



# *MUSCATINE*

# *FIRE DEPARTMENT*



# **2020 Annual Report**

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## ***MESSAGE FROM THE CHIEF***



**Jerry Ewers— Fire Chief**

It is my pleasure as Fire Chief to share with you the Muscatine Fire Department (MFD) 2020 Annual Report. It has been an honor to lead this department and serve this community over the past 32 years. 2020 introduced us to an unprecedented worldwide pandemic that none of us have seen in our lifetime. As the events and circumstances unfolded our dedicated staff has been constantly involved in the planning, responding, and recovery efforts from this pandemic. While the substance of this report focuses on performance, graphs, programs, and accomplishments, it only highlights a small summary of what our talented men and women do throughout the year serving and protecting the community.

On March 19, 2020 Muscatine County reported our first case of COVID-19 had been confirmed. While we had been preparing plans and suspending non-essential programs, like other departments, we focused on training our staff on infection control, safe alternative treatments, and securing the necessary quantity of personal protective equipment, along with improving and increasing our cleaning and disinfecting of equipment, stations, and vehicles.

**This would not have occurred without the support of our Councilmembers, Mayor, and City Administrator.**

Initially we saw a slight decrease in calls for service for a few months as our residents were isolating at home and hesitant to call 911 due to the unknown of the Pandemic, but this has changed over time and we are now seeing an increase in calls and ended the year with 5,034 calls for service. These calls for service include all types of fires, medical emergencies, ambulance transports and inter-facility transports, car accidents, hazardous material incidents, water rescues, and rope and

The demand for fire and EMS service in Muscatine will continue to climb mainly due to our ambulance services we provide to our city and surrounding communities. In order to continue to provide these essential services we increased our staffing levels in January 2020 and added an additional ambulance to our fleet in order to meet the demand and needs of public safety services in our community. This would not have occurred without the support of our Councilmembers, Mayor, and City Administrator.

As we plan and prepare for another year our primary focus is on continuous life-long training of our firefighters and paramedics and equipping them with the necessary tools in order to perform their jobs safely while ensuring our members are cared for physically, mentally, and emotionally. As a team we will continue to provide excellent services, seek grant opportunities, provide community risk reduction services and programs, and provide superior customer service. This is achievable through hard work, critical thinking, creative problem solving, and a strategic thought process.

No matter what 2021 brings, we look forward to the challenges and opportunities to serve you efficiently and effectively and we wish to thank everyone for your continued support.

# Mission Statement, Core Values and Philosophy

## MFD Mission Statement

**It is our mission as members of the Muscatine Fire Department to safely provide quality emergency services to the community through the protection of life, property, and the environment from the effects of medical emergencies, fires and other hazards and to reduce these threats through fire prevention and public education.**

### MFD Core Values

**Members:** We promote an atmosphere of trust and respect that encourages individual growth, participation, creativity and acknowledges the achievements of our members.

**Organization:** We support an organization built on a foundation of initiative, collaboration and commitment to efficiency, consistency and results, while attaining the goals of the organization.

**Customer Service:** We are dedicated to providing superior customer service.

**Strategic Management:** We plan for change and develop management strategies to meet the challenges of our future.

**Regional Cooperation:** We promote, encourage and participate in partnerships that provide all communities and organizations with the highest level of service and training.



### MFD Philosophy

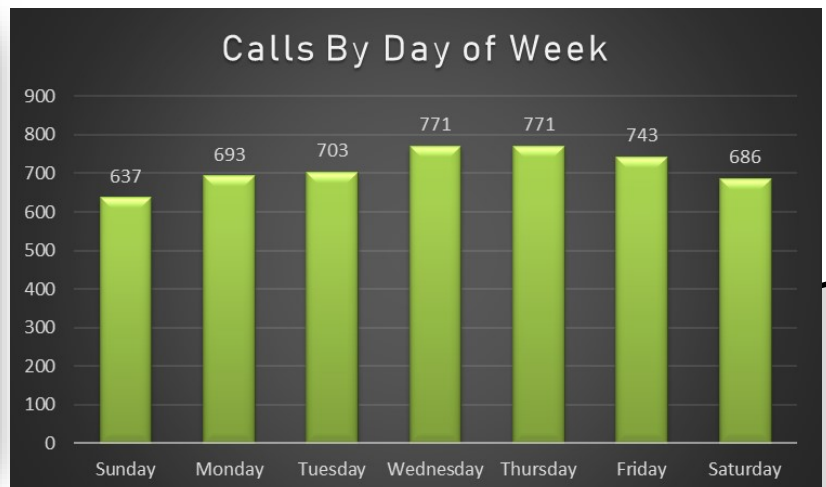
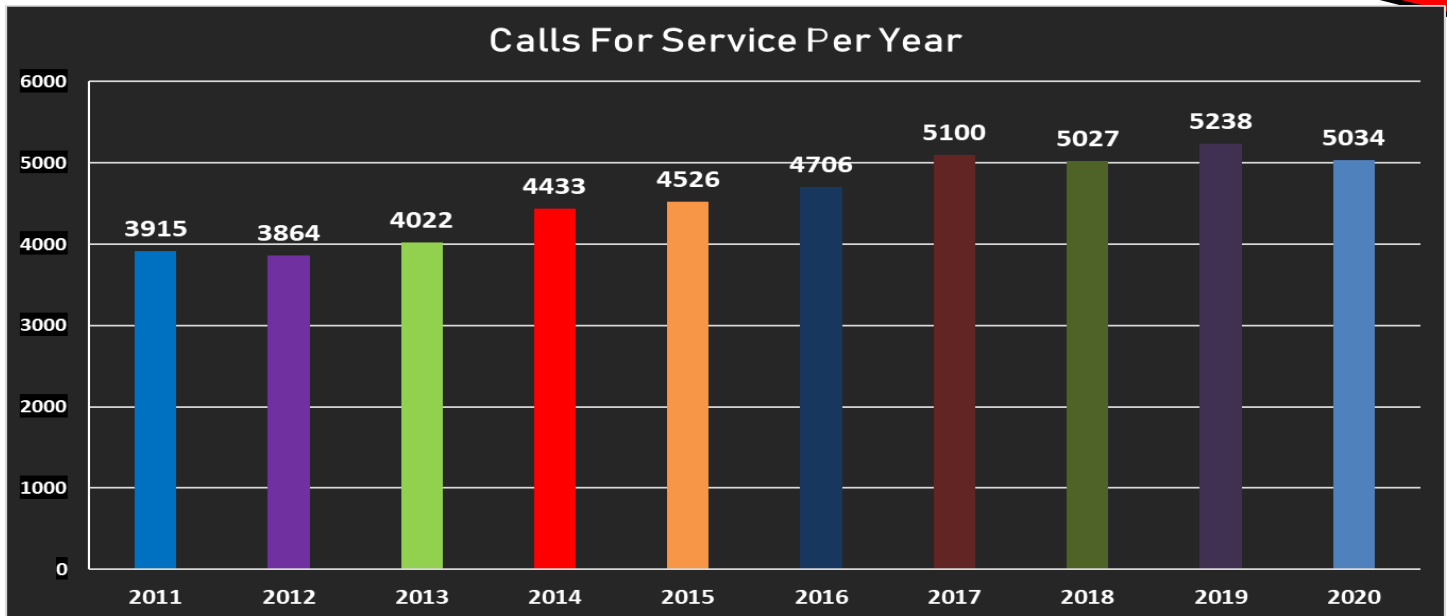
**Service and protection with Pride, Honor, Loyalty, Courage, Compassion, Respect, Teamwork, and Safety.**





# Calls For Service Report

In 2020 once again your department continued to respond to over 5,000 emergencies. When Covid hit we saw a decrease of calls from citizens for a few months, but then returned to normal. Our busiest month was January and our busiest days were Wednesday and Thursday.





# District Response Report

## In City Calls by Districts

**District One**  
Public Safety Building  
**2867**

**District Two**  
Station 2  
**439**

**District Three**  
Future Station 3  
**745**

**County Calls**  
**Out of City**  
**987**

**56.9%**

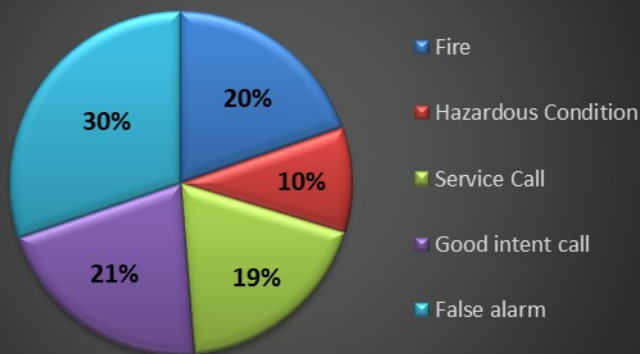
**8.7%**

**14.8%**

**19.6%**

\*Currently District One covers all calls in District Three.

