

# North Liberty Fire Department

2020 Annual Report



## Service Over Self



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# Message from the Fire Chief

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As the Fire Chief of the North Liberty Fire Department (NLFD), I am pleased to present this annual report on behalf of our members. The women and men of the NLFD unwaveringly serve the residents and visitors of the City of North Liberty, as well as Penn and Madison Townships.

This report is submitted to the community and community leaders to provide an overview of services, incident statistics and to highlight various activities the fire department is involved in throughout this past year. It is important for the public to know the makeup and performance of the fire department. Being a member of the NLFD requires a tremendous amount of sacrifice and dedication. The NLFD strives to be highly trained and professional, responding to all types of emergencies as well as many non-

emergent incidents that impact the community.

This annual report will not only highlight statistics related to call response, but will acknowledge the progress of our strategic planning process. Much of our success is a testament to the professionalism, dedication and efforts of our members and the support we receive from the community, City Council and City Staff. It's important to recognize our successes while always being conscientious of our need to continually improve and strive towards excellence.

The women and men of this organization are truly honored to serve you and we thank you for your trust and confidence. As an organization, we pledge our diligence to meet or exceed your expectations, and will continue to strive towards excellence and place service over self.

We greatly appreciate feedback and suggestions on this report. If you have any questions about the NLFD, please do not hesitate to contact myself or any member of the department. You can find us online and on all major social media outlets.

Respectfully,

Brian R. Platz

# North Liberty Fire Department

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## Mission

Devoted to the protection and preservation of life and property in the City of North Liberty and the townships of Penn and Madison.

## Motto

Service Over Self

## As an organization, we value;

**Pride** – We strive to deliver a service that is looked upon with high regard. We will celebrate the achievements and successes of those within our ranks.

**Professionalism** – We strive for competence in service delivery. We treat each other and those we serve with a high degree of integrity.

**Inclusiveness** – We're accepting of each member of our organization. We respond in a manner that is non-judgmental and provide exceptional service to anyone in need.

**Family** – We lift up those around us. We will treat one another with high moral standards. We are accountable to each other.

## Vision

The members of the NLFD envision an organization that embraces continuous improvement through numerous, specific initiatives. These initiatives will be guided by our values of professionalism, family, pride and inclusiveness.

A priority of this organization is to develop operational goals. As outlined in this document, we will explore alternative deployment models with the intent of reducing response times to emergencies. The NLFD will research best practice models in order to identify and develop a model which works for our community. We will assist in guiding this process as well as help direct other initiatives sought out by the department. Utilizing a best practice approach can yield ideas, data and operational models that the NLFD can tailor to match the projected needs of our growing community.

The NLFD places high value on the preparation of our members to meet the challenges of the mission and the expectations of the community we serve. We are committed to developing and implementing a high-quality training program that ensures top level performance from our members. The NLFD will promote skill acquisition and education through various in-house training opportunities, grant funding for scholarships and local/regional training offerings.

Providing the community with proactive messages, outreach and risk assessment can prevent the occurrence of emergencies. The department will employ measures which provide contemporary information and risk reduction strategies that will reduce the need for emergency services. An ounce of prevention is worth a pound of cure.

Lastly, the NLFD envisions exploring various means of collaboration. We will continue to promote continuous improvement internally and also explore best practices in the delivery of fire and emergency medical services throughout the country.

# Introduction

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The NLFD is a proud and professional team of paid-per-call and part-time firefighters that sacrifice greatly to provide the citizens of North Liberty, Penn and Madison township, and our visitors, with quality emergency services. This is accomplished by a dedicated team of 45 individuals who offer their time to train, educate the community, conduct school fire drills, fundraise and respond to emergency and non-emergent calls for service.

The NLFD protects a geographic area of roughly 56 square miles which includes the two townships with a population of approximately 24,000 residents. The NLFD is currently rated a class 4 fire department by the Insurance Services Organization (ISO). ISO is an insurance industry risk advisory body which helps carriers set appropriate premiums. To accomplish this, the ISO conducts evaluations of municipal fire protection efforts. According to ISO, out of approximately 46,000 fire departments, only 11,889 departments have a rating of 4 or better. Of the roughly 1,494 fire departments rated by ISO in Iowa only 222 departments had a rating of 4 or better. While our current rating is above average we continue to be vigilant in evaluating our operations, striving for a better score.

In 2020, the NLFD reached a historic call level responding to a total of 1477 incidents, making it the busiest combination fire department in Johnson County. NLFD's firefighters are taking on increasing incident responses and training hours each year. A summation of the department's incident statistics is located later in this report.

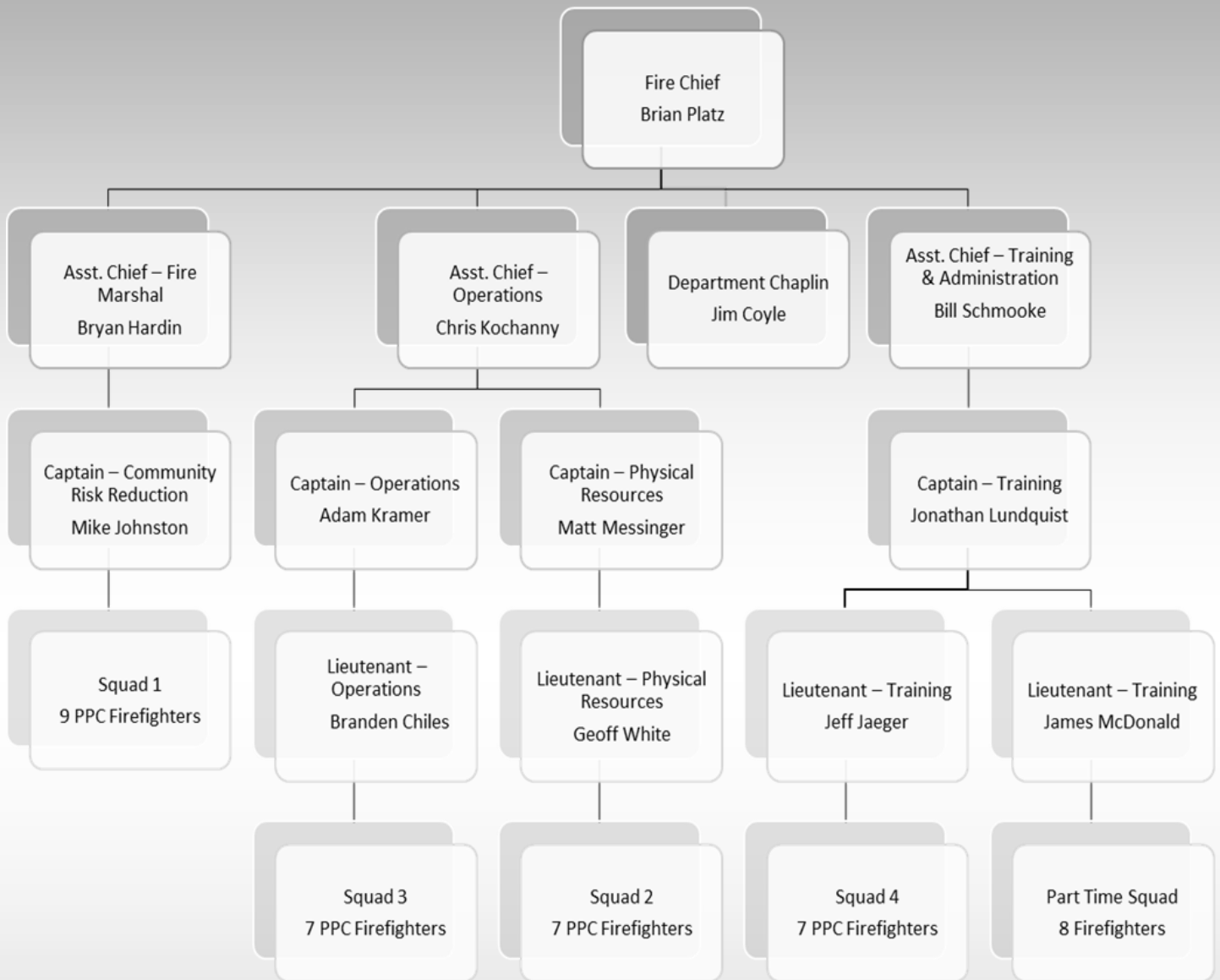
In preparing our strategic plan, our community outreach told us that our citizens expect a fast response of well-trained personnel. We are working very hard to become proficient in our craft. Adjustments to our mandatory training program were put in place in 2019. Unfortunately, we had to alter the training program due to COVID-19 which ultimately led to an individual and squad based training program, effectively halting our department wide training sessions. The training regimen required to continually bring new candidates to a proficient level is a serious undertaking. Two significant improvements to our program will occur in the near future. Towards the end of 2020, the department started preparing to incorporate a full-time training officer within the organization. This position will be funded through the operating budget. We are also working in concert with the North Liberty Firefighters Foundation on plans to create a training facility. Establishing a site to will allow the department to build and expand training delivery. We will continue to plan for these elements in 2021.

