of Station 11's response area.



Vehicle fire at Traverse City West Senior High School

STAFFING

GTMESA has increased the station staffing in 2011 in an attempt to get the most appropriate and timely response to the scene of an incident. Station 8 has increased its manned station hours and now has 24/7 coverage. Stations 1, 11 and 12 currently have at least two personnel on duty 24 hrs a day. Station 9 has increased its staffing to every weekend for 16 hours throughout the year instead of just the summer months and we currently have a GTMESA employee residing at the station. Station staffing will be monitored periodically in order to maintain the most effective and efficient staffing possible.



May 2011 we graduated eight new firefighters from the NWRTC Fire School. Congratulations to the new firefighters who spent 7 months in school.

NEW APPARATUS - 2011

New Tanker 12 arrived in August 2011 from Spencer Manufacturing.



NEW FIRE STATION – 2011

The Grand Traverse Metro Emergency Services Authority was successful in procuring an American Recovery and Reinvestment Act grant for construction of a fire station.

GTMESSA will receive \$2,813,034 for the construction of a new fire station to provide service to the west side of Garfield Township in Grand Traverse County. On October 2, 2009, the offices of US Senator Carl Levin, US Senator Debbie Stabenow, and US

Representative Dave Camp confirmed that the

Grand Traverse Metro Fire Department will be among four fire departments in the state to receive ARRA grants for fire station construction. All three legislators were instrumental in the grant by writing letters of

support, along with State legislators Senator Allen and Representative Schmidt.

Station 12 officially opened its doors ready to serve the west side of Garfield Township on May 27, 2011. With only being open and operating for 6 months, the call volume went up while our response times went down. What used to take up to 11-12 minutes to respond from Station 11 now takes 5-6 minutes.

On August 13, 2011 we held our Grand Opening along with the ribbon cutting from our Fire Board and uncoupling of fire hose from our firefighters.



FIRE PREVENTION BUREAU

by Asst. Chief / Fire Marshal Brian Belcher

MISSION STATEMENT

The GTMESA Fire Prevention Bureau, through education and inspections, strives to safeguard the life and property of the citizens of Acme, East Bay and Garfield Townships from the hazards of fire, explosions, hazardous materials and all other hazards in new and existing buildings used for habitation, work or recreation.

BUREAU OPERATIONS OVERVIEW – 2011

The Fire Prevention Bureau experienced many changes in 2011. With the retirement of Assistant Chief/ Fire Marshal Brad Schnaidt in June, Brian Belcher was named the Interim Fire Marshal until a replacement could be found. A search was conducted nationwide to fill this position. After a lengthy process Brian Belcher was promoted in late October from the Interim Fire Marshal position to the new Assistant Chief/ Fire Marshal. This position underwent a new job description which includes several changes to include responsibilities for command functions during emergency responses and also being on call for emergency response. This arrangement allows for one Chief Officer to be on call at all times sharing the after-hour's workload with the other Chiefs.

December also brought new fire prevention code ordinances and a new plan review fee schedule being adopted by the GTMESA Board. This fee schedule represents a major change from previous schedules in that those projects that fall outside our district which are completed via the agreement with the Grand Traverse County Construction Code Office are charged a higher rate than projects which are within our district. According to our analysis this should reverse the trend of in-district projects subsidizing those that are out-of-district. Also new is the ability of the Chiefs to write ordinance violation tickets for non-compliance issues and other violations to the fire code.

The Plan Reviewer position remains currently unfilled as the demand for plan reviews has declined. It is anticipated that this position will need to be filled in the future as construction increases and our communities continue to grow.



The Bureau continues to be staffed by the Assistant Chief/ Fire Marshal, three Fire Inspectors, a Fire and Life Safety/ Public Educator, GIS data coordinator (part-time), and two Juvenile Firesetter program educators (as needed).

STRUCTURE FIRES

Of the 31 reported structure fires in district in 2011, 23 occurred in residential occupancies while 8 occurred in commercial properties. These fires resulted in a total loss of \$312,000 with reported total property valuations of \$2,743,000. The 8 commercial fires resulted in a fire loss of \$201,500 with the largest loss of a

vacant commercial building in Acme with a loss of \$200,000. Of the 8 commercial fires, 6 occupancies had been inspected in 2011. These 6 fires were all attributed to equipment malfunctions or cooking fires. The residential fires accounted for losses of \$110,800 in properties valued at \$1,095,700. The percentage of saved vs. lost property is 89% saved vs. 11% lost. These low loss numbers can be attributed to the investment in the fire prevention bureau and also to the quick, efficient response of suppression crews.

INSPECTIONS

Three Fire Inspectors currently perform inspections on all existing occupancies within the district. There were 1990 total inspection related activities completed in 2011. Of these total inspections performed, 671 were annual inspections and 851 were re-inspections. The remainder of the activities involved witnessing required testing, updating Knox Boxes, meetings with business owners etc.

