

Storey County Fire Department

The logo of the Storey County Fire Department is a red Maltese cross. The top arm contains the word "TRADITION", the right arm contains "PRIDE", and the left arm contains "HONOR". The center of the cross features a circular emblem with a blue field of white stars and a yellow field containing a stylized "S" and "C". Below the cross, the words "STOREY COUNTY" and "FIRE DEPARTMENT" are written in a circular path, with "NEVER FORGET" at the bottom.

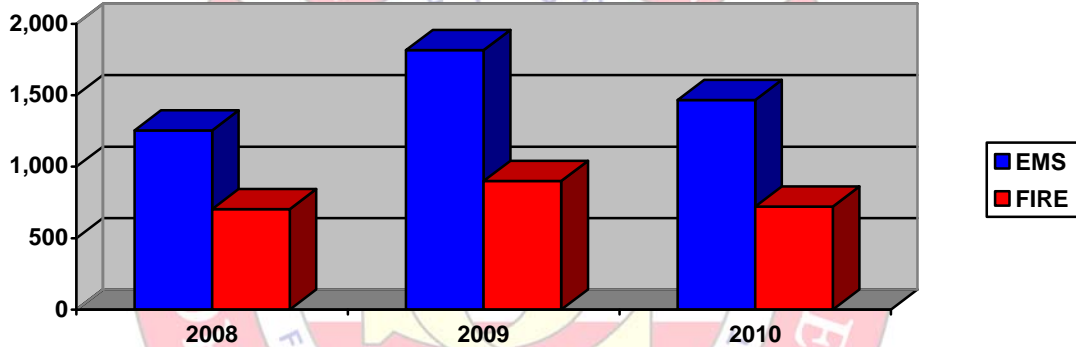
**ANNUAL REPORT
Calendar Year
2010**

INTRODUCTION

In order to provide an overview of what we have accomplished during the past calendar year, as well as our goals/objectives for the coming year, this report is being submitted to the Honorable Board of Commissioners and our valued customers. This report is intended to serve as the foundation for the next one, three, five and ten years of strategic planning.

STATISTICAL DATA

	2008	2009	2010	2009 to 2010 % Increase
EMS Incidents	1255	1817	1467	-19% (-350 Incidents)
Fire Incidents	704	900	722	-20% (178 Incidents)
Total Incidents	1905	2717	2189	-19% (-528 Incidents)



STATISTICAL DATA CONCLUSION

The reduction in call volume for calendar year 2010 is directly attributed to the closure of Station #5 and no longer responding to assist North Lyon County since their newly implemented ALS program. If these calls are taken out of 2009 call volumes, we actually encountered a small increase in call volume that can be labeled as nominal in nature.

STAFFING

In 2010, the economic downturn forced the following staffing changes:

- Separation of 1 Division Chief/Fire Marshal
- Retirement of 1 Division Chief/Administration
- Closure of Station #5
- Second year of contractual freezes with other concessions
- Reduction in Force of staff from Station #5

Due to these changes, it was necessary to fill two critical areas that were vacant. The first was Volunteer Coordination that was overseen by the Division Chief/Administration and the second was the Division Chief/Fire Marshal for Plan Reviews/New Business License Inspections. FF/PM Mark Norwood was converted from shift to 40 hours per week and volunteered to work with the **Volunteer Fire Department administration.**

Administrative Assistant Patty Blakely had been assigned to work for the Division Chief/Fire Marshal and was very familiar with the administrative process of this function. Due to the void, **she volunteered to attend the necessary training required to take over all functions of the Fire Marshal as an Administrative Assistant.** At the time of compiling this report she has finished becoming certified as a Fire Inspector I and Combination Fire and Building Plans Examiner. These two staff members exemplify what it is to be true team players – they identified department needs and stepped up to meet them.

With Patty Blakely taking over the function of inspections and plan reviews, her other ancillary responsibilities have been assigned to Debra Glogovac. Due to the shift and increase in work loads it was necessary to **contract out our EMS billing program.** Debra still oversees this program, but a contract has been issued to a private business within Storey County for billing services.

As you will see throughout this report, there are specific **Areas of Responsibility (AOR)** that each staff member is responsible for completing. Without this type of team effort it would be impossible to complete all State and Federal unfunded mandates.