In addition to training, we are very attentive to our response times. The data shows that we need to staff firefighters in the station in order to best serve the community. When dealing with an emergency, time is the most valuable commodity. The department has established response goals and we strive to begin responding as soon as possible. We will continue to request funds to implement our staffing improvement plan. Our time analysis statistics can be found on page 12.





# Organizational Chart



“What lies behind us and what lies before us are tiny matters compared to what lies within us.” – Ralph Waldo Emerson

# Command Staff

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## **Fire Chief Brian Platz**

Chief Platz has been with the NLFD since November of 2017 and is a 29 year veteran of the fire service. His experience includes 25 years with the Iowa City Fire Department and 20 years with the Solon Volunteer Fire Department. Chief Platz is the only full time position within the department. He has a Master of Science degree in Leadership from Grand Canyon University and is a graduate of the Executive Fire Officer Program at the National Fire Academy. Chief Platz is a credentialed Chief Fire Officer with the Commission on Professional Credentialing. Fire Chief Platz is the department head and has oversight over all operations.



## **Fire Marshal/Assistant Chief Bryan Hardin**

Fire Marshal Hardin has been with NLFD since 2003 and is a 25 year veteran of the fire service. His experience includes 7 years with the United States Air Force, 17 years with the NLFD, and 18 years with the Iowa City Fire Department. Fire Marshal Hardin is a ¾ time employee. He has a Master of Business Administration degree in Public Administration. Fire Marshal Hardin holds various credentials including Fire Alarm, Fire Sprinkler and Fire Plans Examiner. His responsibilities include providing departmental oversight related to code enforcement, plan review, fire investigations, information technology, records management, and community risk reduction efforts.



## **Assistant Chief William Schmooke**

Assistant Chief Schmooke has been with the NLFD since 2006 and is a 15 year veteran of the fire service. His experience includes 15 years with NLFD and 12 years with the Iowa City Fire Department. Chief Schmooke is a ¾ time position with the department. He has a Master of Science degree in Organizational Leadership from Columbia Southern University. Chief Schmooke provides departmental oversight related to training, human relations, recruitment and retention of personnel, grant application and grant facilitation.



## **Assistant Chief Chris Kochanny**

Assistant Chief Kochanny has been with the NLFD since 2010 and is a 11 year veteran of the fire service. He is a paid per call member of the department. Chief Kochanny has a Master of Science degree from the University of Minnesota. He is also the CEO of Vectronic Aerospace USA, a company that specializes in wildlife monitoring with headquarters in Berlin, Germany. Chief Kochanny provides departmental oversight related to emergency operations and physical resources.

# Divisions

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## Emergency Operations

Captain Adam Kramer coordinates the operations division. Department operations encompass all emergency responses and the guidelines that drive our actions. This includes fire suppression, emergency medical response, hazardous materials and technical rescue. Any adjustment in equipment or procedure is evaluated and approved through this division. Captain Kramer is assisted by Lieutenant Branden Chiles.



## Training

Captain Jonathan Lundquist is the department training officer and coordinates all training activities. Our organization requires various training platforms and delivery methods. The training division handles all orientation training, emergency medical recertification training, mandatory monthly fire/rescue training and outside training opportunities. Captain Lundquist is assisted by Lieutenant James McDonald and Lieutenant Jeff Jaeger.



## Physical Resources

Captain Matt Messinger coordinates all physical resources for the department. This includes all vehicle maintenance and testing, equipment maintenance and testing, personal protective equipment, uniforms and facility maintenance. Captain Messinger is assisted by Lieutenant Geoff White.



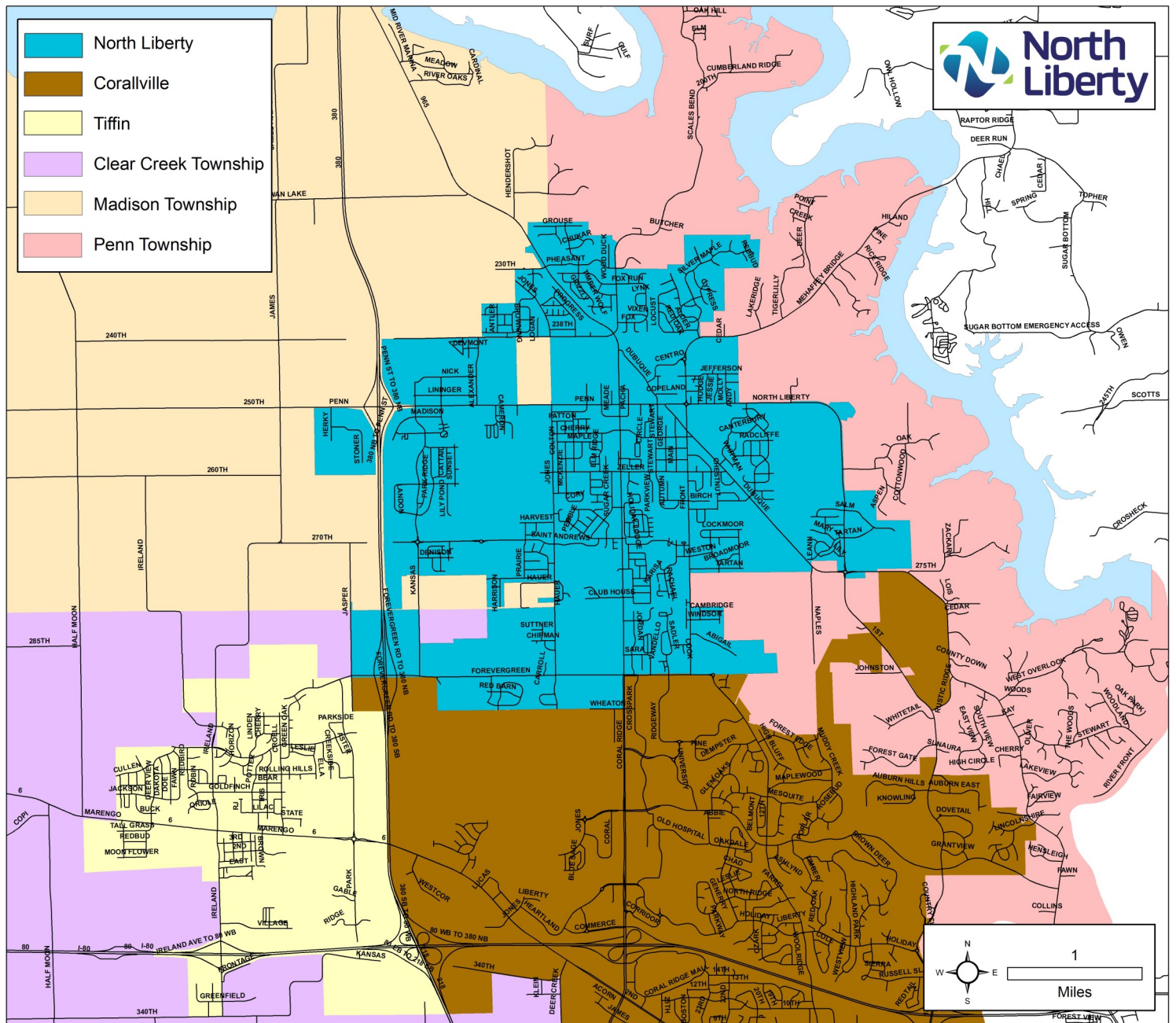
## Community Risk Reduction

Captain Mike Johnston coordinates all community risk reduction outreach. The department receives numerous requests for tours, day care visits, safety talks, and smoke detector evaluations. Captain Johnston coordinates these requests and also schedules all school fire drills and fire prevention week programming.