There are a total of 2086 current occupancies identified within the district (Acme 236, East Bay 345 and Garfield 1505). At the current rate it takes slightly more than 3 years to reach all of these occupancies. Inspectors continue to inspect all assembly, hotel/motel and large box stores on an annual basis. These are the occupancies with large occupant loads where the greatest life safety hazards are present. The remainder of the occupancies are inspected as time permits.



Inspectors maintained their certifications thru continuing education seminars at the Michigan Fire Inspectors Society annual education conference in East Lansing and by attending webinars and other education programs.

PLAN REVIEW

With former Asst. Chief/ Fire Marshal Schnaidt concentrating his efforts on the construction of Station 12, all plan reviews and related inspections were conducted by Plan Reviewer Brian Belcher. After promotion to Assistant Chief/ Fire Marshal the Plan Reviewer position has remained unfilled. It is anticipated that this position will need to be filled in the future as construction activity increases. A total of 368 plan reviews and related inspections were conducted in 2011 (This compares to 331 for 2010). Of those, 213 were for in-district projects and 155 were conducted for out-of-district projects. We have continued our agreement with the Grand Traverse County Construction Code Office for GTMESA's Fire Prevention Bureau to perform plan review and inspections of all fire alarms and fire suppression systems within Grand Traverse County. These reviews/inspections generated approximately \$28,873.50 in revenue in 2011.

PUBLIC EDUCATION (See *Fire & Life Safety Education for 2011 Report*)

Our Fire and Life Safety Public Educator was again a shared position with the other fire departments in Grand Traverse County thru a continuation of the partial funding from Grand Traverse County. The Fire and Life Safety Educator strives to prevent all potential injuries based on the life practices of the target audience. This position does not concentrate strictly on fire safety. As an example, much of our call volume is for medical calls to the elderly. Through these specific programs it is hoped to educate this population on best practices and reduce these calls. There have been many partnerships formed which have allowed our programs to reach many new audiences who have been identified as being at greater risk to injury and death from fire and other hazards. These partnerships will continue to grow and allow for an expansion of our programs.

In the last two years our data shows that a minimum of 15% of homes that experienced a fire did not have working smoke alarms, while 21% of those with working alarms did not function. Smoke alarms are the first line of defense in preventing injury and death from fire. This is an area we need to concentrate our efforts by the entire department thru awareness and education marketing campaigns. As a result of this data a free smoke alarm project was also started in late 2011 with the goal being at least two smoke alarms in every home. While not widely publicized until a secure source of funding is established through grants etc., this program has gotten off to a very successful start. Our on duty firefighters perform the installations with the fire prevention bureau organizing the paperwork, acquiring the alarms and providing assistance to the suppression crews. It is hoped that additional funding can be secured in early 2012 to allow this program to expand and reach all households within the district.

INVESTIGATIONS

Fire investigations are performed by Inspector Mike Lince and Assistant Chief/ Fire Marshal Belcher. 2011 saw a total of 9 investigations performed by Investigators – 4 structure fires and 5 vehicle fires. These do not represent all fires in 2011 as some fires were investigated by the duty officer or responding Chief. Investigators are not called out to every fire if the damage is limited and the origin and cause are easily identified. During 2011, Captain Bloom and Lieutenant Scanlon also attended the Michigan State Police Fire Investigation Academy. Fire Investigations can be a very labor intensive job which must only be performed by trained, competent personnel. These additional trained personnel allow for a more efficient, thorough investigation. Investigators continue the partnership formed with the Grand Traverse Sheriff's Office which allows a fire investigation trained Sheriff's Office evidence technician to work with Fire Department Investigators to determine origin and cause. This partnership allows for a very effective, seamless investigation culminating in several successful prosecutions in recent years.

FIRE AND LIFE SAFETY – PUBLIC EDUCATION *by Meredith Hawes*



The Fire and Life Safety Education Program of Grand Traverse Metro Fire Department has provided public education programs for the citizens of Grand Traverse County, by working in collaboration with community safety agencies and in partnership with the areas five departments. Cooperation and community partnerships continue to ensure success through utilization of existing programs, area fire personnel/resources, and established communication pathways.

Target groups continue to include: youth ages 4-14, people within the retirement ages of 60 and over, and the disabled. Further expansion within each target group has allowed for the development of additional programs and additional populations served. Statistical response information indicates that these population segments are “at risk” target groups for fire and life safety education. The fire service continues to emphasis both fire and life safety as 70% of emergency calls are medically related.

Youth Outreach:

While burns and fire-related death are 2 times more likely for a child under the age of 5, for children ages 14 and under, the number-one health risk is injuries. Each year, unintentional injuries kill more than 6,000 kids and permanently disable more than 120,000.

Pictured are Grand Traverse County Commissioner Rob Hentchel, Traverse City Area Public School Superintendent Steve Cousins, GMESA Board Member Chuck Korn, American Red Cross Executive Director Kevin Bavers and Meghan Walls all attending the Risk Watch/TCAPS Montessori Teacher Training held in August 2010 at the Traverse City Country Club, thanks to Michelle London and Hub International Insurance.