## Fire Incidents in 2020



**5034**

**Annual Calls**

**Average**

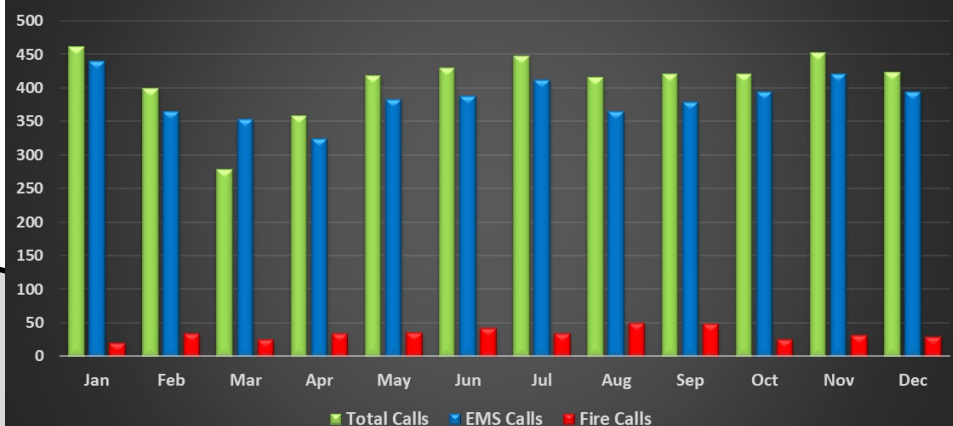
**13.8**

**Calls a Day**

**91.9% of**

**Calls are EMS**

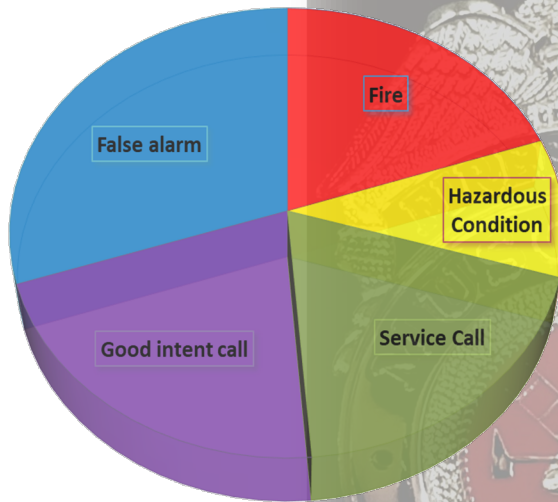
## Monthly EMS and Fire Calls for Service



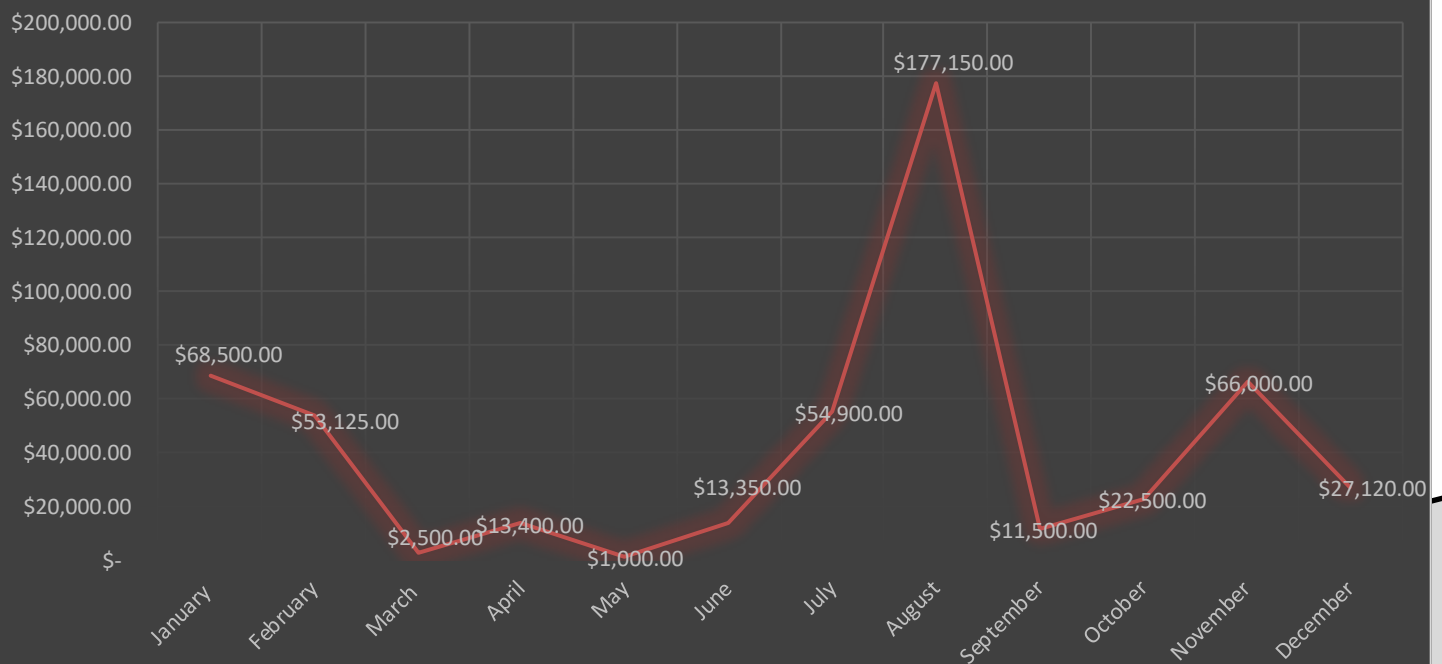
# Fire Response Report

During the year of 2020 the Department responded to 409 calls for service that fall into the category of a fire-related response. Of the 70 total fires, 39 were structure fires. The total fire loss for 2020 was \$225,625 as compared to \$1,397,565,130 in valuations of property we protect.

### TYPES OF FIRE INCIDENTS

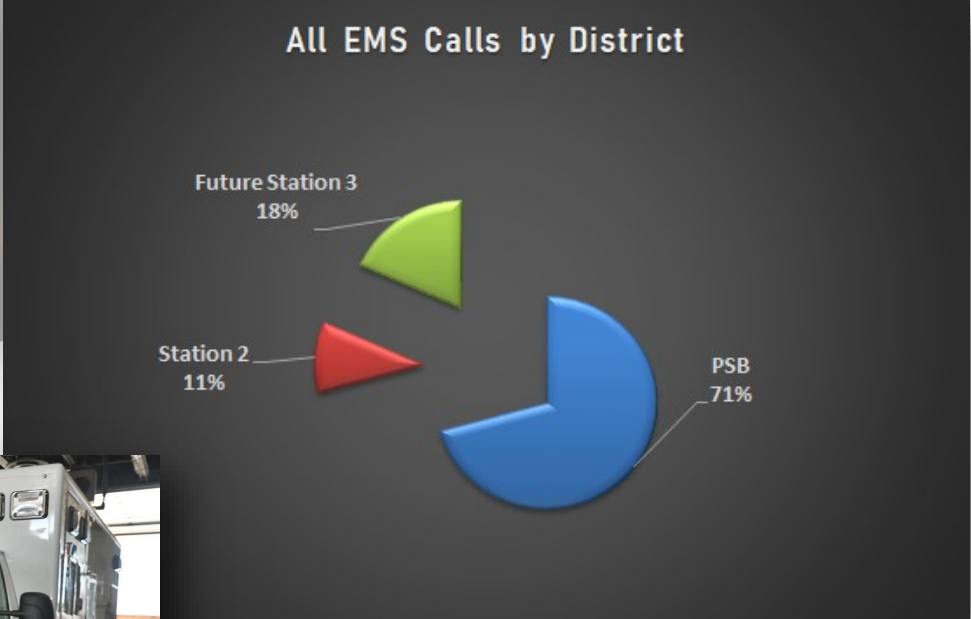
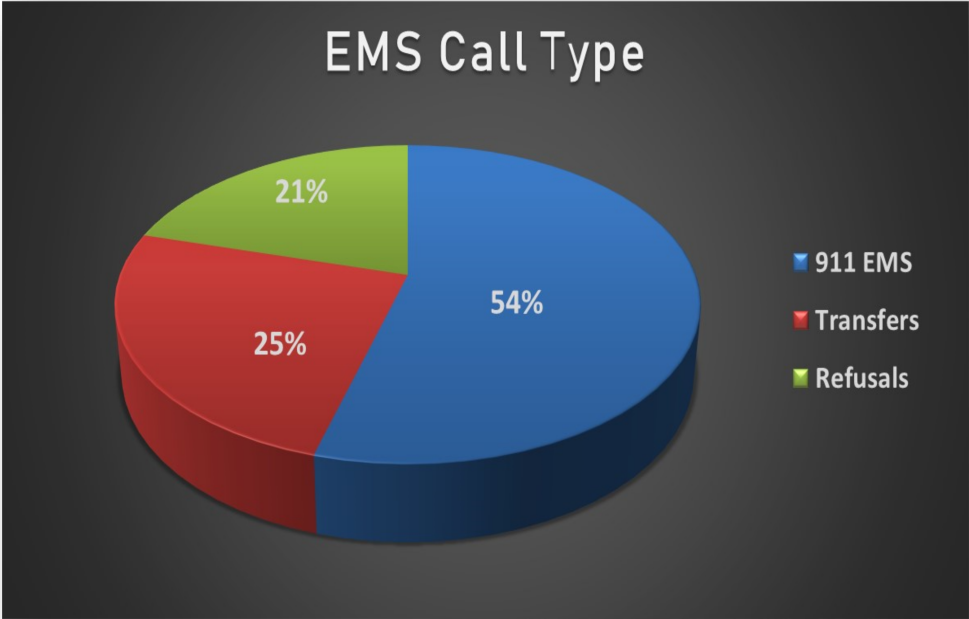


### Dollar Loss by Month





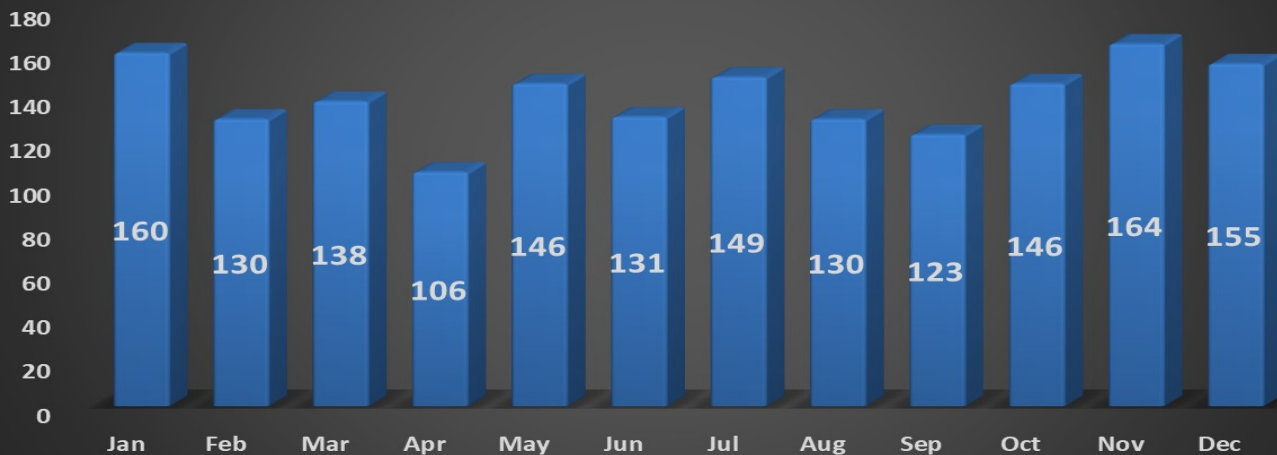
Our EMS calls are broken into three categories: 911 calls, which are medical calls that originate with a 911 call; and transfers, where the patient is transported from Muscatine to a hospital in another city; no transport where patients were treated and released on scene, no patient found, or patient refused care. The results of these requests for service are shown here.