# Fire District – North Liberty City Limits – Penn & Madison Townships



**Light Blue - City of North Liberty**

**Salmon – Penn Township**

**Light Tan – Madison Township**

**Brown— City of Coralville**

# 2020 Statistics



## North Liberty Fire Department 2020 Monthly/YTD Response Report

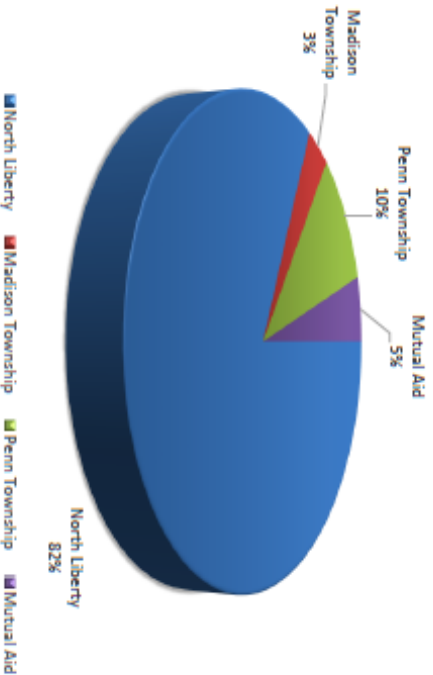
### North Liberty Fire Department Responses By Fire District

	January	February	March	April	May	June	July	August	September	October	November	December	Year To Date	Percent
North Liberty	115	102	96	85	79	82	106	138	110	115	95	90	1213	82.13%
Madison Township	6	2	5	4	6	7	4	4	2	1	3	4	48	3.25%
Penn Township	11	11	6	16	5	11	11	29	9	13	10	12	144	9.75%
Mutual Aid	8	6	4	7	8	8	5	9	4	4	5	4	72	4.87%
<b>Total Responses</b>	<b>140</b>	<b>121</b>	<b>111</b>	<b>112</b>	<b>98</b>	<b>108</b>	<b>126</b>	<b>180</b>	<b>125</b>	<b>133</b>	<b>113</b>	<b>110</b>	<b>1477</b>	

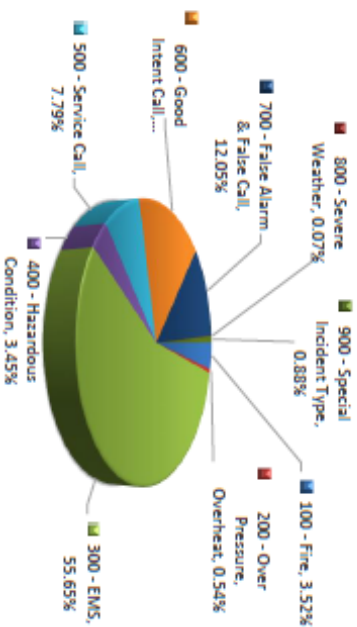
### North Liberty Fire Department Responses By Type of Incident

	January	February	March	April	May	June	July	August	September	October	November	December	Year To Date	Percent
100 - Fire	3	2	2	7	3	4	9	5	4	3	5	5	52	3.52%
200 - Over Pressure, Overheat			1	1			1	1		2	2		8	0.54%
300 - EMS	78	75	53	52	54	64	80	90	73	71	67	65	822	55.65%
400 - Hazardous Condition	4	4	4	3	4	4	1	15	1	3	4	4	51	3.45%
500 - Service Call	14	6	7	5	8	7	9	12	16	13	8	10	115	7.79%
600 - Good Intent Call	27	22	22	28	15	17	9	30	16	19	15	17	237	16.05%
700 - False Alarm & False Call	13	12	21	14	13	11	16	23	15	20	11	9	178	12.05%
800 - Severe Weather								1					1	0.07%
900 - Special Incident Type	1		1	2	1	1	1	3		2	1		13	0.88%
<b>Total Responses</b>	<b>140</b>	<b>121</b>	<b>111</b>	<b>112</b>	<b>98</b>	<b>108</b>	<b>126</b>	<b>180</b>	<b>125</b>	<b>133</b>	<b>113</b>	<b>110</b>	<b>1477</b>	