The Fire and Life Public Educator has served to coordinate the unintentional injury prevention program of Risk Watch as presented by the National Fire Protection Association (NFPA). The curriculum is divided into five age-appropriate teaching modules (Pre-K/Kindergarten, Grades 1-2, Grades 3-4, Grades 5-6, and Grades 7-8), each of which addresses the following topics:

- **Fire and Burn Prevention**
- **Motor Vehicle Safety**
- **Falls Prevention**
- **Firearm Injury Prevention**
- **Water Safety**
- **Bike and Pedestrian Safety**
- **Choking, Strangulation, and Suffocation Prevention**
- **Poisoning Prevention**



This program is a comprehensive, school-based program, intended for classroom delivery by the teacher with supplemental support by community “Risk Experts”. This program serves to expand the scope of unintentional injury education and prevention among young people grades pre-K through grade 8 by providing a safety platform by which community organizations and agencies can provide expertise in their subsequent areas. A Grand Traverse Risk Watch Coalition has been developed and includes the following agencies:

Grand Traverse Metro Fire, The American Red Cross, T.A.R.T., The Prescription Shops, The Grand Traverse Sheriff’s Dept, Safe Kids North Shore, Elk Rapids Police Department, North Flight, Traverse City Fire Dept, Grand Traverse Rural Fire Dept, Peninsula Twp Fire Dept and Blair Twp Fire Dept.



The end of 2011 marks two full years of the Risk Watch program implementation in the area schools of Blair Elementary School, Cherry Knoll Elementary School, Kingsley Elementary School, and the addition of Traverse City Montessori Elementary School. Approximately 2000 students have received both classroom lesson delivered by their teachers and supplemental presentations from Risk Experts over the past year. Risk Watch School Champion, Jodi Scott, was recognized this past year by the Michigan Fire Inspectors Society with the first “Teacher of the Year” award in Michigan for her dedicated service to the Risk Watch program in Northern Michigan.



Left: Blair Elementary Teacher Jodi Scott is presented with the Teacher of the Year award at the Michigan Fire Inspectors Society Conference.

Below: Taylor Scheidling is pictured above with Traverse City Area Public Schools Superintendent Steve Cousins after being presented with awards from both the Grand Traverse Risk Watch Coalition and the American Red Cross at the Annual American Red Cross Dinner in May 2011.

In the spring of 2011, a Risk Watch “Save” was reported by fourth grade student Taylor Schietling. Each month following a classroom lesson, a local community safety expert visits and brings the Risk Watch lesson to life, whether it be with stories, hands-on activities, demonstrations, or educational props. In April, the focus at Blair Elementary was on “Choking, Suffocation, and Strangulation Prevention.” Risk Watch Coalition partner, The American Red Cross, was on site and teaching kids about the dangers to avoid and how to help someone, even yourself, if you are choking. That lesson proved to save a life when 5th grade student, Taylor, waited for the ice cream truck with her friends the following week. “My friend was trying to make us laugh when he put his money in his mouth” Taylor tells, “and then he began to choke.” Taylor recognized her friend displaying signs of air loss and the universal sign for choking. She put her newly acquired knowledge to use and out popped 4 coins! Taylor recognized the Risk Watch “connection” and reported it just that way to teacher and Risk Watch School Champion Jodi Scott. “This is exactly what we hoped Risk Watch would bring to our school community”, Scott says. “When training other teachers on Risk Watch, I read stories about tragedies involving local kids. It’s about time we can report on a tragedy that was prevented.”



In conjunction with the on-going development of the Risk Watch programs, fire and burn safety prevention education has been provided in many other schools, daycares, youth-serving organizations, local businesses, and neighborhoods. In 2011 approximately 6,140 children were served in the following locations:

Grand Traverse Academy, Blair Elementary School, Courtade Elementary School, Kingsley Elementary School, Long Lake Elementary School, Cherry Knoll Elementary School, Traverse City Christian School, Traverse Bay Christian School, Old Mission Elementary – Girl Scout Troop, Fox Motors – Kids Day, Silver Lake Recreation Center, YMCA, National Cherry Festival, A Little School House, Mt. Holiday, Michael’s Place, and East Bay, Garfield, and Acme neighborhoods.



Above Captain Tony Posey gives a truck tour to 5th grade students at Traverse Bay Christian School during Fire Prevention Week and summer camper from the YMCA visit Station 12 in July, 2011.

Below, kids from the Robin's Nest Group of Michaels Place visit Station 1 to try on gear, tour the station, spray the hoses, and participate in helping to put out a fire. Sparky stops in to be a part of the fun.



Older Adult Outreach

At age 65, older adults are twice as likely to be killed or injured by fires or falls compared to the population at large. Thirty percent of people age 65 and older are involved in falls each year, the leading cause of death from unintentional injury in the home. In the U.S. and Canada, adults age 65 and older make up about 12 percent of the population – and are the fastest growing segment of the population.