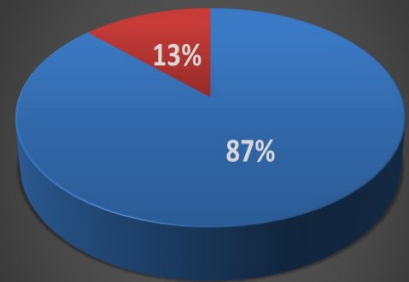
# EMS Transport Report

Our patients who call 911 and are in need of being transported to a hospital typically go to Trinity Muscatine unless they need services that are not available in town or if the patient has a special request. One challenge we have with 911 calls where the patient goes out of town is that it makes an ambulance unavailable again until they get back. These calls usually take an ambulance 2-3 hours depending on where they go, how busy the receiving hospital is, and how long it takes to get the patient to the room they are assigned and complete the handoff to hospital staff.

## 911 Calls Transported to Trinity Muscatine

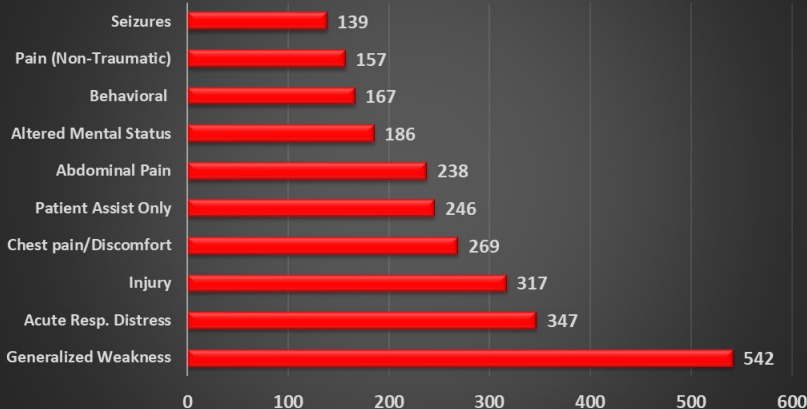


## EMS Transport Location

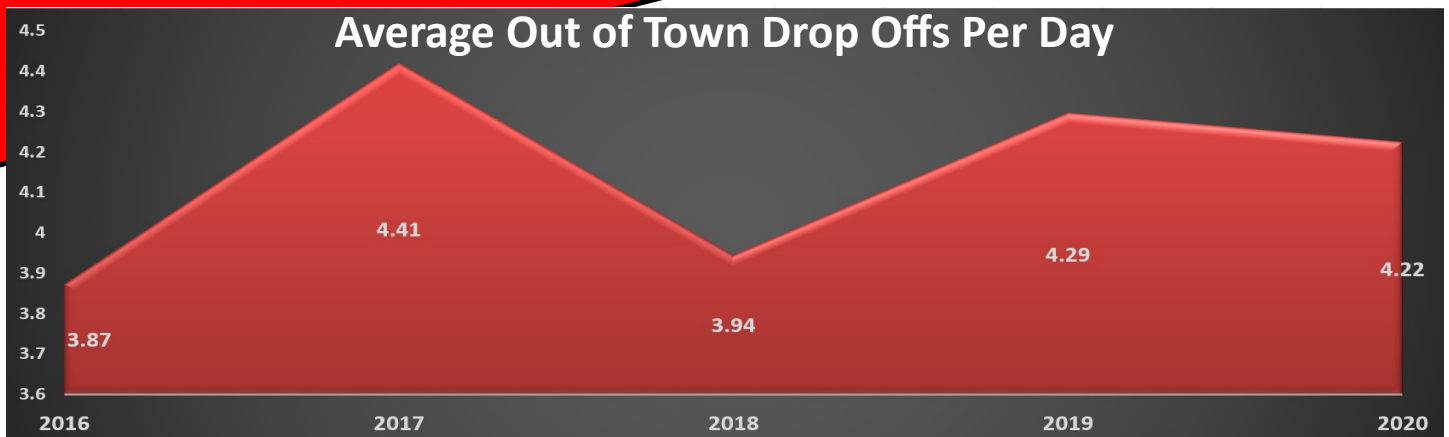


■ 911 To Trinity ■ 911 To Out of Town Hospital

## Top Ten Chief Complaints of Patients Transported





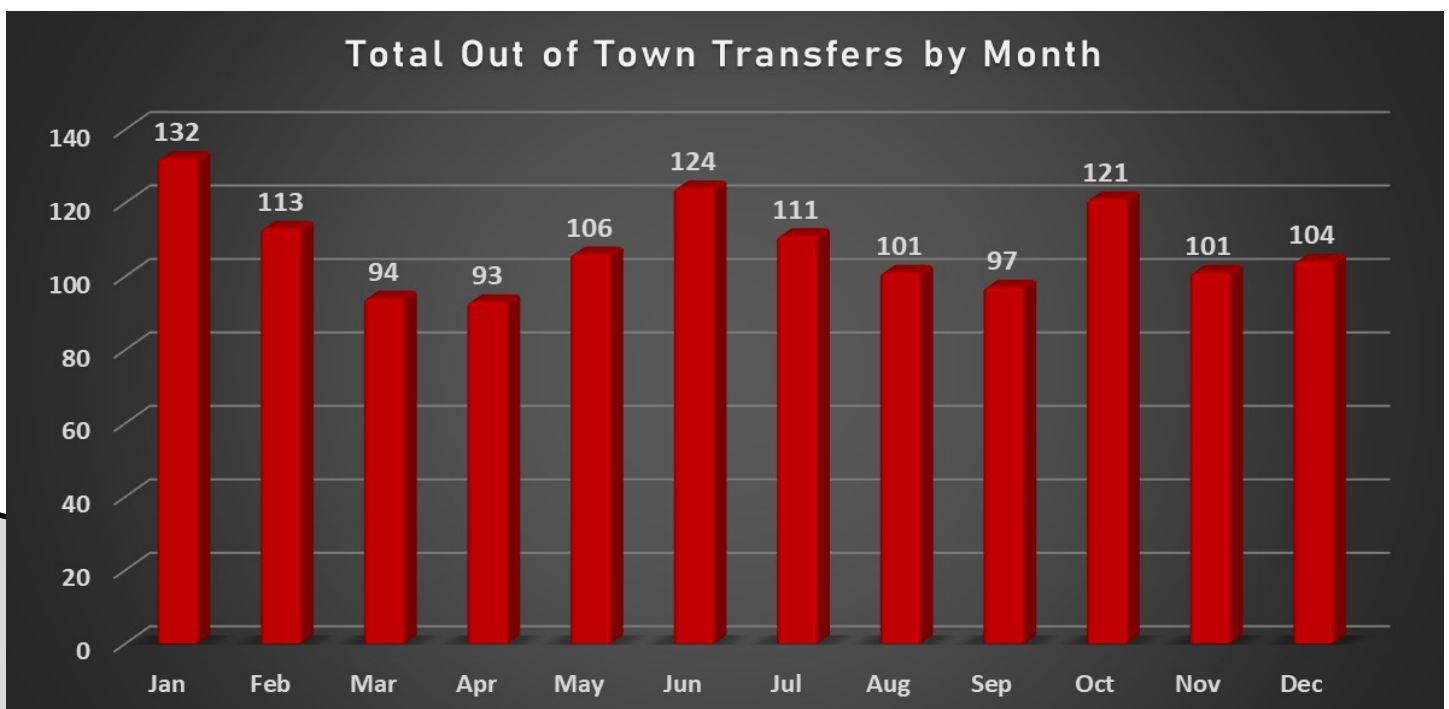


A service that we offer to meet the needs of our customers is transportation from Trinity Muscatine to hospitals outside of town. These patients typically need a higher level of care or need a service that is not offered in Muscatine. In addition to those trips we also go to out of town hospitals for certain conditions such as someone having a cardiac event that requires immediate catheterization.

In 2020 we transported a patient outside of Muscatine an average of 4.2 times per day. The time on these calls vary by complexity and destination, but we average about 14.7 hours per day when we have a crew assigned to out of town calls.