### 2020 District Responses YTD (Rounded Percentage)



### 2020 Type of Incidents YTD (Percentage)





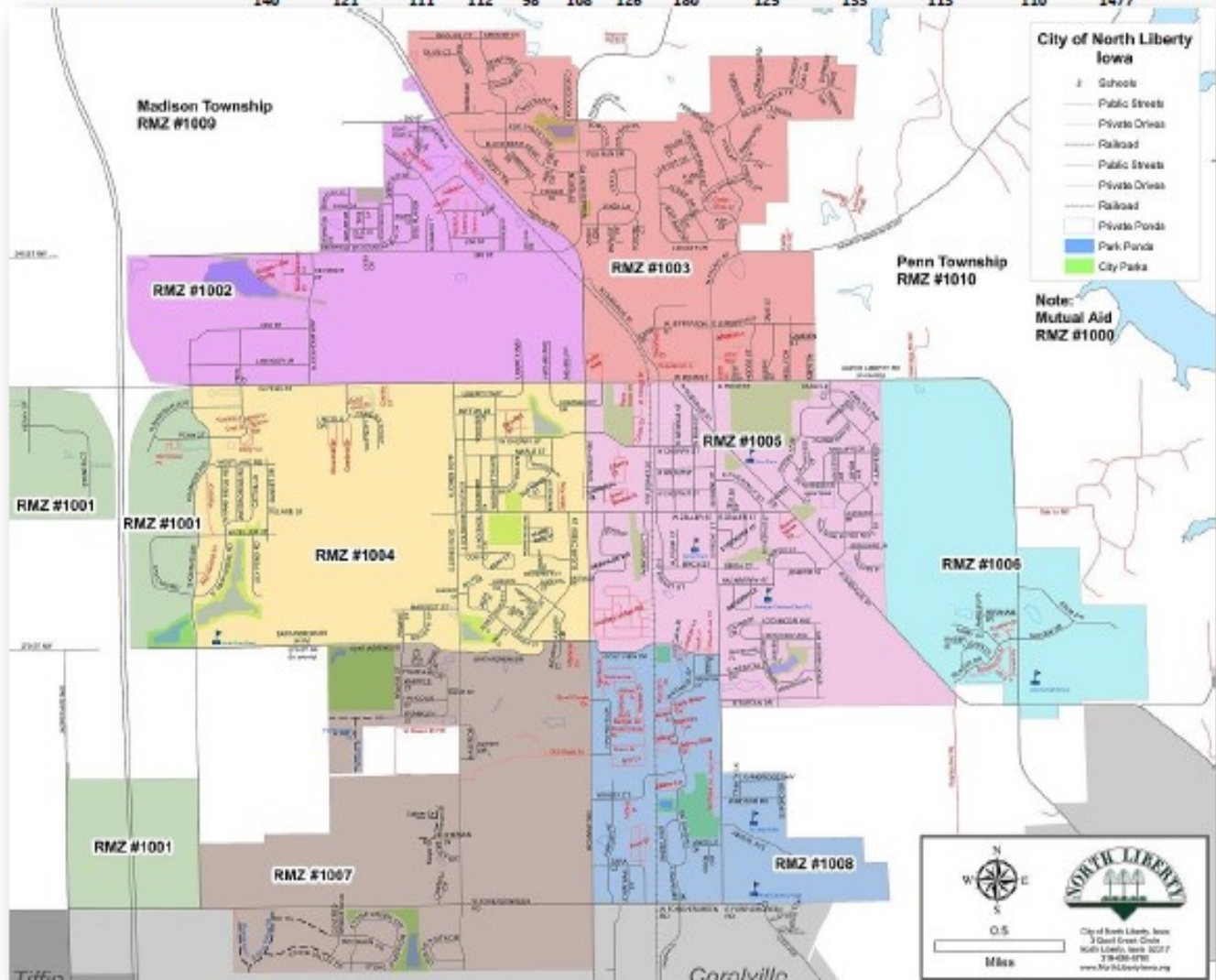
# 2020 Statistics



## North Liberty Fire Department 2020 Monthly/YTD Response Report

### North Liberty Fire Department Responses By Risk Management Zone

	January	February	March	April	May	June	July	August	September	October	November	December	Year To Date	Percent To Date
1000 - Mutual Aid	8	6	4	7	8	8	5	9	4	4	5	4	72	4.87%
1001 - City of North Liberty	3	2	5	1	1	2	3	5	3	8	4	4	41	2.78%
1002 - City of North Liberty	9	18	9	7	13	11	16	17	14	11	14	12	151	10.22%
1003 - City of North Liberty	24	15	13	16	15	11	19	25	13	17	12	8	188	12.73%
1004 - City of North Liberty	19	12	25	17	16	24	18	23	20	31	19	18	242	16.38%
1005 - City of North Liberty	26	22	25	20	18	20	22	36	30	15	23	22	279	18.89%
1006 - City of North Liberty	1	5	1	2	2	2	3	3		2	1	2	24	1.62%
1007 - City of North Liberty	17	7	11	11	7	5	8	16	19	13	13	9	136	9.21%
1008 - City of North Liberty	16	21	7	11	7	7	17	13	11	18	9	15	152	10.29%
1009 - Madison Township	6	2	5	4	6	7	4	4	2	1	3	4	48	3.25%
1010 - Penn Township	11	11	6	16	5	11	11	29	9	13	10	12	144	9.75%
	140	121	111	112	98	108	126	180	125	133	113	110	1477	





# 2020 Statistics



## North Liberty Fire Department 2020 Monthly/YTD Response Report

### North Liberty Fire Department Response Statistics (All Incidents)

	Total Responses for Month												Year To Date	Percent To Date
	January	February	March	April	May	June	July	August	September	October	November	December		
Average Responders per Incident	140	121	111	112	98	108	126	180	125	133	113	110	1477	4.8
# Incidents with 2 or less Responders	5,6	4,3	4,3	4,6	4,4	5,2	4,8	5,9	4,7	4,6	4,3	4,4	159	10.8%
% Incidents with 2 or less Responders	13	19	18	13	8	5	12	12	14	18	14	13		
# Incidents with No NLFD Response	9,3%	15,7%	16,2%	11,6%	8,2%	4,6%	9,5%	6,7%	11,2%	13,5%	12,4%	11,8%		
# Incidents Cancelled Enroute or Prior to Arrival	1	0	0	0	0	0	0	2	0	0	0	0		
# Incidents Cancelled by JOCAS	15	19	15	19	9	12	4	21	11	10	10	11	156	10.56%
# Incidents Cancelled by JECC	6	8	5	4	3	5	4	7	2	3	3	3	53	33.97%
# Incidents Cancelled by Law Enforcement	3	4	3	4	0	1	0	6	3	2	2	2	31	19.87%
# Incidents Cancelled by Fire Department	2	2	4	6	1	4	0	1	2	4	2	3	31	19.87%
# Incidents Cancelled by Fire Department	4	5	3	5	5	2	0	7	4	1	2	3	41	26.28%

### North Liberty Fire Department Emergent Response Turnout Statistics (Lights & Sirens)

	Total Emergent (Lights & Sirens) Responses for Month												Year To Date	Percent To Date
	January	February	March	April	May	June	July	August	September	October	November	December		
# of Incidents with Turnout Time 2 Minutes or Less - PPC/Admin	78	75	67	54	50	65	74	108	67	78	64	65		
# of Incidents with Turnout Time 2 Minutes or Less - PT	9	10	11	4	3	4	9	16	5	11	9	7		
# of Incidents with Turnout Time 2 Minutes or Less - Total	14	26	15	11	10	14	15	35	12	19	15	17		
% Incidents with Turnout Time 2 Minutes or Less	17,9%	34,7%	22,4%	20,4%	20,0%	21,5%	20,3%	32,4%	17,9%	24,4%	23,4%	26,2%		
90th Percentile Turnout Time - (Minutes) Part-Time	2:49	2:13	2:32	3:30	2:40	3:01	3:16	2:49	3:03	3:26	3:08	2:40	3:03	
90th Percentile Turnout Time - (Minutes) Paid Per Call	7:34	8:58	9:09	8:42	8:17	8:42	7:11	8:42	8:28	9:12	8:42	9:07	8:45	

\*Turnout Time is defined as Dispatch Time to Unit Enroute Time||PPC-Paid Per Call||PT-Part Time||

### North Liberty Fire Department Auto Aid & Mutual Aid Given

	Total Responses												Year To Date	Percent To Date
	January	February	March	April	May	June	July	August	September	October	November	December		
Auto Aid - Coralville (52001)	2	2		3	2	2	4	2	2	1	1	1	22	1.49%
Auto Aid - Iowa City (52003)	1	1	1	1	3	3	1				1	1	6	0.41%
Auto Aid - Solon (52008)	2	1	1	1	3	3					1	1	13	0.88%
Auto Aid - Swisher (52009)	3	2	2	2	3	2		7	2	3	3	1	30	2.03%
Mutual Aid - Other Fire Departments						1							1	0.07%
Total Responses	8	6	4	7	8	8	5	9	4	4	5	4	72	4.87%

### North Liberty Fire Department Auto Aid & Mutual Aid Received

	Total Responses												Year To Date	Percent To Date
	January	February	March	April	May	June	July	August	September	October	November	December		
Auto Aid - Coralville (52001)	1		2	4			3	3	3	5	2	2	25	1.69%
Auto Aid - Iowa City (52003)	1		2	4				5	3	5	3	2	28	1.90%
Auto Aid - Solon (52008)	1		2	4			3	5	3		3	2	22	1.49%
Auto Aid - Swisher (52009)	4	1	3	3	3	4		1			2	1	22	1.49%
Mutual Aid - Other Fire Departments	1							3					4	0.27%
Total Responses	8	1	7	11	3	4	6	12	6	10	7	5	80	5.42%

# 2020 Statistics

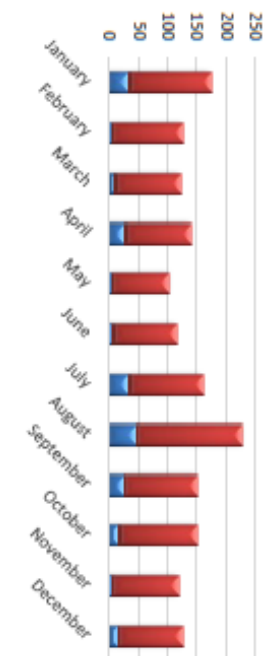


## North Liberty Fire Department 2020 Monthly/YTD Response Report

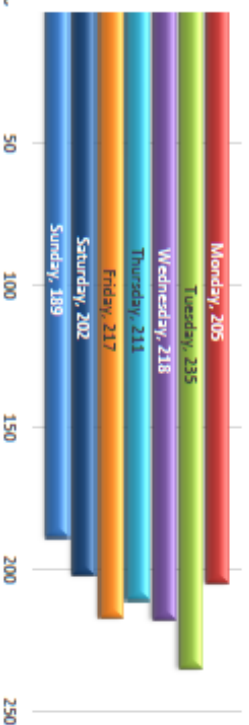
### North Liberty Fire Department Overlapping Incidents