The Fire and Life Safety Public Educator continues to coordinate the delivery of the Remembering When Program as presented by the NFPA and the Center for Disease Control. *Remembering When* is centered around 16 key safety messages – eight fire prevention and eight fall prevention – developed by experts

from national and local safety organizations as well as through focus group testing in high-fire-risk states. The program was designed to be implemented by a coalition comprising of the local fire department, service clubs, social and religious organizations, retirement communities, and others. Coalition members can decide how to best approach the local senior population: through group presentations, during home visits, and/or as part of a smoke alarm installation and fall intervention program.



GTMESA continues steady outreach to the elderly through the Remembering When program and reached approximately 1,830 older adults in the Grand Traverse County in 2011.



Fire and Life Safety Public Educator works with local seniors on Fire Extinguisher Training at the Glen Eagle Retirement Community in the Spring of 2011, and presents the Remembering When program to seniors through the Comfort Keepers program in December 2011.

Inspector Mike Lince lends a hand for Cooking Safety at the Grand Traverse Senior Center's Camp 911 program in August 2011.



Outreach to Disabled



Hearing, sight, mobility, and cognitive impairments all increase the layers of fire and safety risks for the disabled. By raising the level of fire and life safety awareness for the disabled community, and for the surrounding population, we can eliminate many risks.

In 2011, Grand Traverse Metro Fire Department continued its work to increase Fire and Life Safety programs specifically for people with disabilities through its Customized Outreach Program. The Customized Outreach Project is a fire and life safety public education initiative which focuses customized fire and fall prevention messages and home escape plans for those facing the obstacles of: mobility impairment, hearing loss or deafness, sight impairment or blindness, and/or cognitive impairments. The program recognizes that the typical and traditional fire safety messages that are delivered through public education do not always reach or fit every audience.

The Emergency Sign Language and Communication classes were once again presented to Metro Firefighters, along with attendees from other local and state departments. In addition, the Emergency Sign Language and Communication Resource Book was completed and made available to local departments and for sale to other departments. Grants through the Quota International Club and the Fireman's Fund helped to fund both the Emergency Sign Language initiatives and make specialized smoke alarms available for local residents.



Above, Meredith Hawes – Fire and Life Safety Public Educator presents the “Customized Outreach” project to attendees at the Michigan Fire Inspector Society’s Annual Conference in Lansing in September 2011. An additional presentation was made at the Wisconsin Fire Inspector’s Conference in November 2011.

Through outreach to the Grand Traverse Area Parkinson’s Support Groups, the Disability Network, South Creek Woodside, and Grand Traverse Industries, approximately 580 disabled individuals were served in 2011.

Community Outreach

Community outreach was provided throughout the year to include Fire Prevention Week activities, The Grand Traverse County Wellness BBQ, Sam’s Club, Meijer, Home Depot, Lowes, The Cherryland Center, Kmart, Area Agency on Aging staff, Meals on Wheels staff, the Goodwill Industries and Inn staffs, the Zonta Festival of Trees, and The National Cherry Festival. On average community events reach over 1,400 individuals with fire and life safety messages.



The volunteer program continues to be steady and included 2 part-time volunteers for the Fire & Life Safety Public Education Program. Volunteers were both community members and part of the Experience Works program. Tasks ranged from clerical to program delivery with hours from 2 to 20 per week.

Below: Chief Pat Parker, Elk Rapids Police Chief Tom Emerson, and Sparky the Fire Dog and friends welcome Eddie Eagle to the Fire Prevention Week Open House at Station 11 in October 2011. Eddie Eagle joins the Risk Watch Coalition to help share Firearm Safety to local school children thanks to a grant written by the Grand Traverse Metro Fire Department.



Photos from the Heat event, held during the National Cherry Festival, for teens. Volunteer chaperones include firefighters from the local departments that reinforce safe behaviors. Teens participated in an agility test, home safety obstacle course, driving simulators, and safety demonstrations from local agencies such as Safe Kids North Shore.



SAFETY MESSAGE

As we all know, the national statistics of the fire service show decreasing levels of fatal deaths of firefighters. In 2010, the fire service saw 87 line of duty deaths followed by 81 in 2011. In the last two years, we have seen a 6% decrease in a trend that we hope will continue. Firefighter injuries have also seen a downward trend. While the fire service has a difficult time recording all injuries, the data still shows elevated levels. In the 90's the fire service averaged 80,000 firefighter injuries. In recent years we have seen the lowest levels since the 1980's. Recently, averages of 75,000 firefighters have been injured while on the job.

These lower trends show how awareness, training and education can change these numbers. Programs like *Everyone Goes Home* are just one collaboration in an effort to lower the deaths and injuries. We can't stop now! We must continue to lower the injuries and fatalities. We are just one department of thousands in this state and nation. The fire service is a brotherhood (and sisterhood). We must continue to look out for each other. We can make a difference!