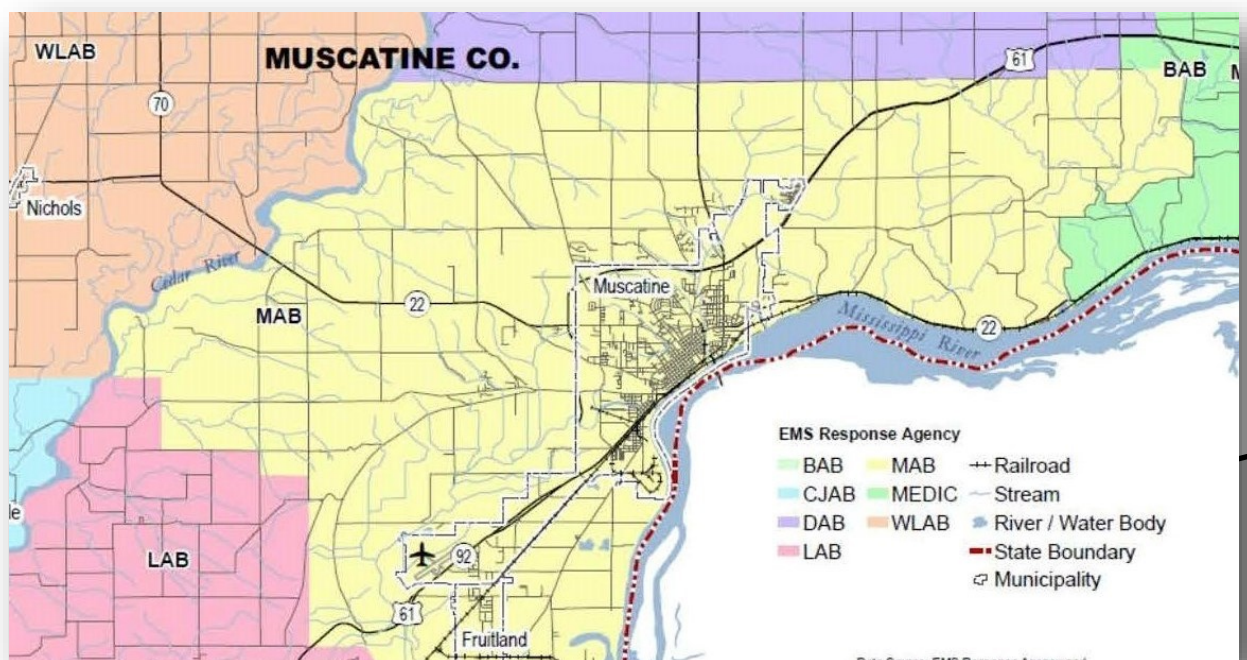
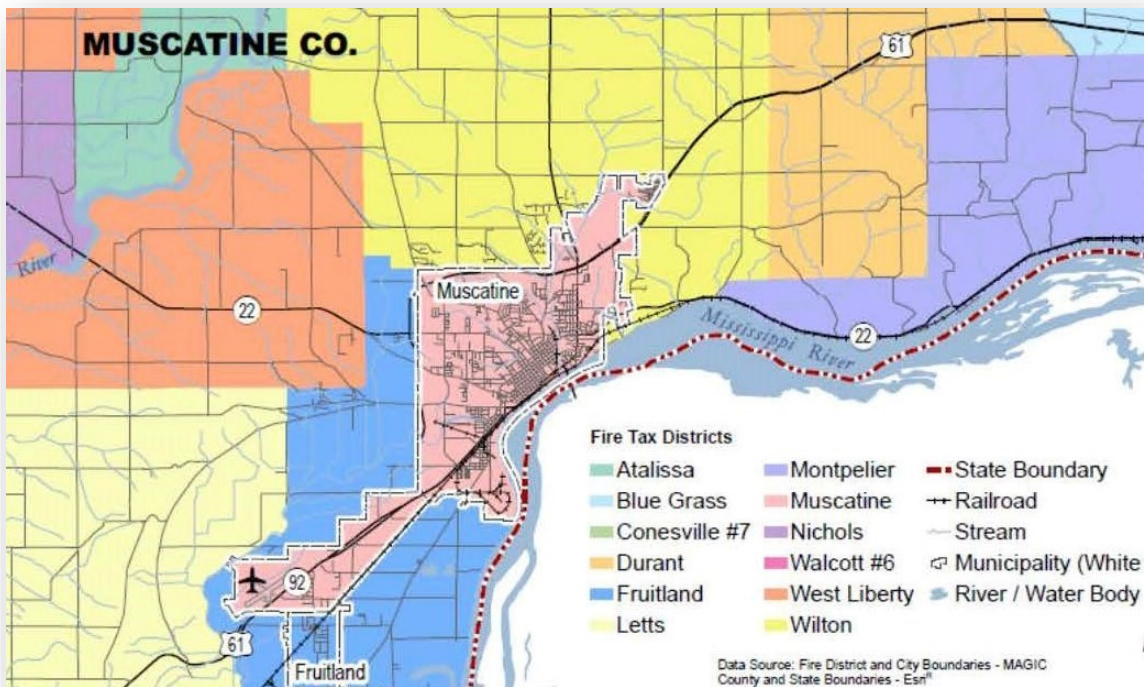


These transports are staffed by the crews working on that day and includes critical care paramedics, paramedics, and EMTs. We do call back for overtime if needed and have a part time on-call program to help fill the need for transfer crews. It takes at least two staff members for these transports. More complicated calls often require three staff - especially those where our critical care paramedic caring for a critical patient, such as one who requires a ventilator.



# Call Response Districts

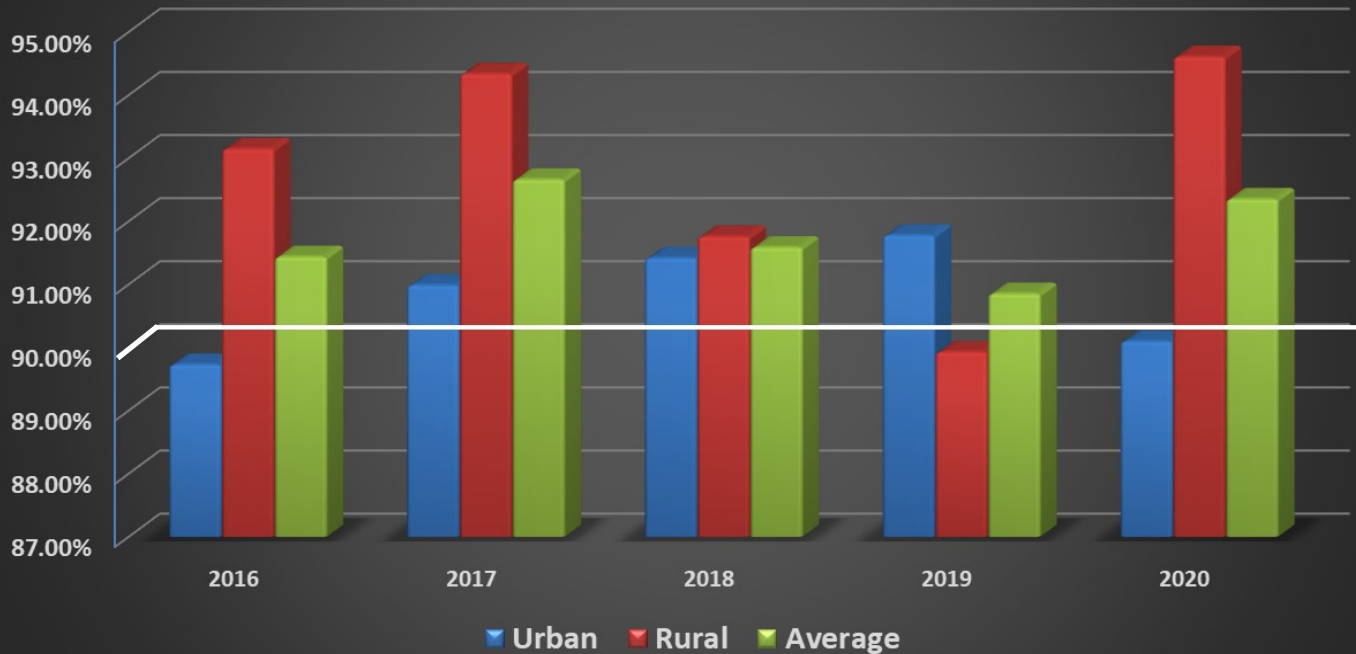
Depending on the service provided, the Muscatine Fire Department has a very large response district. Our fire district is 18.5 square miles and a population of 23,819 people within the city of Muscatine. Our EMS district represents 151.5 square miles with a population of 30,342 people. This area includes some of the townships that surround Muscatine. We also provide Advanced Life Support (ALS) medical tiers in Rock Island & Mercer Counties in Illinois. Additionally, we have ALS tier agreements with several other local ambulance services. We are the Iowa Region 16 hazardous materials team and we cover Muscatine, Louisa, Washington, Henry and Keokuk counties which encompasses 2,455 square miles with a population of 106,684 people.



# EMS Response Time Report

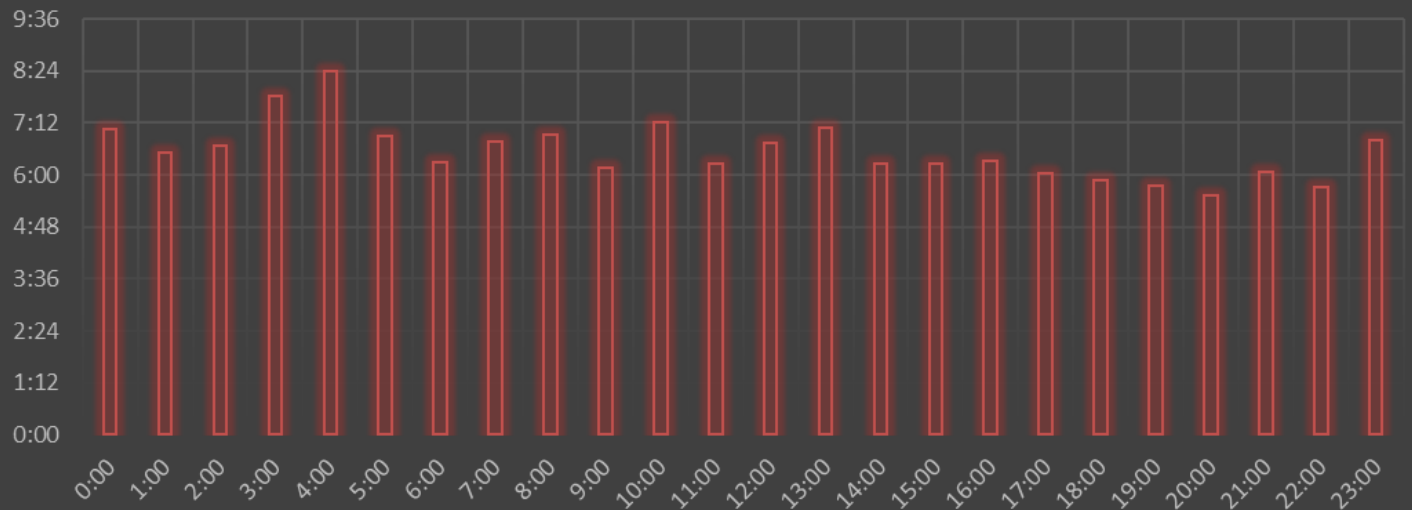
The Muscatine Fire Department strives to provide a rapid response that arrives on scene in a safe and efficient manner. Depending on the nature of call and the location of the response, different response time goals are set. A standard followed throughout the nation is to arrive at a call in urban areas (within the City) in less than 9 minutes 90% of the time. For calls outside the City limits the standard set is to arrive in less than 15 minutes 90% of the time. Response time starts from the time of the 911 call and goes until the first unit arrives on scene.