	January	February	March	April	May	June	July	August	September	October	November	December	Year To Date	Percent To Date
Overlapping Incidents	35	6	12	29	6	8	36	49	27	18	8	16	250	16.93%
Total Responses	140	121	111	112	98	108	126	180	125	133	113	110	1477	

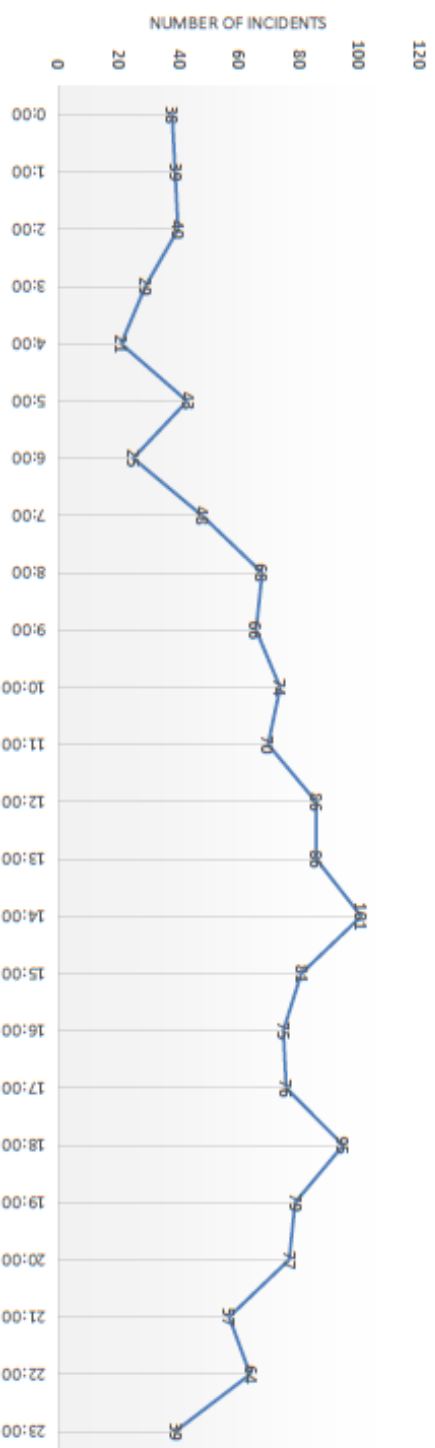
### 2020 Overlapping Incident by Month



### 2020 Responses by Day of Week



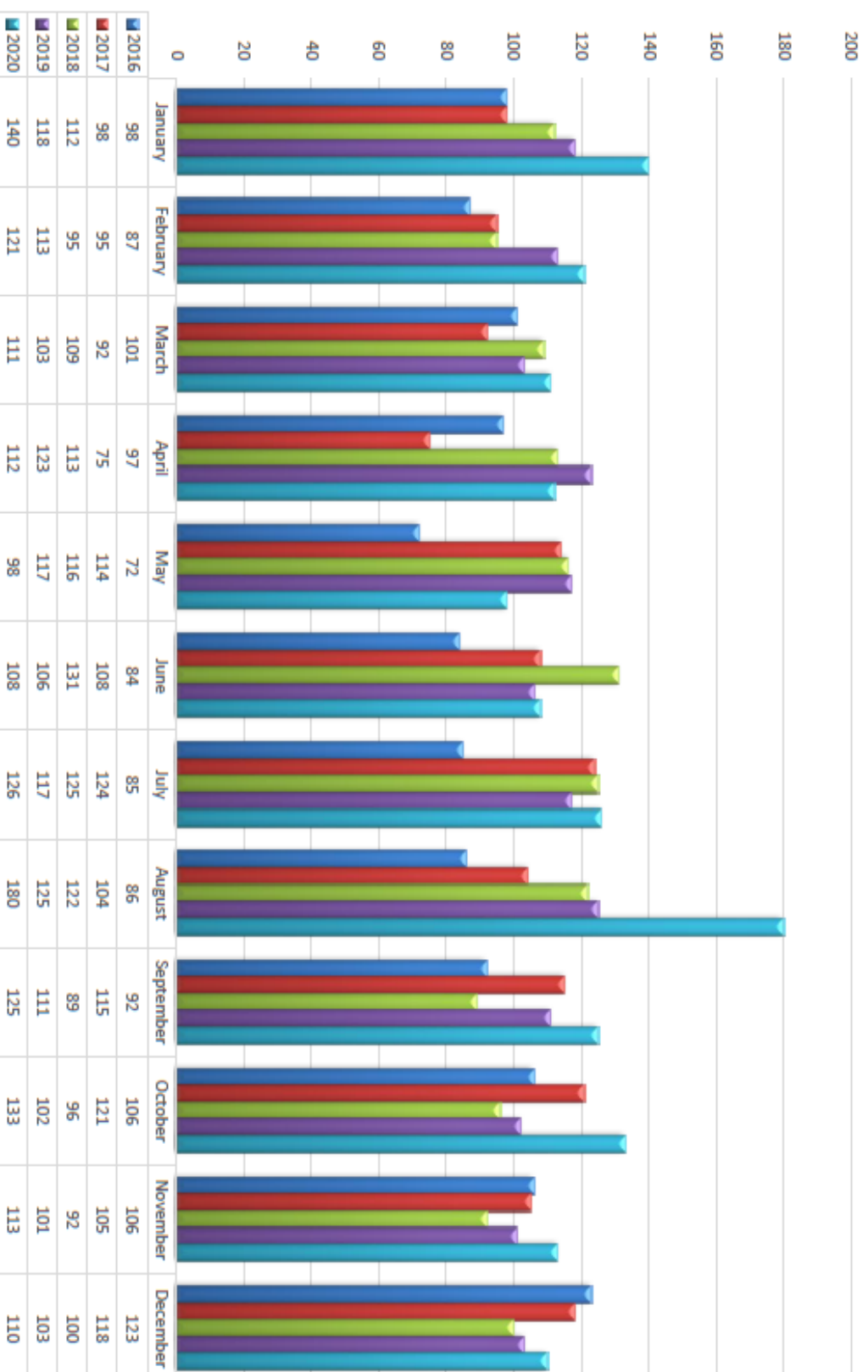
### 2020 Responses by Hour of Day



# 2020 Statistics



## North Liberty Fire Department 2020 Monthly/YTD Response Report 2016 - 2020 Monthly Incident Response Comparison





# 2020 Statistics



## North Liberty Fire Department 2020 Monthly/YTD Response Report

### Member Responses By Month

		2019												Calls Percent To Date	
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	To Date	To Date
Responses for Month		140	121	111	112	98	108	126	180	125	133	113	110	1477	
Adams, Jacob	3	3	1	0	3	13	11	10	2	5	7	6	64	4.33%	
Barney, Mallory	13	19	6	6	1	6	7	22	4	0	13	5	102	6.91%	
Burleson, Lynn	3	22	23	8	11	11	15	36	8	11	10	11	169	11.44%	
Campbell, Benjamin	59	56	27	11	35	49	61	114	35	36	52	53	588	39.81%	
Chiles, Brandon	17	3	10	13	10	1	5	23	4	7	6	0	99	6.70%	
Coyler, Jim*	0	1	0	0	0	0	0	0	0	0	0	0	1	0.07%	
Dolezal, Dan	34	15	11	23	17	19	32	40	23	16	20	23	273	18.48%	
Dolezal, Zoe	20	12	9	7	10	12	14	32	12	18	15	10	171	11.58%	
English, Joseph	8	6	10	10	3	5	10	4	7	11	4	3	81	5.48%	
Fosse, Sam	16	2	14	5	16	10	4	25	4	8	9	6	119	8.06%	
Hardin, Bryan	35	20	13	21	18	11	26	25	23	19	8	20	239	16.18%	
Hinrichs, Carley	17	21	18	16	1	11	19	17	17	14	9	5	165	11.17%	
Jaeger, Jeff	32	30	27	45	15	10	16	10	8	19	8	14	234	15.84%	
Johnston, Mike	13	2	5	6	3	11	12	15	11	21	16	11	126	8.53%	
Jones, Brett	5	4	2	0	5	8	0	22	44	19	12	13	134	9.07%	
Kochanny, Chris	36	9	17	35	30	25	28	49	19	29	23	31	331	22.41%	
Kramer, Adam	7	5	4	1	3	6	3	5	7	5	6	5	57	3.86%	
Lundquist, Jonathan	3	2	3	1	3	7	5	1	6	6	3	2	42	2.84%	
Max, John	2	3	2	0	0	9	9	9	10	0	0	0	35	2.37%	
McDonald, James	16	10	10	10	10	11	6	25	10	6	7	3	124	8.40%	
Messinger, Matt	49	7	11	30	25	11	23	22	17	20	26	24	265	17.94%	
Miller, Jordan	4	2	13	8	4	4	6	18	11	15	14	16	115	7.79%	
Newkirk, Richard	11	6	7	6	2	0	1	17	8	10	4	4	76	5.15%	
Parker, Tyler	10	7	8	9	2	6	0	7	7	9	8	0	73	4.94%	
Pecora, Tyler	6	4	0	0	0	3	7	3	7	2	1	0	33	2.23%	
Phu, Phuoc (Steven)	7	15	12	9	7	19	14	29	23	18	13	21	187	12.66%	
Platz, Brian	75	33	38	41	44	40	46	73	42	52	34	44	562	38.05%	
Rader, Eric	21	7	2	0	8	20	16	9	26	23	6	17	155	10.49%	
Reasner, Rich	5	9	5	5	4	12	10	8	5	8	7	5	83	5.62%	
Reenklamp, Brian	27	19	12	16	15	15	21	39	12	14	12	19	221	14.96%	
Rhomberg, Peter	0	0	6	4	0	1	2	8	5	6	1	6	39	2.64%	
Rundle, Lucas	5	4	0	0	0	2	5	7	10	13	12	8	68	4.60%	
Sawyer, Collin	2	2	2	0	0	8	4	2	8	9	3	0	40	2.71%	
Schellenberg, Phillip	14	15	4	11	1	5	3	23	6	4	1	1	88	5.96%	
Schmooke, Bill	16	20	12	21	22	21	7	35	23	22	17	15	231	15.84%	
Schoenine, Austin	12	2	16	15	11	18	8	26	15	10	12	12	157	10.63%	
Schultz, Christine	10	14	10	7	5	6	16	15	12	18	15	7	135	9.14%	
Scott, Sam	4	7	3	4	5	9	10	7	9	0	3	1	62	4.20%	
Skubal, Alec	8	8	13	2	6	26	14	33	13	10	13	9	155	10.49%	
Smith, Landon	15	19	9	25	5	18	16	35	23	16	21	19	221	14.96%	
Wanderloer, Jessica	2	0	0	0	0	1	13	7	8	4	2	3	40	2.71%	
Woodall, Craig	10	2	11	11	5	2	4	5	7	7	3	5	72	4.87%	
Whettrv, Dustin	35	25	26	34	21	33	42	84	29	41	22	15	407	27.56%	
White, Austin	0	0	0	0	9	0	1	0	0	13	7	4	34	2.30%	
White, Geoffrey	27	16	25	23	23	30	17	49	15	17	7	13	262	17.74%	
Wichmann, Megan	5	7	6	3	4	8	5	2	5	8	7	0	60	4.06%	

\* Fire Dept. Chaplain



## North Liberty Fire Department 2020 Monthly/YTD Response Report

### Top 5 Calls Made by Members by Month

	Jan	Feb	Mar	Apr	May	Jun
1 Platz	75 Campbell	56 Platz	38 Jaeger	45 Platz	44 Campbell	49
2 Campbell	59 Platz	33 Campbell Jaeger	27 Platz	41 Campbell	35 Platz	40
3 Messinger	49 Jaeger	30 Wherry	26 Kochanny	35 Kochanny	30 Wherry	33
4 Kochanny	36 Wherry	25 White, G	25 Wherry	34 Messinger	25 White, G	30