This department is not exempt. We have seen our fair share of injuries. While we have seen the trends that match those of nation statistics, it doesn't stop here. In 2010, Metro Fire had 9 injuries, one of the highest numbers in years. The main issue was knee injuries (3). Of the 9 injuries, almost half occurred on trainings. In 2011, our numbers went down with 6 injuries and a raise of injuries on the fire scenes. While no one injury occurred frequently, we had one knee injury. As noted, we are not exempt and our trends match those of national statistics. To date, our numbers are just that of the nation. Not even 2 months in the New Year and the numbers are up in both firefighter fatalities and injuries. Metro Fire has seen a few knee injuries again. The knee is one of the most complex musculoskeletal parts of the body. A simple turn can result in a sprain or strain. Of the numbers above nationally, just over 50% are simple sprains and strains. Most of these injuries are preventable. With proper stretching and ergonomics we can reduce these numbers.

2011 overall was a good year for Metro Fire, lower accidents and lower injuries.

Let's work together and lower these numbers. Work safe and be safe in everything you do. Let's make the goal together to prevent injuries. We as a department adopted *Everyone Goes Home*. Let's live it and be it.

RECOGNITION

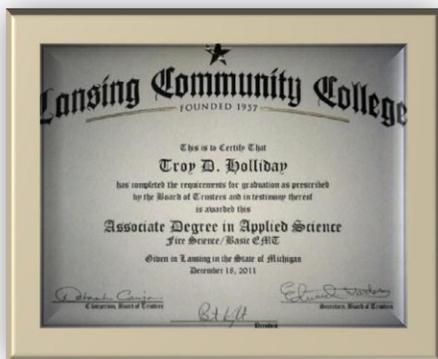
Assistant Chief / Fire Marshal Brad Schnaidt retired from Grand Traverse Metro Fire Department after 20 years with our department.

With gratitude and deep appreciation, the GTMESA Fire Board, Fire Chief Pat Parker and his staff, would like to thank Chief Schnaidt for his leadership, dedication, and hard work to the community of GTMESA district and to the Metro Fire Department from 1991 - 2011.

Chief Schnaidt's speech as he accepted an award from Chief Pat Parker in July 2011: "Retirement is everything that it's cracked up to be and maybe more. Thirty four years of being in the fire service and having worked in a whole bunch of different areas within the fire service, working for individual townships, working for the City of Detroit for a short time, Detroit EMS and coming to work here, it gives you a real broad experience of what the fire service is across the board. But what it all boils down to is:

There isn't one person in the fire service that doesn't have the dedication, drive, and personal qualities and is not doing it only because of some personal gratitude. They are doing it because all of those qualities drive them. They do it for the people that they serve. I have yet to run across one person in this fire service that I have been connected with that had anything other than the best interest of the people that they serve in the forefront. Don't ever forget this folks that is where it comes from. Thank you for this and thanks for the ride."

No Chief Schnaidt, THANK YOU for the ride! This community and the people that live here or travel through our area are safer due to all of your hard work. God speed in your future Chief!



Congratulations to Captain Troy Holliday and Lieutenant Nick Lemcool for completing their Associates Degree in Fire Science.

Congratulations to Lieutenant / Health & Safety Officer Mike Vaughn for completing and becoming the second person in the State of Michigan to be Certified Health & Safety Officer through the Fire Dept. Safety Officers Association and Professional Board – Nationally Registered.

In 2011, the University of Michigan Trauma Burn Center selected the Grand Traverse Metro Fire Department as the winner of the 2011 Leland Gayheart Fire Safety and Prevention Award for its outreach to individuals with hearing, sight, and mobility impairments.

An official presentation took place on Tuesday, November 22nd at the Grand Traverse Metro Fire Department's Administrative building and hosted guests: Jan Stretlien from the Quota Club International and Steve Perdue – Executive Director of Grand Traverse Industries. Both organizations have been community partners to the Customized Outreach efforts of Metro Fire Department. Since the project began in 2009, approximately 1000 local individuals have been helped.

“The project is particularly outstanding because it provides life-saving education and equipment for individuals who otherwise may not receive it,” said Karla Klas, Injury Prevention Education.

Specialist at the U-M Trauma Burn Center. “In these tough times, the Grand Traverse Fire Department not only took the initiative to train their own first responders on this specialized communication, but they also made resources available for other departments to duplicate this essential program.”

Meredith Hawes, Fire and Life Safety Public Educator for the Grand Traverse Metro Fire Department, said they will use the \$500 prize to assist with the cost of materials for upcoming outreach classes scheduled for first responders in the Grand Traverse area.

Each year, the Trauma Burn Center supports the work of Michigan fire fighters by presenting a fire safety prevention award in honor of the Leland Gayheart, a 23-year-old firefighter who lost his life due to a devastating burn injury in 1991. The award was created as a tribute to encourage prevention programs within local fire departments. An honorarium is awarded annually to the fire department whose innovative efforts have demonstrated a statewide, countywide, or citywide impact on prevention and fire safety. This award is presented in joint effort by the Gayheart family and the University of Michigan Trauma Burn Center.

Pictured: Meredith Hawes – Grand Traverse Metro Fire Department, Kate Reed – University of Michigan Burn Center, Steve Perdue – Grand Traverse Industries, Jan Stretlien – Quota Club International, Chief Pat Parker – Grand Traverse Metro Fire Department.