## Percentage when the Time Response is Met



*In 2016 major construction projects slowed response to high call areas, impacting the yearly average.*

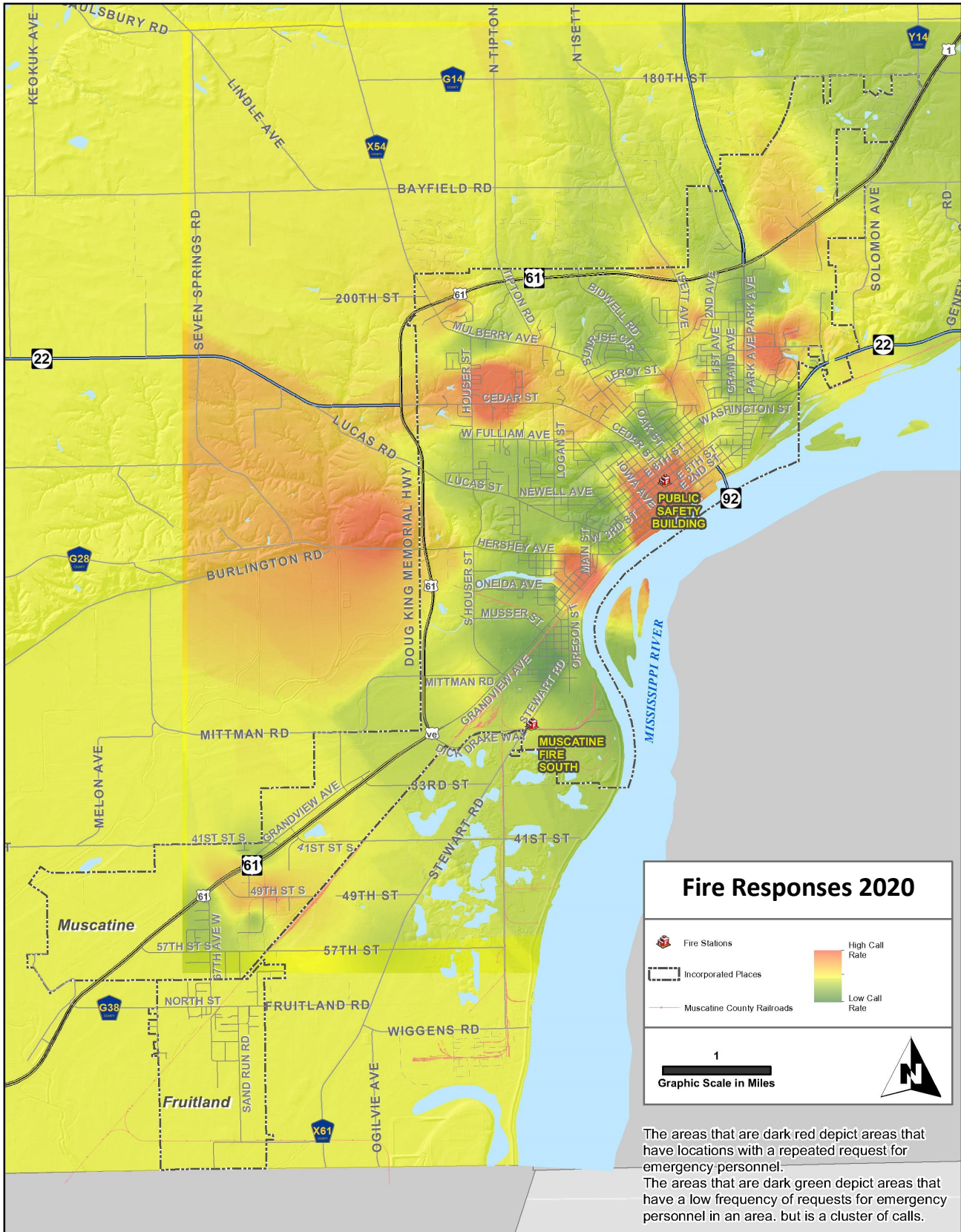
## Average Response Time by Hour of Day



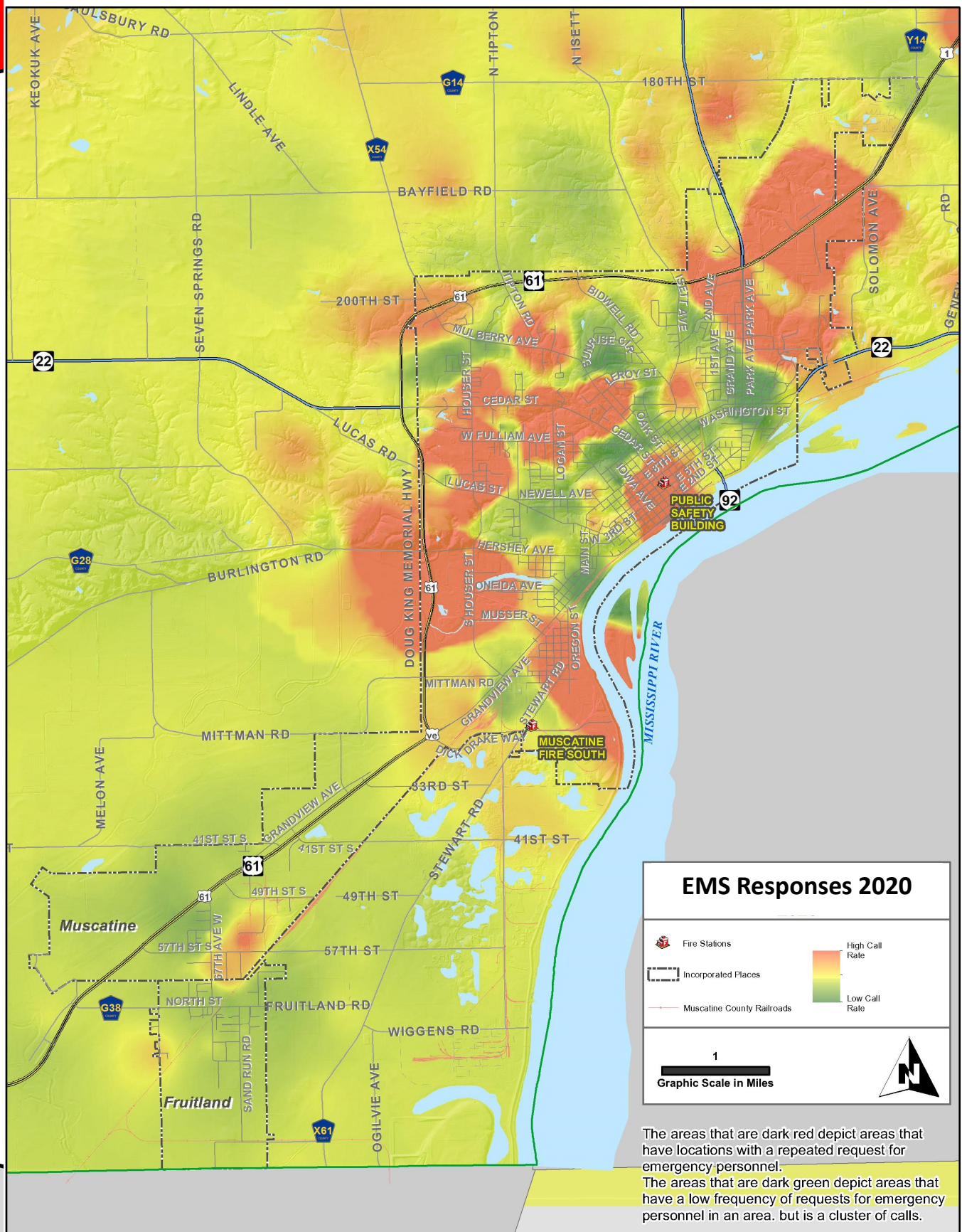


# Hot Spot Analysis

The following diagrams were produced with assistance from the Muscatine Area Geographical Information Consortium (MAGIC). MFD was able to provide the locations of all of our calls for service and MAGIC plotted them to these maps to indicate the busiest locations within our coverage area.