5 Hardin Wherry	35 Burleson	22 Burleson	23 Messinger	30 White, G	23 Skubal	26
	Jul	Aug	Sept	Oct	Nov	Dec
1 Campbell	61 Campbell	114 Jones	44 Platz	52 Campbell	52 Campbell	53
2 Platz	46 Wherry	84 Platz	42 Wherry	41 Platz	34 Platz	44
3 Wherry	42 Platz	73 Campbell	35 Campbell	36 Messinger	26 Kochanny	31
4 Dolezal	32 Kochanny White, G	49 Wherry	29 Kochanny	29 Kochanny	23 Messinger	24
5 Kochanny	28 Dolezal	40 Rader	26 Rader	23 Wherry	22 Dolezal, D	23

### 2020- Top 5 Calls Made by Year-To-Date

1 Campbell	588	39.81%
2 Platz	562	38.05%
3 Wherry	407	27.56%
4 Kochanny	331	22.41%
5 Dolezal	273	18.48%

# 2020 Statistical Highlights

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The following are a list of observations brought fourth from the data found in the preceding pages.

- The department responded to 1477 calls for service in 2020.
- 82.13% of all calls were located within the city limits of North Liberty.
- Medical incidents accounted for 55.65% of all responses in 2020. This is up 4.59% from the prior year. Conversely, good intent calls trended down by 5.01%.
- Actual fire incidents comprised of 3.52% of responses.
- The risk management zone with the highest call volume is in the city center. Boundaries include Penn Street, east of Arlington Ridge, west to Ranshaw Way and south to Tartan Drive.
- The area in town that realized the largest increase in calls in the northwest portion of town.
- The department has a turnout time (from dispatch to response) goal of two minutes or less. Turnout time for incidents when part time employees are in the station was 3:03. This is not an average; this time element is at the 90th percentile. Comparatively, when no part time employees are scheduled, turnout time was 8:45. These statistics prove that response time is greatly reduced when firefighters are positioned in the station.
- 10.8% of calls in 2020 were handled by two or less responders per call.
- The average number of responders per call in 2020 was 4.8 personnel.
- The department was cancelled prior to arrival on 156 incidents in 2020. 33.97% of these incidents we were cancelled by the ambulance service. This suggests the turnout time was lengthy and allowed the ambulance service to arrive first and handle the situation.
- The fire department missed three calls in 2020, with no personnel to respond.
- The department provided aid to neighboring jurisdictions 72 times in 2020. The Jefferson Monroe (Swisher) Fire Department was the largest recipient of our assistance, 30 times in 2020. This was largely related to incidents on Interstate 380.
- We received aid 80 times. The agency that provided the most assistance in 2020 was the Solon Fire Department. Solon responded to North Liberty 28 times in 2020.
- The busiest day of the week was Tuesday, with Sunday seeing the least number of calls.
- Overlapping incidents appears to be trending up, which is understandable as the total volume increases. In 2020, 16.93% of the time the department experienced more than one call at a time.
- Due largely to the derecho event, August was the busiest month with 180 calls for service.
- Call volume is at its largest between the hours of 10:00 am and 8:00 pm.
- In 2020, call volume set new records for eight months of the year.
- The top call responder in 2020 was Ben Campbell. Ben responded to 588 calls for service, which equates to 39.81% of the incidents. In one month alone, Ben responded to 114 incidents. The next highest volunteer responder was Dustin Wherry who responded to 407 calls for service. This is a significant number of trips to the fire station.



# 2020 Highlights

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The NLFD was a busy department in 2020. The following are a few of our highlights related to continuous improvement and our desire to provide a high-quality service. We extend our appreciation to the citizens, elected officials and city administrators for their support, guidance and trust.