CHILD PASSENGER SEAT SAFETY INSPECTIONS



Motor vehicle accidents are the leading cause of accidental deaths among persons living in Michigan between the ages of 1 – 24 years old. Did you know that 9 out of 10 child passenger seats for children are installed incorrectly? Captain Tony Posey and Captain Troy Holliday are our certified technicians for Grand Traverse Metro Fire Department through Safe Kids Worldwide and the National Child Passenger Safety Seat Program. Station 11 hosts a monthly car seat check station for the community through the Safe Kids North Shore coalition program. Approximately 100 car seat checks were completed and corrected at Station 11 alone for 2011.

COMMUNITY PARTICIPATION

The Grand Traverse Metro Fire Department continues to help out with the Toys for Tots program every year at Meijer's. Making sure children have a merry Christmas.



ST. BALDRICK'S FOUNDATION – Childhood Cancer Research

The Grand Traverse Metro Fire Department held a fundraising event for the St. Baldrick's Foundation. All of the donations raised will go to the research and treatment of childhood cancer. Participants shaved their heads in support of the children that lose their hair during radiation and chemotherapy treatments. Both males and females participated in this event on Saturday March 12, 2011 from 6pm-8pm at Right Brain Brewery. Our goal was set at raising \$10,000 as a department, and we exceeded that as a community by raising over \$12,000.



Please reference the St. Baldrick's web site for further information about the fundraiser. <http://www.stbaldricks.org> and search for Metro Fire. Look for us again in March 2012 when we hold the fundraising event again.

A DECADE OF REMEMBRANCE...Speech by Chief Pat Parker on Sept. 11th, 2011



Good morning and thank you all for being here at the 10th anniversary memorial of the tragedy of September 11, 2001. On behalf of all police, fire, EMS, emergency management, 911 dispatch, coast guard, military, and any other first responder who answers the call for help, we are honored that you are here on this beautiful morning on Grand Traverse Bay.

This morning 10 years ago, an attack of indescribable proportions was led on our country at the WTC in New York, the Pentagon in Washington DC, and an attempt on the Capitol Building which led to Flight 93 crashing in Shanksville, PA. It was an attempt at creating terror and bringing our nation to its knees. We were bloodied, we were battered, we were brought to our knees, but we never gave up hope. We as a country got up, dusted ourselves off. You see, Americans have always risen to the occasion when our liberties have been threatened and when liberty must be defended. The best antidote is a nation that refuses to be terrorized. Out of chaos comes resolve; out of pain comes new life.

9/11 is the day that changed everything. We live in a world that is much different than it was 10 years ago. Firefighters and all emergency services providers around the world have vowed to never forget. But what exactly does “Never Forget” mean? It’s a phrase that should not be used lightly. To never forget is to consciously understand that nearly 3,000 innocent lives were wrongfully taken by a callous attack on our nation. To never forget is to honor and respect the 343 firefighters and 60 police and port authority officers, and 8 EMT’s and paramedics who made the ultimate sacrifice in an effort to save lives and property. To never forget is to honor the nearly 3,000 ordinary citizens who lost their lives that day. To never forget is to honor our military who have sacrificed their lives. The military lives lost on the war on terror have now surpassed the lives lost on 9/11. The scars of September 11 are forever. So, too must our efforts be in remembering the people, the events and the lessons they’ve left behind.

9/11 is the day that the emergency services professions accepted the added responsibility of Homeland Security to our list of duties. The years that have followed have also been like no other in our profession’s history. We have evolved from your local emergency providers to a national all-hazard responder. It’s a responsibility that we take seriously.

What can you the citizens of this great region and country do to help us in this daunting task? First of all be vigilant. Regardless of the size of the threat, be prepared to face it. The Department of Homeland Security has a new campaign, “If you see something, Say something.” We are encouraging the public to contact local authorities if they see suspicious activity. Remain united. Never forget what we can accomplish together. Building a robust spirit of resiliency is another way ordinary citizens can contribute meaningfully to our nation’s defense. A strong society does not overreact or abandon its core values in the process of defeating terrorism. And finally, always have hope. Don’t get caught up in the woes of the economy, the problems in government, keep your hopes and dreams alive and do something every day to make those hopes and dreams a reality.



I direct your attention to the WTC artifact on your right. This 3,100 pound piece of mangled steel stood proud as a part of the North Tower that beautiful morning, a morning much like today. This artifact is our bit of 9/11 that will be a permanent part of our community for generations to come. Soon after today's activities, we will start planning a fitting memorial for our community. Where it is going to be placed or what it will look like is still yet to be decided. If you have ideas, please contact me. I would appreciate your thoughts.



In closing, I would like to quote President Bush who in a speech given September 11th said this: "Terrorist attacks can shake the foundations of our biggest buildings, but they cannot touch the foundation of America."

On behalf, of all of the emergency service providers, we thank you for all of the outpouring of support we have received this past week. It has been a week of intense emotions. I leave you with NEVER, NEVER FORGET!



