

NOTES

TO: Honorable Mayor and City Council Members

FROM: Michael Cowin, Acting City Manager 

DATE: June 21, 2017

SUBJECT: Materials for Your Information

Please find attached the following materials for your information:

1. A copy of the Greenville Fire/Rescue Quarterly Newsletter

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Attachments

FLASHOVER

The Greenville Fire/Rescue Quarterly Newsletter

VOL. 1, ISSUE 4

6.15.2017



CHIEF'S CORNER

Recently the City Council adopted the budget for the upcoming fiscal year. This budget reflects a commitment towards the continuous advancement of our City. Fire/Rescue's portion of this budget will ensure that the department remains financially stable and well positioned to continue to provide an outstanding level of service throughout the community. Included in the new budget is funding for both market and merit pay increases for City employees. We have excellent staff, providing a wide array of quality services, so I know this funding will be well deserved. The City of Greenville is transforming right before our eyes and I am looking forward to the opportunities the department will experience as we enter into a new and exciting fiscal year. ■

- Chief Griffin

OPERATIONS OPTICS

As we move towards a new fiscal year, we have several new faces that will be moving to shift over the next few weeks. Please join me in helping to make them feel welcome. We had three new employees that started shift at the beginning of June after the Academy completed all of the fire-related classes, due to the fact they were already EMT certified. The remaining nine will be assigned to shift the weekend of July 22nd after completion of the EMT class. For those of you that would like to attend Academy 10's Graduation, it will be held in the Goess Center at Pitt Community College on Wednesday, July 19th at 1 p.m. As our newest members transition to shift, please take time to reflect on your first days and look for ways you can help to ensure their move to shift is successful. On a final note, I would like to tell all of you how much I appreciate the things each of you do every day you come to work. I realize each of you are the face of our department in our community and, while we do occasionally receive a thank you or gift baskets for a job well done, I know many times the appreciation is not expressed nearly enough for all you do to make our community safe. ■

- DC Davenport

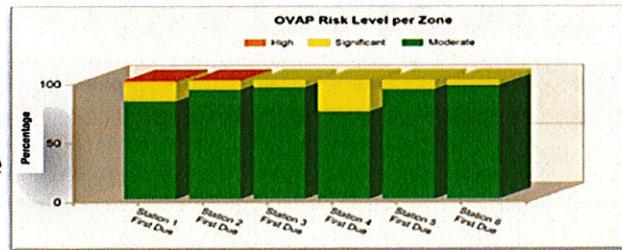
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Hiring Update: A new Fire/Rescue Trainee Hiring Process will begin July 15th, with the application process closing July 30th. At this time, we are looking to hire from 10 to 15 individuals that will begin an Academy in January of 2018. These individuals do not need any experience in fire or emergency medical services to apply. ■

ACCREDITATION ADDRESS

With the completion and publication of the Strategic Plan, the accreditation team continues to analyze and evaluate Greenville Fire/Rescue's services and responses. One area that we consistently develop is the hazard analysis of occupancies within our response zones. The fire inspectors and company inspectors are performing hazard assessments of the various occupancies they visit. In turn, we enter that data into Vision to create an OVAP score per address. The Occupancy Vulnerability Assessment Profile (OVAP) score is an analysis of the risk present in a particular occupancy. So far, our personnel have collected and produced OVAP scores for 1,348 different occupancies within the City. All GFR personnel can access this pertinent information at <https://emergencyreporting.com> to become familiar with zone-specific hazards and to incorporate the knowledge into pre-incident planning. Here is a chart that breaks those scores down into levels of risk and fire station zones.



Risk Level	OVAP Score	Number Occupancies	Percent
ZONE : Station 1 First Due - Station 1 First Due			
High	79 99 - 60 00	3	0.22%
Significant	59 99 - 40 00	32	2.37%
Moderate	39 99 - 15 00	166	12.31%
ZONE : Station 2 First Due - Station 2 First Due			
High	79 99 - 60 00	1	0.07%
Significant	59 99 - 40 00	15	1.11%
Moderate	39 99 - 15 00	193	14.32%
ZONE : Station 3 First Due - Station 3 First Due			
Significant	59 99 - 40 00	30	2.23%
Moderate	39 99 - 15 00	480	35.61%
ZONE : Station 4 First Due - Station 4 First Due			
Significant	59 99 - 40 00	16	1.19%
Moderate	39 99 - 15 00	45	3.34%
ZONE : Station 5 First Due - Station 5 First Due			
Significant	59 99 - 40 00	18	1.34%
Moderate	39 99 - 15 00	223	16.54%
ZONE : Station 6 First Due - Station 6 First Due			
Significant	59 99 - 40 00	5	0.37%
Moderate	39 99 - 15 00	121	8.98%
		# Occupancies with Complete OVAP scores	1348
			100.00%