EMERGENCY MEDICAL SERVICES

ALS Licensed Ambulances

Rescue 1 (Staffed 24/7 with 1 Paramedic and 1 EMT II)
Rescue 2 (Staffed 24/7 with 1 Paramedic and 1 EMT II)
Rescue 3 (Staffed M-F/8-5 with 1 Paramedic and 1 EMT II)
Rescue 4 (Staffed 24/7 with 1 Paramedic and 1 EMT II)
Rescue 5 (Reserve Unit – Not staffed)

ALS Licensed Engine Companies

4 Engine Companies (Same staff as listed under rescues)

Licensed Paramedics

13 Personnel (Career)

Certified EMT Intermediates

17 Personnel (Combined Career and Volunteer)

Certified EMT Basics

15 Personnel (Volunteer)

This past year we were very fortunate to purchase 3 **battery operated gurneys.** These gurneys are a tremendous help to the line staff. When responding to medical calls with only two people on the ambulance, it is difficult to move larger patients to a gurney and then have to lift the gurney into its rolling position. These gurneys electronically lift to a rolling position. In the past we have encountered many back injuries from lifting the gurney and this will most assuredly reduce the number of back injuries that our staff is exposed to.

There has been no less than a minimum of 24 hours of in-house, continuing education provided to each career and volunteer team member in the area of Emergency Medical Services, for a total of **1,728 hours of in-house EMS/CEU** baseline training.

Using our **Quality Assurance Program,** we continue to review every EMS and Fire report generated through our department. This process assures that proper care, transportation and treatment are being provided, as well as ensuring that all fire and rescue statistical data is accurately reported. A total of **12 hours per month or 144 hours per year are spent on both EMS and Fire report reviews.**

On a yearly basis, **EMS Protocols** are reviewed and updated by Battalion Chief Adkins.

SCFD has invested in staff instructor certification in **Pediatric Advanced Life Support (PALS)** and **Advanced Cardiac Life Support (ACLS).** We are currently building on an in-house EMS Training Program that we hope to have in place within the next two years. This plan will allow us to conduct higher levels of training internally thereby allowing staff to attend on duty. This will reduce overtime costs and assure that our professional staff of Paramedics training needs are being met.

FIRE OPERATIONS

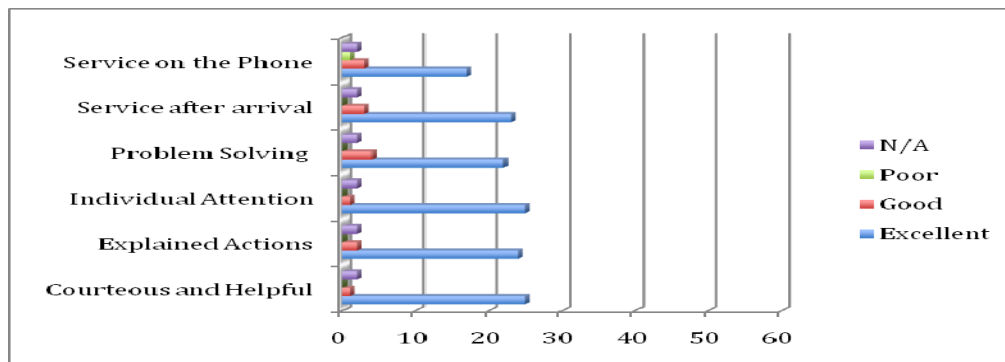
Tested 971 Fire Hydrants	289 Staff Hours
Conducted 300 Annual Commercial Structure Fire Inspections	1,200 Staff Hours
Tested 32,300 Linear Feet of Fire Hose	180 Staff Hours
Flow Tested 60 Self Contained Breathing Apparatus	80 Staff Hours
Fit Tested All Staff for SCBA Mask and Hepa Mask	100 Staff Hours
NFIRS Submittal	12 Staff Hours
Continued Customer Comment Cards	24 Staff Hours
Below Ground Water Storage Tank Monthly Testing	24 Staff Hours
Evacuation Barrel Checks in Virginia Highlands	24 Staff Hours
30' Residential Fire Inspection Checks and Inputting to Software	300 Staff Hours

The **Highlands Fire Safe Council** has struggled with leadership within the group this past year, with the resignation of the chairperson. Because of this, the group was in jeopardy of losing its existing grants and future grants. We have been working very closely with them to assure that this council remains healthy and moving in the proper direction. Some of the things that have been identified for action in 2011 are a mission statement, short-term goals (You-Call-We-Haul program) and long-term goals (Master Fuel Reduction plan for the next 5-10 years). We are directly supporting them through meeting notifications sent out by our reverse 911 system. Patty Blakely is serving as the secretary to the group, I am attending meetings and BC Michael Streeter is assigned as the liaison to this group as part of his Special Operations area of responsibility.