FIRE CHAPLAIN PROGRAM

When firefighters respond to a burning building and focus attention on saving life and protecting property, the fire chaplain responds alongside but is focused on ministering to the needs of the firefighters and the needs of the crisis victims. Victims of an emergency crisis may be the family who has just been burned out of their home, or the scared and confused spouse of a heart attack patient. They could be the frightened children whose parents are being transported to the hospital after a tragic traffic accident. Firefighters are trained and able to deal with the varied emergency crisis in our modern world. Fire chaplains are equipped and called to deal with the people being affected by those same events. The fire chaplain is a spiritual presence in the world of fire department and emergency services. Alongside of Jude Younker, the chaplaincy program added another chaplain to the roster. GTMESA welcomes Wayne Kiser.



JUVENILE FIRE SETTERS PROGRAM

The Grand Traverse Metro Fire Department's Juvenile Fire Setter (JFS) Program was created in 1985 and combines family intervention sessions with information on burn injuries and the consequences of fire setting. The JFS Program is a regional program consisting of cases in Grand Traverse and adjoining counties. Children of all ages are referred from local schools, courts, agencies, and by parents. Since its inception, over 500 families have participated in the program.

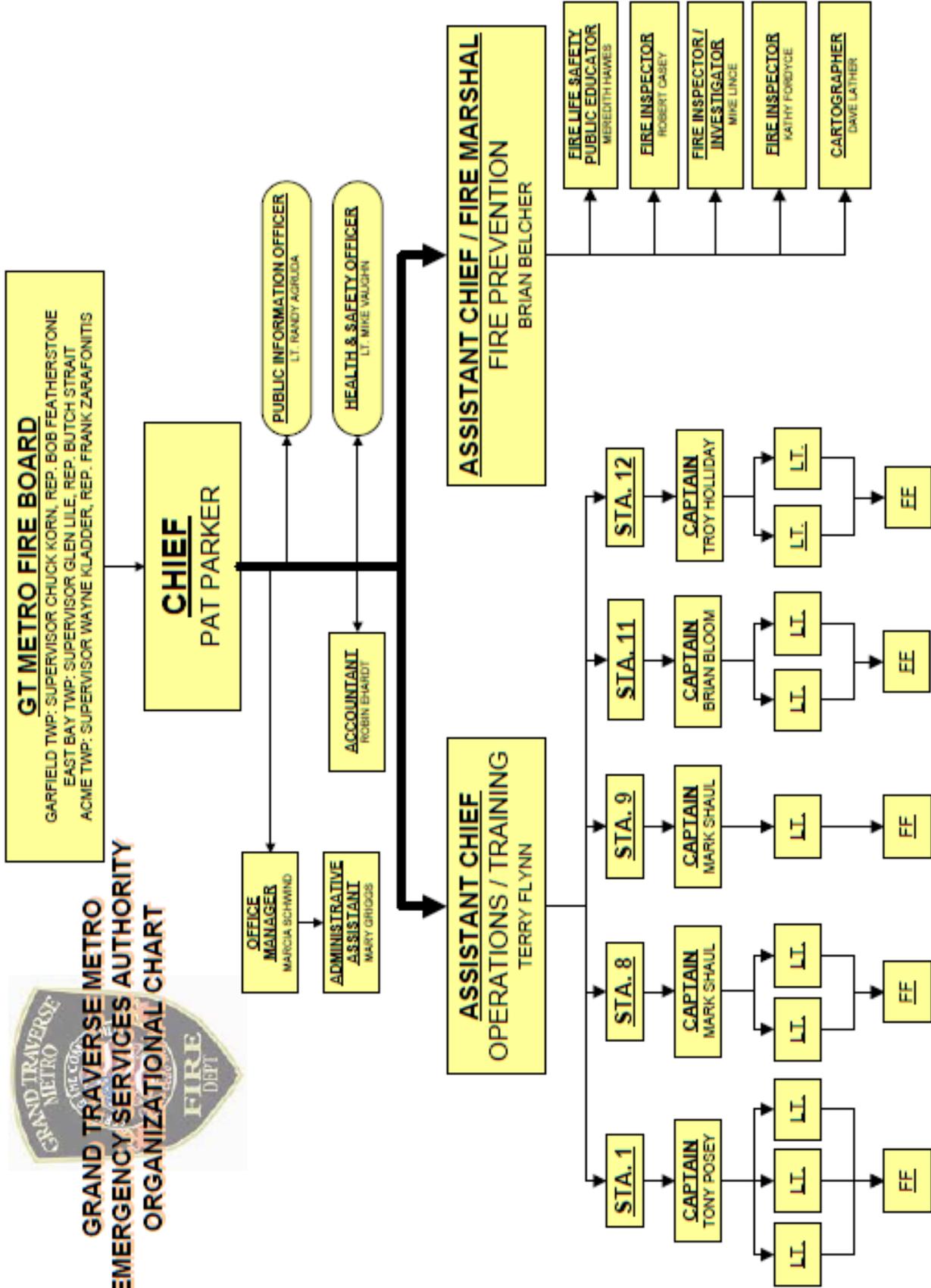
In 2006, the JFS Specialists intervened with 26 juveniles involved in 68 fires. In 2007, the JFS Specialists intervened with 23 juveniles involved in 73 fires. In 2008, saw a drop with only 13 fires involving 9 juveniles with an approximate dollar loss of \$128,600. In 2009, the number of fires increased to 17 with only 3 fires being in the GTMESA district. 2010 JFS reports intervention with 13 juveniles resulting in 29 fires with 6 fires in the GTMESA district with a low dollar loss of \$19,000. 2011 showed a decrease in juveniles with only 6 juveniles resulting in 24 fires. In the GTMESA district, 3 fires totaling around \$800 in property damage out of \$2,600 total and \$10,000 in hospital costs due to an injury. Approximately 1/2 of the juveniles were handled with an educational meeting and were of little concern while the other 1/2 had a definite concern and required educational and psychological intervention.