A key feature in the self-assessment process is writing the performance evaluations of 10 particular categories, per the Fire and Emergency Services Self-Assessment Manual (FESSAM). Each category includes a measure on which a judgment or division can be based, as well as indicators that define the desired level of ability to perform a particular task. We have been very fortunate to have had many department personnel contribute to these 200+ performance indicators. The following persons have submitted first drafts of several categories and have my sincere appreciation for their contributions to this additional workload they have taken on:

CATEGORY	PERSONNEL
CATEGORY 4 - FINANCIAL RESOURCES	Lt. Jim Lewis and Lt. Chris Matthews
CRITERION 5D - DOMESTIC PREPAREDNESS	BC Lewis Coble
CRITERION 5E - FIRE SUPPRESSION	Lt. Lisa Davis-Christ and George Strickland
CRITERION 5F - EMS	Jake Valevich and TC Cannon
CRITERION 5G - TECHNICAL RESCUE	Lt. Scott Salter
CRITERION 5H - HAZMAT	Lt. Lisa Davis-Christ
CATEGORY 6 - PHYSICAL RESOURCES	Capt. David Brown
CATEGORY 7 - HUMAN RESOURCES	BC Kevin Sowers
CATEGORY 8 - TRAINING AND COMPETENCY	Capt. Mervin Taylor and Mark Glass
CRITERION 9A - WATER SUPPLY	Lt. Jeremy Anderson and Lt. Steven West
CRITERION 10A - EXTERNAL AGENCY RELATIONSHIPS	Lt. Chris Matthews and Carson Brown

There is still much work to be done before we can move forward into the Applicant phase of the accreditation process; many more categories have to be written for the FESSAM and the Standards of Coverage has to be completed during the 12 months we have left in the Registered Agency phase. I'd like to take this opportunity to thank the category authors for their dedication to the work that has yet to come as we cannot do this without you. ■

- BC Sparrow

SAFETY AND TRAINING TALK

Over the past six months, the Safety and Training Division has transitioned the program to focus more on a company-based approach. Company-based training allows the successes and/or failures of the training to largely be determined by the company officer and their crew. Through a series of company preparedness drills, we have seen the good, bad and ugly. The question is what are we doing to prepare ourselves for the stellar performance the public expects? As a company officer, future officer or an incoming firefighter, it's important to know a few key things to be successful.

- ◆ Recognize growth not only in the community, but in each employee. Growth always brings changes and change affects an employee's operation, departmental staffing and the roles/responsibilities of other employees.
- ◆ Get comfortable in the seat. Whether you are an officer on a fire-truck or an EMT on an EMS unit, you are going to be in the spotlight - either good or bad. Being uncomfortable sometimes is not a bad thing – discomfort is part of change and growth.
- ◆ Train yourself and those around you to where you want to be - not currently where you're at. You can't form an all-star team if not everyone is prepared to play the same game.
- ◆ Put the right people in the right places. Everyone has strengths and weaknesses. That's acceptable. Using diversity to build a stronger team is a game changer.
- ◆ Take care of your people. This doesn't mean buy them dinner and **movie tickets!** Our people are our greatest asset and investment - recognize and reward them as such. **Nurture and hold your investments accountable** so that you will realize successful capital growth.
- ◆ Listen, listen and listen. Take the time to listen to the experts in the fire service, but more importantly, those that are outside our profession. We are overwhelmed with talented people in our department and within our community - take the time to learn something from each of them.
- ◆ Stay connected with the community. Understand without their support, we wouldn't have what we have!
- ◆ Focus on the basics. Sticking to what we learned in the fire academy and basic EMT class will many times keep us out of trouble. ■

- Capt. Taylor



LOOKING AT THE DATA

Each year the fire service is faced with the loss of some of our own. Statistically, from 2007-2016, the fire service is seeing an increase in cardiac events, with the median age dropping from 64 to 53. The fire service has decreased the number of individuals who have been caught and/or trapped.