- **Strategic Plan**

2020 was the second full year of exercising our strategic plan. This five-year plan provides the department a roadmap for all program areas. Department leadership meets semiannually to exercise the plan and to prioritize action steps. A status report of this plan is found at the end of this document.

- **Fire Station Appearance**

The fire station received major improvements in 2020. The entire exterior of the building was painted, a new awning was attached to the east entrance and new glass-panel overhead doors were installed. The goal was to make the station look compatible with the new police department building located across the street. Community donations in the amount of \$15,000 along with operating budget funds were used to facilitate the new look.

- **Continuation of Part-time Firefighters**

2020 was the first full year of utilizing part-time response personnel during overnight hours from Sunday evening through Friday morning. Between the hours of 6 PM and 6 AM, two responders are staffing the station and their duties include response, station cleaning, training and other duties as assigned. This program is an effort to reduce turnout time which reduces overall response time. As with any new program, evaluation is key to managing success. We track response times for all emergency responses. When we compare our turnout times with part-time personnel alongside responses with only paid-per-call personnel we see a significant disparity. Part-time personnel are able to respond out the door 5 minutes and 42 seconds faster. This has everything to do with staffing personnel in the station to answer calls for service. The department has a staffing plan and it is our desire to expand on this program in the years to come.

- **New Tanker Truck**

The department took delivery of a new water tanker truck in March of 2020. This truck carries just over 2000 gallons of water, has a 1250 gallon per minute pump, and is equipped with basic rural water delivery equipment. The main focus of this truck is to deliver water to the rural areas of our response district as well as assist our auto and mutual aid partners.

- **New Pumper Truck**

The department took delivery of a new pumper truck in September of 2020. This truck carries 750 gallons of water, includes a 1500 gallon per minute pump, and is equipped with a significant amount of first response tools. This truck also carries a compliment of battery powered extrication equipment to assist with motor vehicle accidents. This truck is considered our primary pumper for both in town and interstate responses.

# 2020 Highlights

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- **COVID Response**

As with every business and household, the NLFD also had to adjust normal operations in an effort to protect our members from COVID-19. Adjustments in our personal protective equipment, training delivery and meeting attendance as well as limiting the use of the exercise room are just a few changes we implemented. Additionally, we ceased all community outreach and put forth aggressive rules related to distancing while at the fire station. Although these measures were necessary to protect the response system as a whole, it created detrimental impacts on the team environment. The organization weathered the storm, seeing only 12% of our membership contracting the virus.

- **Automatic Aid Agreements**

As reported in last year's report, the department has worked to establish multiple automatic aid agreements with neighboring fire departments. This project was expanded and completed in 2020. For any 911 call with the notification of a building fire in the NLFD response district, two additional fire departments are paged automatically to assist. Additionally, for any notification of a motor vehicle accident or vehicle fire on Interstate 380, one additional fire department is paged automatically. This provides for faster notification and a larger, more effective response force.

- **Code Enforcement**

Inspections and code enforcement are a vital part of the department's mission. Fire prevention strategies are far more cost effective and less interruptive than experiencing a fire event. In 2020, Fire Marshal Hardin completed over 115 inspections which included fire alarm installations, liquor license inspections, final acceptance testing and sprinkler installations. Additionally, Chief Hardin reviewed over 125 facility plans related to fire sprinklers, fire alarms and solar design. His dedication to life safety within our community is evident as this amount of work is conducted by a ¾ time position. These numbers are lower than normal due to the implementation of self inspections related to COVID restrictions.

- **Staffing For Adequate Fire And Emergency Response (SAFER) Grant**

The department was awarded a federal SAFER grant this past year. The grant will aid our efforts related to recruitment and retention of paid -per-call members. The grant package is for \$358,206 over four years and will be used for the salary of one of our assistant chiefs, bunker gear for new members, length of service awards for incumbent personnel and other items that contribute toward retaining members. This is the third time our department has been awarded this grant, giving us a total of 12 years worth of federal funding.

- **Country Financial Grant**

The department received a \$1,500 grant from Country Financial for the purchase of a low angle rescue system. This piece of equipment, called a "Z-rig", will be used to assist with rescuing patients from below-grade areas such as a ditch or other steep incline.

# Strategic Plan Status

Staffing and Deployment	Notes
<b>Goal 1: Reduce Overall Emergency Response Time</b>	
<b>Objective 1A:</b> Evaluate existing staffing options and determine best model for the NLFD.	Staffing plan has been submitted to city administration. We continue to work the plan each budget year.
<b>Objective 1B:</b> Determine all human resource components related to a new staffing model.	These discussions took place at staff and city HR level. Model, descriptions, and testing procedures are in place.
<b>Objective 1C:</b> Determine all operational needs related to the new staffing model.	Deployment model established specific to apparatus and number of personnel to respond. Response time goals established. As the staffing plan advances, response times will improve.
<b>Objective 1D:</b> Determine a timeline to realize consistent 24/7 coverage with new model.	The staffing plan indicates a four to six year process to realize a crew of three with 24/7 coverage.
<b>Objective 1E:</b> Determine best option related to traffic pre-emption for reduced travel times.	Barrier encountered: Both funding and CAD incompatibilities.
<b>Objective 1F:</b> Retain 50% of new personnel beyond their three year anniversary.	Solid retention rate of current PFF class. Nine out of eleven new firefighters remain. Adjustments to the interview process are yielding positive results. Also, continuing to foster a cohesive organizational culture is crucial.
<b>Goal 2: Ensure No Calls for Service Go Unanswered</b>	
<b>Objective 2A:</b> Evaluate existing paid per call program and adjust accordingly.	A committee was established and the program was adjusted. The changes went into effect 10/1/18. Additionally, the on-call program was adjusted in March of 2020.
<b>Objective 2B:</b> Establish automatic aid agreements with neighboring agencies.	Completed. Automatic aid agreements have been established with Solon, Coralville, Iowa City, Tiffin and Swisher. Additionally, an agreement is in place for I380 response with Swisher, Coralville and Tiffin.
<b>Goal 3: Improve the Protection of Personnel from Occupational Hazards</b>	
<b>Objective 3A:</b> Implement procedures and practices that protect from cancer exposures.	Completed. Equipment purchased and operational guideline is in place.
<b>Objective 3B:</b> Review the initial and annual physical evaluation components.	Had initial meeting with Occ Health, NLFD, and city HR. We will explore alternate options related to vendors
<b>Objective 3C:</b> Establish a turnout gear replacement program.	The program is established and a rotation has been created. Will consider additional options related to vendors.



# Strategic Plan Status

Staffing and Deployment	Notes
<b>Goal 4: Improve the Delivery of Emergency Medical Services</b>	
<b>Objective 4A:</b> Promote the positioning of a transport ambulance to more efficiently tier with first responders.	Ongoing meetings with JCAS Director Fiona Johnson. Future discussion needed with city staff and elected officials.
<b>Objective 4B:</b> Ensure the NLFD is being requested for legitimate calls for service.	Ongoing discussions with JCAS regarding non-emergent calls.
<b>Objective 4C:</b> Improve the communications process between the NLFD and the Johnson County Emergency Communications Center.	Fire Chief served as chair of the user advisory committee (UAC) as chair in 2019. Continue to attend UAC meetings to work through various JECC issues that affect the NLFD.
<b>Goal 5: Improve Departmental Administrative Functions.</b>	
<b>Objective 5A:</b> Evaluate the need for administrative support positions.	No progress to date.
<b>Objective 5B:</b> Update equipment needs related to administrative support.	No progress to date.
<b>Objective 5C:</b> Update facility needs related to administrative support.	No progress to date.
<b>Training</b>	
<b>Goal 1: Improve Workforce Training Through Continual Program Development</b>	
<b>Objective 1A:</b> Evaluate the current training program and recommend changes.	Training staff has met and discussed PFF and department training. This will be an annual exercise.
<b>Objective 1B:</b> Evaluate facility needs related to training program.	A location at the current wastewater plant has been identified. Partnership discussions being held with NLFF Foundation.
<b>Objective 1C:</b> Develop training opportunities with neighboring agencies.	Training with both Coralville and Solon have taken place in 2020.
<b>Objective 1D:</b> Incorporate outside training opportunities into the training program.	Finding some success with informing members of outside training opportunities. Participation in these events is on the rise.