This past year we have seen some very exciting community growth in Mark Twain. Concerned residents have formed a **Mark Twain Fire Safe Council/Community Watch** program. This group is providing direct feedback regarding what their needs are in the community, service levels and other logistical support needed for the community. We are actively involved with this group and look forward to working to meet their needs in the next year.

For many years there has been a need for a program that allows individuals younger than 16 years old to participate in the volunteer fire department. This past year through the direct efforts of FF/PM Mark Norwood and Vol. FF/EMT Natasha Barker, an **Explorer Program** was initiated through the volunteer fire department. This program allows youth at age 14 (freshman in high school) to join the Explorers and begin their volunteer fire department participation. It is a partnership through the Boy Scouts of America and they cover all of the industrial insurance requirements for participation. These students are allowed to attend trainings, meetings, community events and begin their firefighting education. They are not allowed to respond to real incidents or be on emergency scenes until they are student members at age 16.

We continued with a **Customer Comment Card** program that provides our customers an opportunity to tell us how we are doing. Feedback from this program allows us to improve on various areas of responsibility from patient care to ambulance billing practices. Below is the 4th quarter of 2010 report for sample of information gathered. There is also an important hand written section that allows our customers to write their opinions and experiences regarding the type of service they received.



4th Quarter Report for 2010: Numbers represent the number of customer comment cards returned.

PUBLIC EDUCATION AND FIRE PREVENTION

The Storey County Fire Department takes great pride in Fire Prevention & Education opportunities we provide to our community. Our goal is to educate people of all ages in fire prevention and safety.

We are pleased to announce that we now have a **Fire Safety Trailer** (see image below). **This trailer was entirely funded by a Federal grant in the amount of \$61,750.** The Fire Safety Trailer is a 35 foot mobile trailer which gives everyone the ability to walk through a kitchen, living room, and bedroom. It is fully equipped with a non-toxic smoke machine, escape ladder, and a media center which delivers safety presentations on a wide variety of topics.

In 2010, we toured our local schools and demonstrated a “pretend” fire for education. During this exercise, the students were able to feel a “hot door” and practiced specific fire escape routes. The students were able to exit via a ladder as the trailer filled with non-toxic smoke. At the conclusion of the demonstration, they also practiced reporting the fire by calling 911, and spoke directly with a Storey County Dispatch representative.

We plan on using our “Fire Safety House” frequently to teach fire prevention and safety, and we are excited about educating our community members.



The following Community Based CPR Courses were completed in Calendar Year 2010:

- 1 Course for a Community Based Pre-School
- 3 Courses Instructed for the Mark Twain Fire Safe Council/Neighborhood Watch group
- 4 Courses for Virginia City Community
- 1 Course for Virginia City High School
- 1 Course for School District Employees

Community Fire Extinguisher Training for Calendar Year 2010:

- 1 Course in Lockwood (Corporate Company)
- 2 Courses in TRI (Corporate Companies)

Fire Drills for 2010:

We continue to work closely with the Storey County School District to oversee and participate in fire and emergency drills. This is primarily at the Elementary School level; however, we do collect and monitor all evacuation drill forms and file them appropriately for documentation purposes.