The question is, what does this data do for us? There are areas we can control, like our personnel safety on the emergency scene and physical fitness on the job, and being situationally aware while responding to and operating at the emergency scene. We must be defensive at all times, being prepared with step B and C if A goes wrong. Physically, we are in a job that tests our well-being on a daily basis. It's up to us to take care of ourselves and be proactive in getting physicals and preventative care and eating healthy.

As the first Chief of the organized fire department of the new world once said, "An ounce of prevention is worth a pound of cure." - Benjamin Franklin ■



LIFE SAFETY SERVICES

Fire Inspections: Life Safety Services staff recently completed inspections at all Nursing Home and Assisted Living facilities. As part of the inspections, our staff worked closely with each location to review their fire safety and evacuation plans and ensure facility staff are completing the required fire drills. Sam Smith is working in a part-time role to help train new fire inspectors and assist with Engine Company inspections. Congratulations to JB Oakley for completing the requirements to become certified as a Level 1 Fire Inspector!

I would encourage you to be aware of these and other job sites and the impact they may have on your response:

College View Apartments (10th St) Audi of Greenville (Evans/Red Banks)
Ignite Church (Bayswater Dr) Harris Teeter Gas Station (Firetower/Arlington) Dollar General (10th St)
Koinonia Multi-Purpose Bldg & Education Facility (Greenville Blvd)

Thanks to everyone for participating in the annual fire inspector continuing education training. The hours have now been processed and submitted for certification renewal. ■ - BC Beddard

EDUCATION EXHIBITS

Fire and Life Safety: We are nearly halfway through the calendar year, and already we have attended or hosted more than 70 fire and life safety events/programs. In May alone, we participated in 22 events for EMS Month, including Puppet Shows, CPR/AED training, medicine safety, water safety and bike safety games, reaching an estimated 5,200 residents. How awesome is that? I want to thank each of you for your help in making EMS Month a success!



Story Hour at SML



McFamily Fun Event

The summer months are busy ones for us in the FLSE world. Dozens of camps and daycares are scheduled to tour the station. Please keep in mind that this is a really cool experience for these kids - let's make sure to leave a good impression.



Umbrella Market

Also, be on the look out for a new fire safety program we will be launching next school year for Kindergarten. It will take the place of what we are doing now. Thank you again for all of your help now and in the future with our education and prevention programs. ■

- Rebekah

RETIREMENTS & PROMOTIONS

Upcoming/Recent Retirements: Congratulations to Angela Gales who retired on May 16, 2017 and Capt. Rudy Godley who will be retiring on June 30th, 2017. Please take the time to thank them both for their service to our department and the City of Greenville.

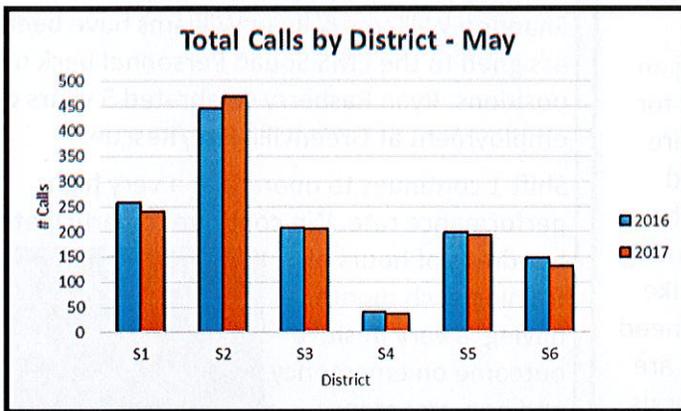
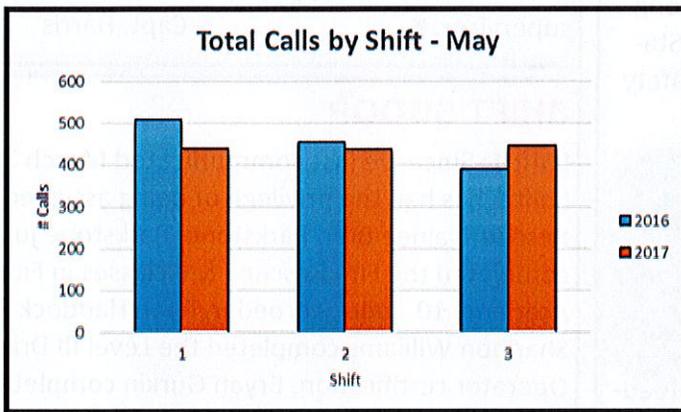


Recent Promotions: Congratulations to Lt. Greg Gibson, Lt. Lester Layton, Capt. McLean, Capt. Taylor BC Coble and BC Nichols on their recent promotions.