# Strategic Plan Status

Training	Notes
<b>Goal 2: Develop/Improve Training Programs that will Enhance Service Delivery</b>	
<b>Objective 2A:</b> Evaluate the current department training program and recommend changes.	The new training officer, along with the chief of training will encourage committee participation to recommend changes.
<b>Objective 2B:</b> Develop a driver/operator program.	The driver training program has been institutionalized. Many have completed the entire program, new personnel are seeking approval.
<b>Objective 2C:</b> Develop a post-traumatic stress disorder training program.	PTSD training did not occur in 2020 due to COVID. Will reconsider in the months to come.
<b>Objective 2D:</b> Evaluate the orientation program for new personnel.	Training staff will meet to discuss prior to the new class in April. The curriculum has moved to the IFSTA model.
<b>Goal 3: Improve the Training Environment</b>	
<b>Objective 3A:</b> Improve the training culture of the department.	Continuing to foster a positive training environment through a variety of means. The new training officer shares a coaching versus discipline approach.
<b>Objective 3B:</b> Develop a mentor program for new candidates.	FF Barney is championing this initiative and has provided a variety of ideas. We look forward to a program rollout in April.
<b>Physical Resources</b>	
<b>Goal 1: Provide Facilities, Services, and Materials in Support of NLFD's Current and Future Organizational Demands.</b>	
<b>Objective 1A:</b> Utilize a space needs analysis of current station related to a new deployment model.	Design of fire station 2 will determine needed adjustments at the current facility.
<b>Objective 1B:</b> Utilize a space needs analysis of additional response facilities related to a new deployment model.	Research is pointing to an overall design of second facility that would allow for growth and collocating with JCAS. Three to four bay, drive through with living quarters and offices.

# Strategic Plan Status

Physical Resources	Notes
<b>Goal 2: Improve Apparatus and Equipment Capabilities to Better Meet the Mission of the NLFD.</b>	
<b>Objective 2A:</b> Evaluate existing apparatus, the current response matrix, and inefficiencies to emergency response.	New tanker and pumper placed in service, providing an opportunity to create a more efficient response model. The operations division is now looking at adjustments to 119 and the replacement of 116 (FY22).
<b>Objective 2B:</b> Evaluate existing equipment and needs related to any changes to apparatus or response matrix.	Purchased new rescue jacks, hose, nozzles, glass cutter, Z-rig, electric extrication tools, air bag system, New York Hooks, Pulaski Axes, etc.
<b>Community Preparedness</b>	
<b>Goal 1: Increase the Operational Effectiveness Related to Large or Mass Casualty Incidents</b>	
<b>Objective 1A:</b> Develop or update an emergency response plan for the City of North Liberty.	No progress to date.
<b>Objective 1B:</b> Develop a formalized response to an active shooter incident.	Working with Sgt. Regenwether of the NLPD for direction on equipment. Vests purchased. Training with NLPD is on the list of priorities for new training officer.
<b>Objective 1C:</b> Develop a formulated response to aircraft emergencies.	Initial discussions regarding flight paths of the EIA and Air-Care. Future discussions needed.
<b>Objective 1D:</b> Develop a formalized response to large scale hazmat emergencies.	No progress to date.
<b>Goal 2: Ensure Effective Communications During Community Crisis</b>	
<b>Objective 2A:</b> Improve communications with peer response agencies.	Department routinely attending JECC UAC, JCMAA, JCEMSA, LEPC, and EMD meetings. Platz also attending state chiefs and firefighter association meetings. Hardin attending state fire marshal association meetings.
<b>Objective 2B:</b> Improve communications with the general public.	Researching best practices. Adjusted council reporting process and annual reporting. Social media also being utilized.



# Strategic Plan Status

Community Preparedness	Notes
<b>Goal 3: Preplan for Emergencies to Realize Operational Effectiveness</b>	
<b>Objective 3A:</b> Establish a building preplan process.	No progress to date.
<b>Objective 3B:</b> Establish preplans for developments specific to needed water supply for fire suppression.	In house engineering student working with county GIS to establish supply line drop points for relay pumping operations (rural hitch) and closest municipal water sources. Hope to roll this out in late spring/early summer 2021.
<b>Objective 3C:</b> Establish an event preplan process.	This process already exists within city government.
<b>Public Education and Community Outreach</b>	
<b>Goal 1: Provide Citizens Education Related to Fire Safety &amp; Risk Reduction</b>	
<b>Objective 1A:</b> Determine which existing community risk reduction programs are effective.	No progress to date. Lack of administrative time.
<b>Objective 1B:</b> Determine which new community risk reduction programs are needed.	No progress to date. Lack of administrative time.
<b>Objective 1C:</b> Evaluate fire prevention week school programs.	This was done virtually in 2020 due to COVID.
<b>Goal 2: Improve Operational Capabilities with Community Outreach</b>	
<b>Objective 2A:</b> Provide education to the public related to operational response capability and response needs.	No progress to date. Would like to engage neighborhood ambassador program for any needed messaging.
<b>Objective 2B:</b> Provide education to the public following an emergency incident experience.	Information provided in all trucks as well as on the website. Objective completed.
<b>Objective 2C:</b> Evaluate all dry hydrants and development hydrants within the fire district.	This is part of the rural hitch project. Community Preparedness Goal 3, Objective 3B.

# Strategic Plan Status

Risk Assessment	Notes
<b>Goal 1: Conduct a Risk Assessment of the Community</b>	
<b>Objective 1A:</b> Determine the best tool to conduct a risk assessment.	No progress to date.
<b>Objective 1B:</b> Exercise the assessment tool to determine risk.	No progress to date.
<b>Goal 2: Develop a Community Standard of Cover (SOC)</b>	
<b>Objective 2A:</b> Gather information related to community baselines.	No progress to date.
<b>Objective 2B:</b> Establish perceived community risk along with standards, goals and objectives.	No progress to date.
<b>Objective 2C:</b> Establish the critical tasks capability of the department along with future service level objectives.	No progress to date.
<b>Goal 3: Ensure redundancy in operational ability related to fire cause and determination.</b>	
<b>Objective 3A:</b> Establish redundancy in operational ability related to fire cause and determination.	No progress to date.
<b>Objective 3B:</b> Develop a guideline related to the fire investigation process.	No progress to date.
<b>Goal 4: Provide Timely Response to Plans Review and Inspection Commitments</b>	
<b>Objective 4A:</b> Evaluate the personnel needs to ensure site plans are reviewed within 14 days of submission.	Will look at six month average. Estimated review time is 7-10 days for initial review.
<b>Objective 4B:</b> Explore the adoption of a business licensing program.	Looking at other jurisdiction business licensing programs. Coralville is the only local jurisdiction currently doing this.
<b>Objective 4C:</b> Evaluate the need for operational permits specific to high risk operations. Included are hot works, dipping, spraying, cryogenics, and compressed gases.	

# Strategic Plan Status

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Risk Assessment	Notes
<b>Goal 5: Ensure Ordinances are Supporting the Mission of the Fire Department</b>	
<b>Objective 5A:</b> Evaluate the Current Prairie Grass Burning Ordinance.	Updated Prairie Grass Burning Ordinance has been adopted by council. New rules and permit application
<b>Objective 5B:</b> Evaluate the Current Fire Department Fee Structure.	Researching and drafting updated fee schedule. Will likely have to go to city council for approval.
<b>Objective 5C:</b> Establish a Fire Alarm Ordinance.	Gathering other jurisdiction ordinances. Writing sample ordinance. Have yet to discuss with the city attorney.