INTERNAL TRAINING 2010

Through the guidance and management of BC Rob DuFresne and his staff, SCFD hosted several trainings in 2010:

- NV/NFPA Fire Fighter I	240 Hours per person
- Pump Apparatus/Driver Operator	32 Hours per person/per year
- S-390 Introduction to Fire Behavior Calculations	24 Hours per person/plus task book
- Mark Twain Estates Sand Table Exercise	8 Hours per person/offered 3 times
- S-232 Dozer Boss	24 Hours per person/plus task book
- S-200 Initial Attack Incident Commander	16 Hours per person/plus task book
- Annual Wildland Refresher	4 Hours per person
- S-290 Intermediate Fire Behavior	24 Hours per person
- Flammable Liquids Strategy & Tactics	8 Hours per person/offered 3 times
- NFA Incident Safety Officer	24 Hours per person
- NFA Strategy & Tactics for Initial Company Operations	8 Hours per person
- Carson City Burn Building - Live Fire	8 Hours per person/offered 3 times
- Wendover Burn Trailer - Live Fire	6 Hours per person/offered 3 times
- Job Performance Requirements Annual Recertification	33 Hours per person
- Multi-Company Drills	16 Hours per person
- NFA Emergency Resp. to Terrorism, Strat. & Tact. for Sup.	8 Hours per person
- Fire Department Standard Operating Procedures Test	4 Hours per person
- EMS Protocol Annual Test	4 Hours per person
- Annual Hazardous Materials Communication Training	4 Hours per person
- Bullying in the Work Place	2 Hours per person
- Drug and Alcohol Training	2 Hours per person
- Harassment Free Workplace	2 Hours per person
- Workplace Violence Awareness	2 Hours per person
- Hazardous Materials Incident Command Refresher	8 Hours per person
- Hazardous Materials Operations Refresher	8 Hours per person
- EMS Continuing Education	36 Hours per person

EXTERNAL TRAINING 2010

- Nevada Wildland Urban Interface Conference	24 Hours per person
- Employee Evaluation Training	4 Hours per person
- Anniston New Mexico Domestic Terrorism Training	40 Hours per person
- Quad County Hazardous Materials Recertification	24 Hours per person
- Fire Inspector I Training	40 Hours per person
- Combination Building and Fire Plans Examiner	120 Hours per person
- Arson Detection for the Company Officer	16 Hours per person
- Command and Control for the Company Officer	16 Hours per person
- Strategy and Tactics for the Company Officer	16 Hours per person
- Radio Technician (Texas)	40 Hours per person
- Fire Officer I Capstone Course	16 Hours per person
- Fire Officer Development Course	40 Hours per person
- Medical Unit Leader	24 Hours per person
- CPR Instructor	8 Hours per person
- Pediatric Advanced Life Support Instructor	16 Hours per person
- Advanced Cardiac Life Support Instructor	16 Hours per person
- Firehouse Software Training	40 Hours per person

CAPITAL IMPROVEMENTS, PROGRAMS AND HIGHLIGHTS

Dozer Program: Completed and placed in service an initial attack bulldozer. This included going online as a state certified training center for commercial driver's licenses and training four personnel to operate the dozer through a task book training program. Special thanks go to Richard Bacus, Steve Schieberl and Bob DuFresne for training and certifying our staff.

Fire Station #2 Drainage Repaired: Fire Station #2 drainage was repaired so that rain water and snow did not back up into the apparatus bays. This was done by trenching to the ditch to the west of the station, and placing a French drain and valve.

Regional Communication Center: This year we participated in a four-county regional communication study. This plan is now complete and the next steps in the process can be pursued for future implementation.

Pump-Test Pit: The pump-test pit was completed at Fire Station #5. With the completion of this project, we no longer need to not rent space from Reno and Carson City. Special thanks go to Viper Steel who donated the material and labor to complete the piping and manifold for the test pit.

Overhaul Trailer: This past year a spare trailer was converted for structure fire overhaul and water responses. It is used to evacuate water from buildings and to secure properties post structure fire. This unit is equipped with carpet driers, which proved to be extremely beneficial through winter water breaks.

ROLLING STOCK

Foam Trailer Tow Vehicle: Through a donation by Advanced Refining Concepts (ARC), a used vehicle was purchased for use as a tow vehicle for our existing foam trailer. This is especially important as this trailer is 17,000 pounds and must be towed by a substantial vehicle.

Ambulance Specification: A committee was established to update and maintain ambulance specifications in accordance with our Strategic Plan. This specification document will be valuable and in place when ambulances are due for replacement.

Engine/Ladder Specification: Since the brush trucks are nearing the lease completion, we have assembled a committee to study and write specifications for structure equipment. This committee will have a document prepared to submit for approval to continue the lease purchase after the brush engines are paid off.