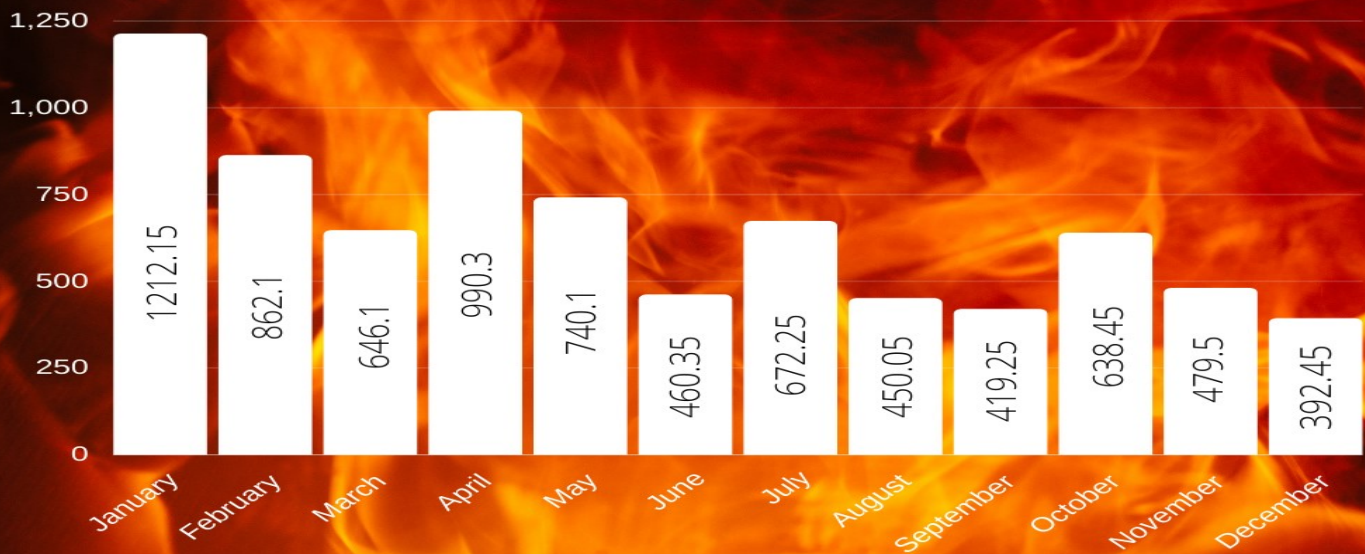


# Training Report

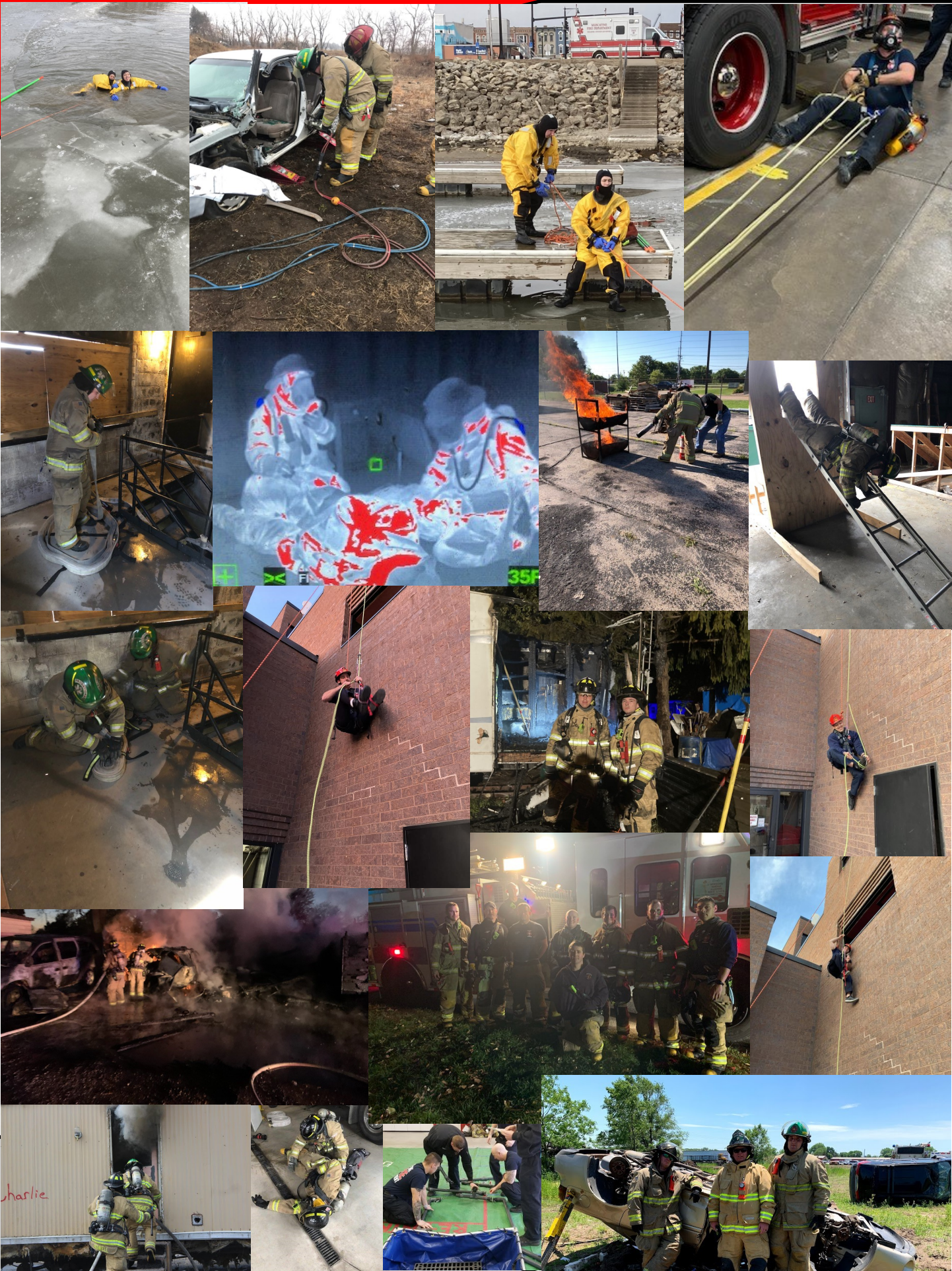
In 2020 over 5,400 hours of fire training and 2,400 hours of EMS training were completed by MFD personnel. Our focus continues to be on developing and maintaining our skills so that we are able to safely and efficiently provide services to the public. Training is vital to our success on emergency scenes, and is a high priority for us all. The requirements and needs of the job are constantly changing—our training allows us to be ready when the alarm sounds, regardless of the nature of the emergency.



## Training Hours by Month









The purpose of this incentive program is to provide “On-the-Spot” recognition to fire department employees and reward them for demonstrating extra effort in the work setting. The program will offer recognition to employees immediately following their extra effort and will also serve as a venue for officers to provide one-on-one feedback to their employees throughout the year, not just during the annual performance evaluation. It is intended that the rules and guidelines for the program be kept to a minimum to encourage maximum participation. This program allows us to personally acknowledge the achievements, contributions, and successes of our employees.

## Criteria

The “On-the-Spot” Award is intended to recognize and reward employees who have exerted extra effort in the course of their job, above and beyond what is normally expected. Examples of such behavior include, but are not limited to, the following:

- ◆ Providing excellent internal and/or external customer service.
- ◆ Volunteering for extra work or duties which are deemed unfavorable by other employees.
- ◆ Putting forth extra effort to complete a special project on time.
- ◆ Compliment from a citizen or end user.
- ◆ Self Improvement (better work habits).
- ◆ Pitching in to help a co-worker.
- ◆ Learning new skills which enhance job performance.
- ◆ Mentoring a new employee.
- ◆ Teaching another employee new skills which will enhance his/her job performance.
- ◆ Doing the right thing even when no one is looking.
- ◆ For a job well done.

## Awards Given To

FF Ryan Amidon  
 Sec. Tammy Bierman  
 FF Craig Chelf  
 FF Lanny Creamer  
 FF David Grafton  
 FF Reece Hall  
 FF Nate Paxston  
 BC Gary Ronheimer  
 Mech. Jason Verschoore  
 Billing Mgr. Joe Vogel

*These on the spot awards were made possible due to contributions from citizens, businesses, and groups that support the program. If you would like to contribute to this program please contact the Muscatine Fire Department.*



*Above  
AND  
Beyond*

Vehicle	Description	Condition
<b>Ambulances</b>		
Ambulance 351	2018 Ford Medix Ambulance	Good
Ambulance 352	2016 Ford Medix Ambulance	Good
Ambulance 353	2000 Ford Medtec Ambulance with 2011 Chassis (Refurbished Once)	Poor
Ambulance 354	2004 Ford Medtec Ambulance with 2014 Chassis (Refurbished Once)	Poor
Ambulance 355	2012 Ford Medtec Ambulance	Poor
Ambulance 356	2019 Ford Transit Ambulance	Good
<b>Fire Engines</b>		
Engine 311	2013 Pierce Station 1 Front Line Engine	Good
Engine 312	2006 Alexis Station 2 Front Line Engine (Refurbished Once)	Fair
Engine 313	1988 Smeal Engine – Station 1 Reserve Engine (Refurbished Once)	Poor
Engine 314	1993 Pierce Engine – Station 2 Reserve Engine (Refurbished Once)	Poor
<b>Specialized Apparatus and Support Vehicles</b>		
Truck 310	2018 Pierce Arrow XT 100' Ladder Truck	Good
Haz-Mat 321	2005 Chevy Duramax C8500 w/ 2004 Mickey 16 Bay Trailer	Good
Chief's Vehicle	2019 Chevy Tahoe	Good
Asst. Chief's Vehicle	2018 Chevy Silverado 1500 Crew Cab	Good
BC Command 333	2008 Chevy Tahoe (used police vehicle)	Fair
Truck 331	2018 Chevy Silverado 2500 Ext Cab- With plow attachment	Good
Staff Car 335	2011 Ford Crown Victoria (used police vehicle)	Fair
Mule 350	Side-by-Side Off-road Utility Vehicle (used police vehicle)	Poor
Air Trailer	Three Bank Pull-Behind Air Trailer	Fair
Boat 332	2017 Inflatable rescue boat with 25hp Evinrude Outboard Motor	Good

**Good**= No major mechanical or cosmetic defects and in serviceable running condition.

**Fair**= Some mechanical or cosmetic defects and needs servicing but is still in serviceable running condition.

**Poor**= Substantial mechanical or cosmetic defects but able to be serviceable/ End of life.

# Recruit Academy

One of the tools that we use to make sure all new probationary employees are ready for their shift is through the new hire training academy. The new hire academy has been modified over the past three years. It started as a two-week academy, focusing on minimum job performance requirements established by Iowa Code and National Fire Protection Association (NFPA). This helped us make sure that each firefighter would have the basic skill set to work effectively on a fire ground.

The new hire academy is currently four weeks long. The first week is devoted to NFPA Firefighter I classroom portion and the following three weeks are devoted to a multitude of emergency training and live burns. A new hire now goes through Auto Extrication Technician Training, Technical Rescue Awareness and Operations, Rapid Intervention Crew Training, along with vital Emergency Medical Services training, to include use of all the ambulance equipment and running appropriate medical emergencies. All new firefighters that are EMTs and Paramedics receive EMS skills training and protocol testing prior to the academy ending. Test scores are required to be above 80% for passing grades for the academy. All firefighters have passed this score with very good success.



The new firefighters have stated that they feel prepared when they get on shift. Albeit, they have a significant amount of work to do for their first year, they work hard and feel ready to help on any given emergency scene. All new firefighters have to obtain their Firefighter I and II certifications within their first and second year. They also have a significant amount of personal skills they have to show competency in. At the end of the year, once they have completed everything, they earn their helmet and helmet shield in a swearing in ceremony, and continue to work on other certifications. Public Safety is all about lifelong learning, although they get through the academy they will continue to go to courses and obtain certifications throughout their careers.









# New Equipment



**Squad 356**  
**Ford Transit**  
**Van Ambulance**

**160 lb Rescue Randy**  
**Training Dummy**



**Scott**  
**Self Contained Breathing**  
**Apparatus (SCBA) and Bottles**

One critical point about emergency response is the fact that our staff are never the ‘home team’ when they respond to emergencies. Our crews go into places that are not designed to be safe for them, into environments where a single mistake can be critical, and where there is usually little to no knowledge of the layout of the building. In addition to these challenges your fire fighters are now fighting fire that acts much differently than it did even a few years ago. Synthetic materials have had massive impact on how fire behaves. An illustration of that can be seen in a video produced by Underwriter’s Laboratory – just do a web search for “UL modern vs legacy” and the video will pop up. The big takeaway from the research and testing is illustrated in the video – the deadly event called flashover that used to take in excess of 25 minutes now takes less than 5 minutes in rooms furnished with today’s materials.