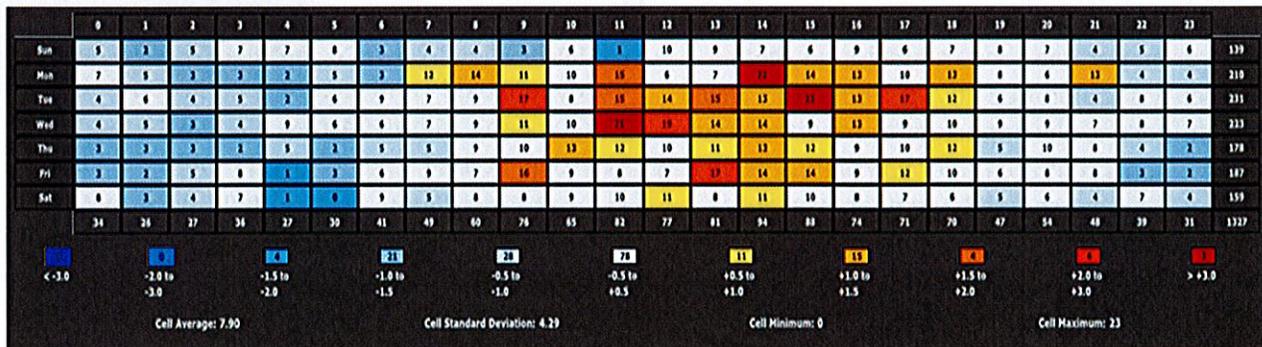
DATA DIALING

The following are compilations of data from our monthly analysis report for May 2017. ■

Runs & Calls May 1st through 31st			
	2016	2017	% CHG
Total Runs	3067	4200	37%
Total Calls	1351	1327	-2%
Emergency Calls	800	656	-18%



Runs by Unit - May 2017	
Unit	Runs
SQD-2	502
SQD-1	473
E2	405
A2	345
E1	280
A1	269
E3	238
A3	228
A8	225
E5	215
A5	190
A7	165
A6	138
E6	138
M1	128
BAT1	126
A4	67
R1	22
E4	16
A10	4
A11	3
T1	2
A13	1
L1	1



LOGISTICS LOG

Facilities: The Public Safety Annex (warehouse) is nearing completion and I hope to begin moving equipment there in the next couple weeks. Once a vehicle layout is completed, there will be electrical circuits put in for shorelines. The Station 2 expansion project is slowly moving forward. The plans have been reviewed and the project should go out for bid soon. Stations 1 and 5 will be getting new roofing in the next several months. Public Works has been quite busy trying to complete the work orders submitted for safety items identified by Risk Management, as well as the repairs we have requested. The Safety and Training Division, along with Logistics, will begin conducting quarterly Station inspections to help identify and address safety and maintenance issues at our facilities.

Fleet: The new Transport Engine will be going into service in the next couple weeks. Both new EMS



trucks are in service and performing well. The feedback on them has been positive. There have been some repairs but that is expected with all new units. After the new budget, we will be placing an order for an additional EMS truck so any ideas for improvement are appreciated. The new 107' fire engine is in the engineering stage at Pierce and physical production should start this month. The mechanics at the Fleet Division have been working hard to keep our units in good condition, but like many departments, they're short-staffed and need more resources. If you get a chance while you are down there, tell them thanks for all they do for us.

Logistics: Please continue to report items that are broken or inoperable so we can address them. There really shouldn't be any "it's been this way" issues. It is especially important to report all issues with new items that are under warranty. We've had several issues that should have been warranty claims from the beginning, but were not reported, leaving us to pay for the repairs. Do not assume that because someone told you of a problem they reported it, or that because it is written on the

marker board, it is going to be addressed. If you have something to report, send an email to your station officer, who will then send it to Logistics and copy the other officers at the station. This should help ensure items are reported and addressed more efficiently.