Standardization/Inventory Control: Through areas of responsibility, a standard and inventory control of each apparatus has been created. This document is reviewed at the beginning of each month for inventory control and assurance of a standard compliment of equipment.

Pump Testing: Tested all fire pumps. It is important to note that many of our fire pumps on structural apparatus are being devalued due to age. For example, Engine 1 and 4 were rated at 1,500 gpm new and are now down to 1,250 gpm due to age. Truck 1 was rated at 1,500 gpm new and is now down to 900 gpm due to wear. Engine 2 was rated at 1,250 gpm new and is now rated at 950 gpm.

Aerial Ladder Testing: This was done and the unit is current on its certification.

GRANTS

BLM grant was received in the amount of \$12,000 this past year for four interoperable hand-held radios, and training including: S-270 Basic Air Operations, S-215 Fire Operations in the Wildland Urban Interface and S-336 Tactical Decision Making for the Wildland Fire Incident.

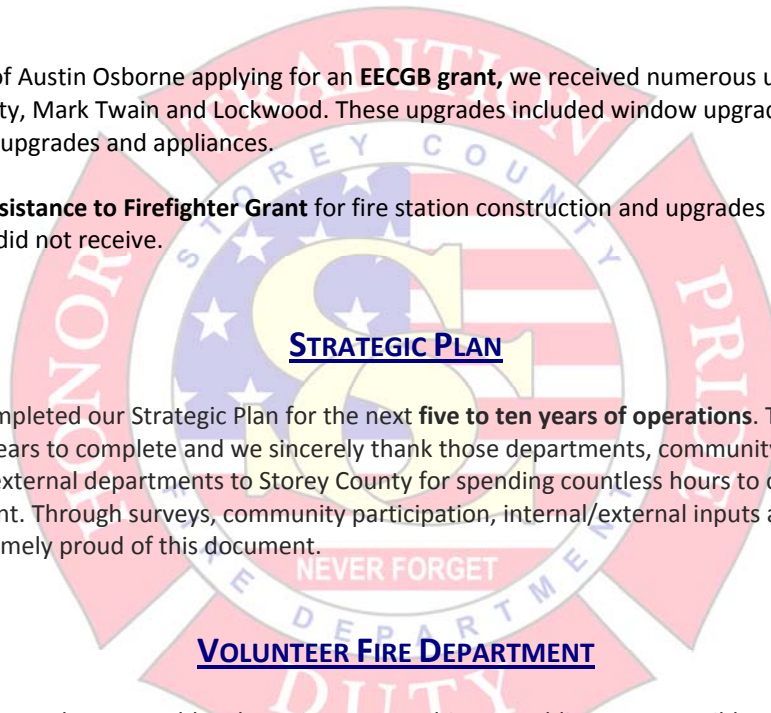
Office of Traffic Safety (OTS) grant was received this past year for replacement of auto extrication tools. Our older tools would not cut the new steels used in vehicle construction. This grant was awarded over a three year period at \$30,000 per year which will replace all tools on four of our engine companies.

National Fire Academy grant was received for on site delivery of a National Fire Academy Incident Safety Officer course, National Fire Academy Strategy and Tactics for Initial Company Operations course and National Fire Academy Emergency Response to Terrorism Strategy and Tactics for Supervisor.

Federal Emergency Management grant in the amount of \$61,750 was funded for a fire safety trailer as previously mentioned.

Through the efforts of Austin Osborne applying for an **EECGB grant**, we received numerous upgrades to our fire stations in Virginia City, Mark Twain and Lockwood. These upgrades included window upgrades, door replacements, HVAC upgrades and appliances.

We applied for an **Assistance to Firefighter Grant** for fire station construction and upgrades in the amount of \$979,750, which we did not receive.



This past year we completed our Strategic Plan for the next **five to ten years of operations**. This plan took approximately two years to complete and we sincerely thank those departments, community groups, community members, staff and external departments to Storey County for spending countless hours to complete this outstanding document. Through surveys, community participation, internal/external inputs and planning processes, I am extremely proud of this document.

Firefighter Paramedic Mark Norwood has been instrumental in assembling a responsible and dedicated group of volunteers between each of the four operational stations. Through his efforts and the dedication those who volunteer, we have an increasingly reliable group of volunteer firefighters, many of whom have EMS training.