SUMMARY

2011 saw changes come to the fire prevention bureau with new leadership for the first time in almost 20 years. It is anticipated that 2012 will also bring many changes as we try to expand on the excellent programs currently in place. Some of the things we look forward to accomplishing in 2012 are: the completion of a project to better analyze and maximize our reporting database, establishing a self-inspection program for select business occupancies, the start-up of fire company inspections where our firefighters conduct inspections of select businesses, establish new inspection reporting practices in order to accurately determine compliance rates and maximize efficiency of inspections, expansion of public education program messages thru media/mass marketing efforts and the expansion of our smoke alarm program.



**GRAND TRAVERSE METRO
EMERGENCY SERVICES AUTHORITY
ORGANIZATIONAL CHART**



DEPARTMENTAL ROSTER

at end of year

Full-Time – Administration

Fire Chief Pat Parker	Office Manager Marcia Schwind	Inspector Kathy Fordyce
Asst Chief – Operations Terry Flynn	Administrative Asst Mary Griggs	Public Educator Meredith Hawes
Asst Chief – Prevention Brian Belcher	Insp. / Investigator Mike Lince	Accountant Robin Ehardt (part-time)
Lt. /HSO Mike Vaughn (part-time)	Inspector Robert Casey	Cartographer Dave Lather (part-time)

Full-Time Suppression

Captain Brian Bloom (Sta. 11)	Lieutenant Gary Francisco (Sta. 1)	Firefighter Jeremy Draper (Sta. 11)
Captain Tony Posey (Sta. 1)	Lieutenant Andy Doornbos (Sta. 1)	Firefighter Rob Harvey (Sta. 8)
Captain Troy Holliday (Sta. 12)	Lieutenant Adam Drewery (Sta. 1)	Firefighter Chris Comeaux (Sta. 11)
Captain Mark Shaul (Sta. 8 & 9)	Lieutenant Nick Lemcool (Sta. 12)	

Fire Department Chaplains

Glen Walters	Jude Younker	Wayne Kiser
Vicki Lyon	Steve Dodd	

Part-Time – Suppression and Support Members

STATION ONE

Lt. Scott Allman	FF Shawn Stinson	Probationary Tim Black	Probationary David Sicotte
FF Joe Byrne	FF James Walker	Probationary Stephanie Day	Probationary Michael Winter
FF Matt Gerkin	FF Dan Watkins	Probationary Jacob Garris	Probationary Leslie Wormel
FF Hal Miller	FF Curtis Walters	Probationary Lucas Mitchell	

STATION EIGHT

Lt. Wayne Mervau	FF Brian Haskin	FF Frank Rutherford	Probationary Joseph Voiles
Lt. / PIO Randy Agruda	FF Tom Henkel	FF John Sanborn	Probationary Joe Wood
FF Mike Courson	FF Adam Mervau	Probation Shawn Fitzgerald	

STATION NINE

Lt. Jeff Carpenter	FF Chris Kolinski	FF Tim Newton	FF Mike Wilkins
FF Jack Ferris	FF Josh Morgan	FF Rick Osburn	FF Karen Robinson

STATION ELEVEN

Lt. Kyle Clute	FF Steve Meek
FF Eric Chryst	FF Eric Seaburg
FF Shaun Beady	FF Brent Strom
FF Mike Bryan	FF Zak Yanska
FF Keith Bugai	Probation Steve Dixon
FF Chris Comeaux	Probation Eric Gustafson
FF Chris Doornbos	Probation Isaiah Moger
FF Cory Ellis	
FF Bryan Ferguson	
FF Daren Mansfield	



STATION TWELVE

Lt. Mike Scanlon	FF Josh Salyer
Lt. Chris Childers	FF Randy Rittenhouse
FF Lee Bailey	FF Greg Walker
FF Bill Brodin	FF Rick Worm
FF Nick Haines	FF Tim Wrede
FF Nick Hawkins	Probation Spencer Scanlon
FF Anthony Hoffman	Probation Russ Fryske
FF Cody Lipe	
FF Jeremy Metcalf	