Thank you to all of our in-house folks working on Program Management duties. Your extra work is much appreciated and is critical to the successful operation of our department. We all expect our equipment to work and do its job, but you take the time to ensure it does. Many of our Program Management areas could use additional help. If you have an interest, please discuss it with your supervisor. ■ - Capt. Harris

SHIFT SCOOP

Shift 1: Since we last communicated March 2017, Shift 1 has had the privilege of being assigned Fire Rescue Trainee Brad Parkstone. Parkstone just completed the Fire Rescue I & II classes in Fire Academy 10. Jude Schroeder, Ryan Haddock & Shannon Williams completed the Level III Driver/Operator certification. Bryan Gurkin completed the Rescue I Driver/Operator certification. Shannon Williams & Ryan Williams have been assigned to the EMS Squad Personnel back up positions. Ryan Rasberry celebrated 5 years of employment at Greenville Fire/Rescue.

Shift 1 continues to operate at a very high performance rate. We continue to participate in hundreds of hours of training each month, having a very positive outcome on emergency and non-emergency calls. Shift 1 is spearheaded by a very knowledgeable and experienced group of Officers, led by Capt. Milton Carney, along with Capt. Greg Hardee, Lt. Lisa Davis-Christ, Lt. Mike Tucker & Lt. Matt McMahon. Congratulations to newly promoted Greg Gibson to the position of Lt. & Ron McLean's promotion to Capt. Erica Bullock graduated from Pitt Community College's EMS Degree Program, AAS. GREAT JOB, Shift 1. ■ - BC Horne



SHIFT SCOOP

Shift 2: After finally making it to Shift 2 in March of this year, I have been very pleased with the hard work, dedication and compassion I have seen exhibited by all Shift 2 members. It has been a very active quarter. Some quick stats for the months of March, April and May are below.

Medical: DOAs - 4; CVA - 1; Opioid ODs - 6 (all w/ ROSC); Codes - 9 (4 w/ ROSC & 5 w/out ROSC); Stab/GSW - 3. MVC: Vehicle vs. Bldg - 1; Vehicle vs. Ped. - 3; Vehicle w/ Extrication - 4. Rescue: Elevator - 2; Land Search - 1. Fire: Vehicle - 5; Dumpster - 1; Dryer - 1; Structure - 4; Misc. - 5.

Not included in these stats are: Standbys; Station Tours; Puppet Shows; Fire Inspections; Smoke Detector Installations; Child Safety Seat Installations; Department-Sponsored Training; Company Level Training and Lower Acuity Fire and EMS calls. Our organization and the citizens of Greenville are fortunate to have such a qualified selection of individuals capable of delivering a diverse set of services.

The shift welcomed Lt. Lester Layton on March 18th after he was promoted to Lieutenant and re-assigned to Shift 2. We are also pleased to have Dominique Montaque, who was assigned to Shift 2 effective May 27th. Montaque completed Academy 10 after five months of rigorous training. Special recognition also goes out to Lt. Eric Smith who completed the City's STAR Program on March 30th.

Once again, thanks to all of you for the contribution you make to the department and for the service you provide to the City of Greenville. ■ - BC Sowers

Shift 3: Shift 3 has seen many improvements over the past few months. I would like to recognize the following employees for their accomplishments. Lt. Anderson completed the EFO program at the National Fire Academy and received a \$10,000 Master's Degree Scholarship through NCSFA. He, Lt. Salter and myself completed STAR training. Matthew Patty, Buddy Braxton and Josh Sumerell completed their D/O check offs up to level II. Joey Strickland was assigned to Squad Leader. Undrey Forbes returned to Shift 3 and our newest member, Amber McLawhorn, started shift on May 28th.



One more very special accomplishment was Angela Gales' retirement. Her last day was May 19th. Angela was an active member of Greenville Fire/Rescue for more than 28 years. She worked hard at both fire and EMS becoming an experienced Driver/Operator, EMT Paramedic and a friend to us all. We will miss her presence as a fellow firefighter/paramedic and wish her all the best in her retirement.

I would like to thank Robert Humbles (Munchie) for taking on the task of installing the new equipment on the transport engine 7. His dedication, hard work, and commitment has provided us with a well set-up fire/EMS unit. A special thanks to everyone who assisted with the placement of equipment on this unit, it was truly a team effort. ■ - BC Nichols



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