This is the backdrop to our fire prevention efforts. We have a shift that does business inspections and provides public education – these are both critical tools in our fight against fire. The use of model/ nationally accepted fire and building codes also combat these challenges. Our department has been working closely with the building code officials in the City to provide education, guidance, and ensure compliance with the codes. These activities this past year have made our community safer, and continued work with other City officials will only enhance those efforts. There is an adage in our profession that says the easiest fire to fight is the one that doesn’t happen. As you look over this report about the emergencies we respond to, please keep in mind that some of our most important work done by our staff is difficult to measure with numbers. The work of Green shift can be illustrated with the number of inspections or programs, but cannot show how many fires were prevented, how much property was saved, and how many injuries or deaths did NOT happen because of their work. The information in this report is a great snapshot of your department, but please keep in mind that there is much more that your fire fighters do to keep you safe!

## *Assistant Chief Report*



**Mike Hartman**  
**Assistant Fire Chief**

**“Covid has given us a chance to either step back or step up. Our staff has stepped up. Please join us!”**

## ***Prevention and Education Report***



**Darrell Janssen – Green Shift  
Battalion Chief**

**“Every day may not be good,  
but there is something good  
in every day.”**

2020 was a challenging year for most everyone as it placed restrictions on many things including daily living due to the COVID pandemic. This year may become known as the year that highlighted the phrase “essential worker” and how important so many people’s jobs and roles play in our essentials to living.

Adaptation became the new, unspoken “buzz word” for Muscatine Fire and all members did an exceptional job of handling the changes and performed at high levels of professionalism.

Green Shift responsibilities include Fire Department Inspection program and Public Education programs. The intent of these programs are to reduce risk within the community as it relates to fire. This year COVID forced us to take a different approach to public education. Like so many other events in and around our community, we opted to cancel the annual Fire Department Open House, which normally was held during fire prevention week in October. We experimented with delivery options and produced a couple of videos which were placed on the city’s youtube link. One video was a talk and demonstration on fires in the kitchen and kitchen safety. The other was a virtual fire station tour that simulates the actual tour that we give to visitors during normal operations. Again, due to COVID concerns and social distancing, we were not allowing visitors into the firehouse. Our goal is to produce more video safety messages/demonstrations for the public to view throughout the year.

As we continue to make videos and informative flyers for our strive towards community risk reduction (CCR), please find them on our online resources. Our sources are the Muscatine Fire Department Facebook page and youtube at <https://www.youtube.com/channel/UCwe8Gw9FSL7pRFVv2XWBxRA>.



Blue Shift/EMS Shift experienced dual roles in 2020 at the Battalion Chief and Lieutenant positions due to BC Hillard having shoulder surgery the end of February, returning to full duty July 7. Captain Gaeta was appointed as Acting Battalion Chief and Andrew McSorley as Acting Lieutenant during his recovery.

March arrived as well as COVID -19 virus – adding many changes to EMS responses, Fire responses and daily work practices. Immediately policies were created for daily temperature checks of personnel, cleaning/disinfecting of fire stations, apparatus, and limiting the number of people in living quarters with social distancing. Blue shift assisted MUSCOM with new protocols to screen all 911 calls and determine if they were possible COVID risk referring to these calls as “GOLD ALERT” responses. Patients of high risk would require full personal protection equipment by EMS responders including face mask, face shield, double gloves, gowns, and booties on the 911 response. A new “SCOUT” method was implemented for 911 calls to send (1) EMT into an incident area fully gowned and gloved and determine the need for assistance and additional equipment or personnel were needed and to be in full personal protection for “GOLD ALERT” patients.

The biggest challenge was obtaining PPE for our paramedics and staff to wear as the entire world was experiencing PPE shortages. Blue Shift Command Staff also worked daily with Trinity Emergency Room Directors on tracking COVID positive or symptomatic patients, COVID testing, and working to keep firefighter/paramedics safe as we could with unknowns of COVID. Muscatine Public Health, Trinity, local nursing homes, and MFD increased communication and developed policies for picking up patients with COVID risk – again, all big changes in our daily EMS operations. With all of these implementations to lessen the exposure to staff, it increased the call times to be back in service, due to properly donning extra PPE, decontamination of personnel, equipment, and apparatus after the call was completed. A specialized PPE device called PAPRS (Powered Air Purifying Respirator) was added to ambulances and allowed the pt caregiver extra protection when in the back of the ambulance on interfacility transfers (hospital to hospital).

The State of Iowa Public Health had put many EMS treatments and procedures on hold for Iowa EMS responders such as intubations, CPR, breathing treatments and inhaling devices. This changed the way we would normally handle a call into having to adapt our skill set in getting the patient to the nearest appropriate facility in a timely manner so they could get these procedures. A few of these have come back into our scope of practice in the field as of lately allowing us to give full treatment to patients. The biggest thing we have found is that COVID has changed our lives and work habits drastically making everyday a challenge.

## *Ambulance Operations Report*



**Ted Hillard – Blue Shift  
Battalion Chief**

**“Hard work beats talent when  
talent doesn’t work hard.”**



## *Training and Fire Operations Report*



**Gary Ronzheimer – Red Shift  
Battalion Chief**

***“Tomorrow’s victory is  
today’s training”***

2020 has been a rough year for all of us across the department. We have made many changes on how we complete tasks and training this year. The pandemic has stifled our outside training that we normally send firefighters too. Normally on an average year, we send 15-20 Firefighters to outside training to the National Fire Academy, Center for Domestic Preparedness and event Special Emergency Response Training in Pueblo, Colorado for Hazardous Materials Training. This year most of those training sites were closed down, while some of the training was moved virtual which helped some of the responders. Even though the Muscatine Fire Department was affected by this training, we were able to overcome and take advantage of those sites being shut down. The Department refocused on in house training. This training included focusing on Company Operations for various emergencies. We were able to take advantage of our training grounds and work on victim rescue, rapid intervention crew training, driver operator training, and special operations.

We trained with Muscatine Power and Water in trench rescue operations; we trained in water rescue throughout the year, finishing this winter with ice rescue training. Firefighters worked diligently on individual skills assessments including ropes and knots, ladders, and

auto extrication techniques. Many of our training sessions, we were able to make it more interesting and enjoyable than just standard drills due to the creativity of firefighters across the department and various experiences and articles. I believe that social media assisted in this creativity due to departments across the nation having the same issues with training.

Overall, for the training across the department, it was a very good year and some good skill sets were established. The department has seen a significant amount of turnover these past few years and with turnover, there is a need to train new members so that they are ready to perform at any given emergency.

# New Employees



**Firefighter/ EMT**

**Chance Sutherland**

**Hire Date: January 6, 2020**



**Firefighter/ Paramedic**

**Brandon Rodriguez**

**Hire Date: January 6, 2020**



**Firefighter/ EMT**

**David Grafton**

**Hire Date: January 6, 2020**



**Firefighter/ Advanced EMT**

**Sean Paustian**

**Hire Date: January 6, 2020**



**Firefighter/ EMT**

**Elaine Sheber**

**Hire Date: March 23, 2020**



**Firefighter/ EMT**

**Cole Downing**

**Hire Date: March 23, 2020**



**Firefighter/ Paramedic**

**Daniel Nuci**

**Hire Date: July 6, 2020**



**Firefighter/ Paramedic**

**Colton Pauls**

**Hire Date: July 8, 2020**

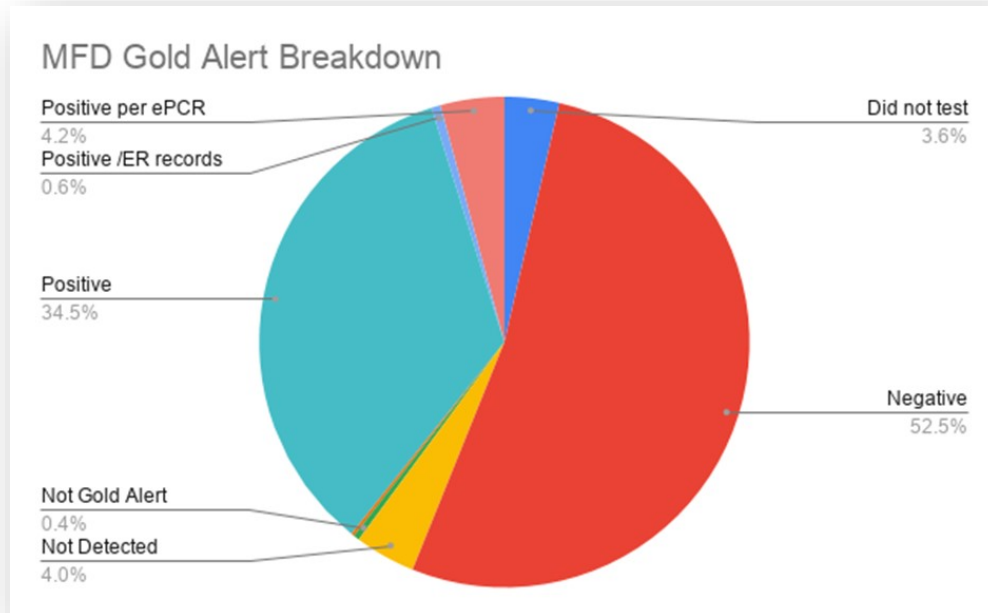


**Firefighter/ EMT**

**Ben Danielson**

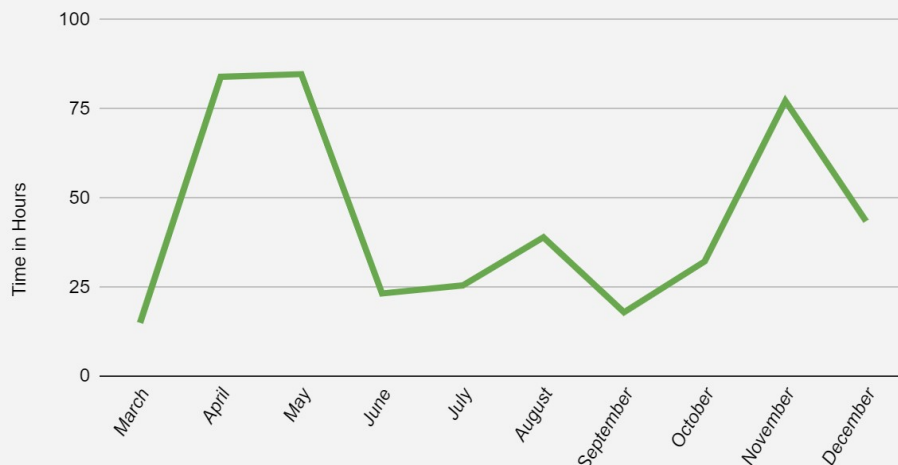
**Hire Date: September 14, 2020**

The Covid pandemic impacted almost every facet of our department. There was a momentary drop in the number of EMS calls when the virus first hit our area – many people either did not feel their medical issues were severe enough to balance out the perceived risk of infection from the ambulance and/or hospital. As the community began to accept the virus the call volume returned to the expected level.