In 2010, the Volunteer Fire Department was extremely active and involved in community projects and fund raisers.

The following list comprises many of those events.

<u>Expense</u>	<u>Return</u>	<u>Event</u>
\$500.00		VCMM Donation
\$895.76		Uniform Costs: includes coats, shirts, sweat tops, pants and hats
\$98.00	\$350.00	10 Acre Pancake Breakfast
\$71.55		Spectra Challenge: pizza for volunteers working event
\$164.62	\$550.00	Pancake Breakfast Benefit: for family who lost all of their belongings in a house fire, family received \$550.00
\$156.89		Fourth of July BBQ
\$127.50		Thank You Cards for all donating businesses

\$117.50		Fire Safe Highlands lunch meeting
\$548.00		Timeshare Annual Dues: annual raffle to be established in 2011
\$1,680.96	\$4,600.00	Annual Spaghetti Feed
\$153.61		Hill Climb: lunch for volunteers working event
\$65.34	\$172.00	1 Acre Pancake Breakfast
\$28.80		VCHS Cheerleaders: vending machine products
\$594.70		Lockwood Turkey Giveaway: total costs with donations \$1,198.00
\$500.00		Mighty Mites Program (CCI)
\$200.00		Community Service Project: 2 high school students received \$100.00 each
\$188.42		2010 Wood Cutting Fundraiser
\$40.50		Engravers of Reno

Volunteer Fire Department Membership for 2010:

Virginia City	7 Active
Virginia Highlands	10 Active
Mark Twain	9 Active
Lockwood	11 Active

2010 SIGNIFICANT INCIDENTS

02-06-10 Geiger Grade – 4 patients, vehicle fire	MVA
03-15-10 Wadsworth Auto Aid – 1 structure destroyed	Structure Fire
03-24-10 USA Parkway – 137 gallons spilled fuel	HazMat
06-08-10 Mark Twain – 1 structure destroyed, 1 acre fire	Structure Fire/Wildland Fire
06-18-10 Mark Twain	Structure Fire
06-23-10 Five Mile Flat – Multi-car accident, 5 pts, 1 extrication	MVA
06-26-10 Silver City Auto Aid – 1 room in structure destroyed	Structure Fire
06-26-10 SR341 Truck Route – 1 death, vehicle fire	MVA
06-27-10 South D Street, VC – Severe smoke damage	Structure Fire
07-24-10 Verdi – Strike Team, 40 acre	Wildland Fire
07-26-10 Constantia Fire (Out of District)	Wildland Fire
08-05-10 Fernley Auto Aid – 3 to 5 acres	Wildland Fire
08-25-10 Fallon – 10,000 gallon hydrochloric acid spill	HazMat
08-29-10 Hot Tea Fire (Out of District)	Wildland Fire
09-02-10 180 EB Auto Aid – Tractor trailer fire, destroyed	MV Fire
09-04-10 Wadsworth Auto Aid – 1 structure destroyed	Structure Fire
09-09-10 USA Pkwy. – Vehicle vs. semi, 1 patient serious injuries	MVA
12-17-10 180 Auto Aid – Multi-car accident, child ejected	MVA

COMMERCIAL BUILDING PROJECTS

The Tahoe-Reno Industrial Center continues to grow. Many new projects have been started, are nearing completion, or are awaiting plan reviews to begin construction.