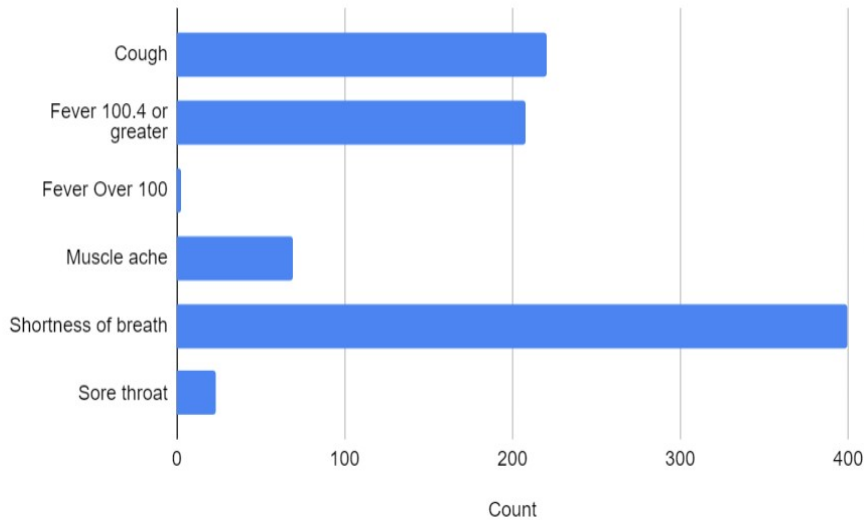
While we did see a slight decline in the number of calls, our time spent taking care of emergencies did not. There are two main reasons for this – one was that our staff was forced to do a ‘scout’ action when we first got on scene. We would send one person to make contact with the patient and do an expanded assessment to determine if Covid was a potential issue. Although our dispatch agency would ask questions, early on we found that people calling 911 would often not answer honestly and our staff would be exposed without proper personal protective equipment (PPE). In addition to the scout actions we had a slight increase in on-scene time to make sure our staff were safely equipped with their PPE.

### Additional Call Time due to Gold Alert calls



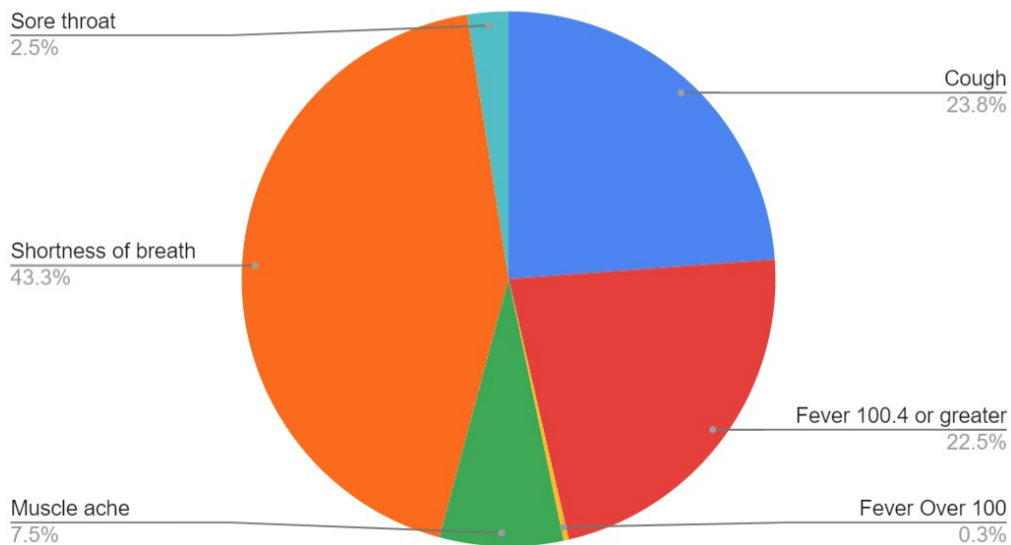
For potential or confirmed Covid calls (we call them Gold Alerts) the average additional time on the call was around 45 minutes.

### Signs/Symptoms Encountered



Covid also changed several things in our stations – where our staff work, eat, and (on quiet nights) sleep. Disinfection activities were increased, policies were developed (staff are encouraged to wear different shoes in the station vs. on calls), and our interactions with each other were moved at least 6 feet away and/or required the use of masks. Once you add in the policies and procedures we had to develop and implement, it becomes apparent that Covid touched every aspect of life in the station.

### Signs/Symptoms Breakdown



### Out of Service for Cleaning after Gold Alert calls



The final factor for time on task was the need to disinfect the ambulances after the call. We utilize a system that aerosolizes a chemical that kills the virus but is not harmful once the cleansing cycle is complete. The full cycle for this is 26 minutes.



# Retirement

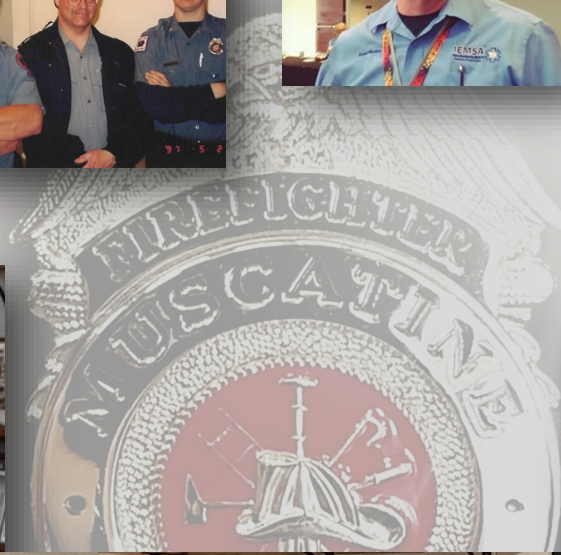


**Hired: February 1, 1999**

**Retired: July 31, 2020**



**Tom Summitt**



**Jason Summitt from  
Firefighter to Mechanic  
On February 7, 2020**

**Jason Verschoore from  
Firefighter to Mechanic  
On February 7, 2020**

# Promotions

# Major Activities and Accomplishments

- Began implementing a nationally recognized and utilized Wellness/Fitness Initiative to ensure our staff are in good health and able to meet or exceed required physical demands.
- Continued cardiac enzyme blood testing and remain the only ambulance service in Iowa with this type of testing capabilities; test results are used to help determine transport destinations for cardiac patients.
- Researched cutting edge technology to assist in the sanitization of equipment secondary to the Covid pandemic; purchase several items specifically to assist in complete disinfection of the ambulances and related equipment.
- Experienced a 7.0% decrease in building fires and 10.2% decrease in all fires as compared to 2019.
- Updated and upgraded various equipment – including SCBAs obtained through a federal grant - to provide better service, improve efficiency, and responder safety .
- Created a video based Open House focusing on kitchen fires and including a station tour.
- With the assistance of local videographers and the City Communications director taped and developed a You Tube channel for ongoing educational offerings.
- Hosted and instructed State certification training and testing for the Driver/Operator certification at the IFSAC/ProBoard standard. This was in house with MFD and done at no cost.
- Hosted a HazMat IQ identification course paid for through grant funding and coordinated through the Iowa HazMat Taskforce.
- Held two probationary academies for five new hires, resulting in over 800 hours of new recruit training.
- Continued social media outreach using Facebook and Twitter and developed a stronger coordination with the City communications system. The Facebook page presently has about 4,885 “likes”.
- Hosted the 11th Annual EMS Saturday conference at Discovery Park; this event draws participants from throughout Eastern Iowa as well as serving MFD personnel.



*We look forward to the challenges and opportunities in 2021 and we wish to thank you for your continued support.*



**Muscatine Fire Department**

**312 East 5<sup>th</sup> Street**

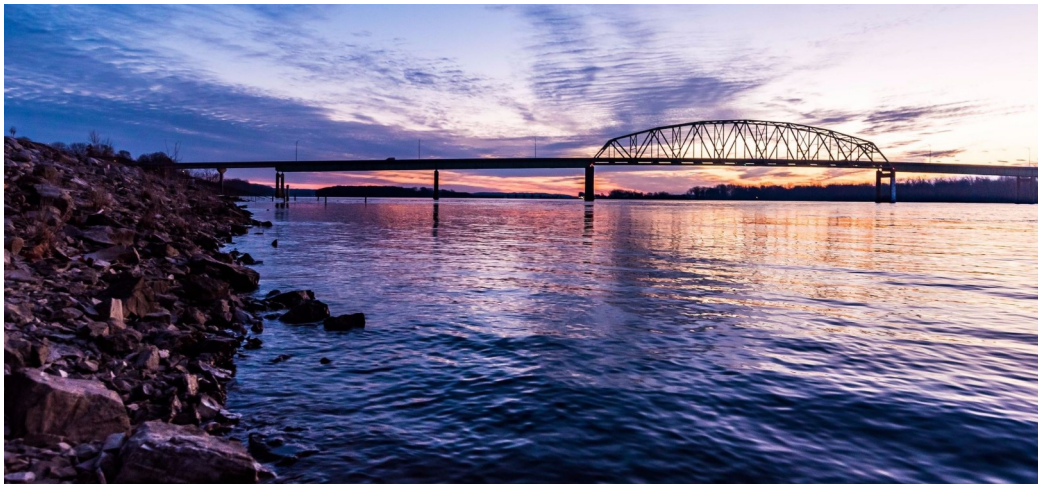
**Muscatine, IA 52761**

**Emergency Phone: 911**

**Phone: 563-263-9233**



**<http://www.muscatineiowa.gov>**



**A special thanks to FF Chelf for his work on this annual report.**