2555 USA Parkway, Suite 100	Tenant Improvement	TRI Area
611 Peru Drive	Main Building and Fueling Canopy	TRI Area
1995 Peru Drive	Fire Alarm	TRI Area
201 Ireland Drive, Unit #100	Storage Racking	TRI Area
500 Waltham Way	Roof Top Equipment Platform	TRI Area
500 Ireland Drive	Vapor Line Installation	TRI Area
50 Wildhorse Canyon Road	Fire Alarm	TRI Area
2555 USA Parkway, Suite 100	Fire Alarm	TRI Area
795 Denmark	Grading/Civil	TRI Area
2555 USA Parkway, Suite 100	Fire Sprinklers	TRI Area
555 Milan Drive	Fire Sprinklers	TRI Area
555 Milan Drive	Tenant Improvement	TRI Area
795 Denmark	Business Office Construction	TRI Area
611 Peru Drive	Fuel System Piping and Electrical	TRI Area
1799 Waltham Way	Hydrogen System Upgrade	TRI Area
500 USA Parkway	Laundry Room Addition	TRI Area
420 USA Parkway	Tenant Improvement	TRI Area
555 Milan Drive	Racking	TRI Area
555 Milan Drive	Electrical	TRI Area
611 Peru Drive	Fire Alarm	TRI Area
795 Denmark Drive	Fire Alarm	TRI Area
555 Milan Drive	Fire Alarm	TRI Area
555 Milan Drive	Revisions	TRI Area
795 Denmark Drive	Fire Sprinklers	TRI Area
300 Sydney	Cryogenic Tank Installation	TRI Area
1799 Waltham Way	Fire Sprinklers/Alarms	TRI Area
611 Peru Drive	Gas Meter Skid Plate	TRI Area
885 Denmark Drive	Tenant Improvement Phase I	TRI Area
3300 Waltham Way	Racking System	TRI Area
795 Denmark Drive	Pallet Racking	TRI Area
615 Peru Drive	Civil/Building Underground	TRI Area
640 Clark Station Road	Civil/Hydrants	TRI Area
885 Denmark Drive	Fire Alarm	TRI Area
640 Clark Station Road	Loading Dock	TRI Area
885 Denmark Drive	Fire Sprinklers	TRI Area
611 Peru Drive	Electrical and Fuel Piping	TRI Area
100 Germany Circle	Site Improvement/Civil	TRI Area
611/615 Peru Drive	Fire Alarm	TRI Area
3000 Waltham Way	Storage Shed	TRI Area
100 Germany Circle	Architectural/Construction	TRI Area
885 Denmark Drive	Gas Line/Meter	TRI Area
28 North C Street	Architectural/Construction	VC Area
Carson and H Street	Architectural/Civil	VC Area
28 North C Street	Extinguishing System	VC Area

STOREY COUNTY FIRE DEPARTMENT MISSION STATEMENT

As first responders to fires, public safety, medical emergencies, and disasters, the SCFD protects the lives and property of Storey County residents and visitors. The Department advances public safety through its emergency response, fire prevention, investigation, and educational programs. The professional and timely delivery of these services provides the highest level of care, response, and planning, to reduce the loss of life, damage to property, and impact to the environment.

STOREY COUNTY FIRE DEPARTMENT VISION STATEMENT

To create, foster, and promote, a highly responsive emergency services system that encompasses traditional and non-traditional fire department functions. The desire of this system is to not only meet, but exceed our customer's wants, needs, and expectations. This system will provide for highly responsive customer service, community input, and adherence to an economic model that meets everyone's needs and desires. We will not compromise and we will always pay attention to the most minor of details. We will place the highest value upon our team members to assure there is equal input opportunities provided to everyone. We will not become confined to "in-the-box" thought processes and will allow all team members sufficient latitude to develop, implement and nurture cutting edge ideas for all risk emergency response functions.

STOREY COUNTY FIRE DEPARTMENT CORE VALUES

SERVICE: Our Department continues its' unwavering call to protect and serve. This is accomplished by being honest, not deceiving, being reliable, doing what you say you'll do, being loyal, thinking before we act, being cooperative, staying informed and being accountable for our choices.

RESPECT: This is accomplished by following the Golden Rule, being tolerant of differences, using good manners, not using hurtful or bad language and being considerate of the feelings of others.

SAFETY: We strive to keep our citizens free from danger – especially deliberate, harmful acts. With the best equipment and training, the Department can reduce the risk to the public and its' members at fires, emergencies and medical incidents.

HONOR: The enormous commitment necessary to perform the Department's tasks requires excellence of character. We inspire each other through pride in our department, which is a belief that every action reflects on all the members of the department, both past and present.

DEDICATION: A commitment, to the objectives of our mission, is an essential part of our code of conduct. The faithful observance of duty calls for us to fulfill our obligations professionally and honestly.

INTEGRITY: The quality of possessing, and steadfastly adhering to, high moral principles and professional standards including being kind, compassionate, expressing gratitude, and helping others in need. This is summarized by "doing the right thing no matter how difficult the task or decision may be".

PREPAREDNESS: By combining all of the components of our core values, the SCFD will maintain its constant state of readiness to meet all threats and challenges, traditional and new.