

# KAUKAUNA FIRE DEPARTMENT ANNUAL REPORT



# 2020

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[www.cityofkaukauna.com/departments/fire-rescue/](http://www.cityofkaukauna.com/departments/fire-rescue/)





# WELCOME

## FIRE CHIEF STATMENT

2020 was a year that presented many challenges to the Kaukauna Fire Department. But with all of the challenges, I am proud to report that 2020 was a very productive year. While the pandemic challenged our ability to maintain readiness, we maintained our minimum staffing levels throughout the year and our community remained protected to expected levels. Our staff responded to the unprecedented challenge with dedication and professionalism.

In April of 2020, a proactive plan was put into place in the event that our staff was unable to provide adequate fire and EMS coverage due to the COVID-19 pandemic. The City of Kaukauna joined the City of Oshkosh, Town of Grand Chute, City of Appleton, Neenah-Menasha Fire Rescue, and the Village of Fox Crossing by entering into a Fire Service Pact. This agreement allowed for the borderless sharing of personnel and resources throughout the Fox Valley during the pandemic. Thankfully, this plan did not need to be executed.

We are continuing to find ways to provide high levels of customer service to our community, while doing it in a cost effective manner. This requires innovation and sometimes thinking outside of the box. I am proud to say that your fire department staff is up to the challenge and we've seen a lot of development this past year.

As we head into 2021, our firefighters are now equipped with a few new tools in our toolbox. In 2020 we added mobile computers with an always-on broadband Internet connection. This allows them to perform inspections much more efficiently and will allow for more complete documentation. These same devices are already being used on our ambulance calls, allowing reports to be completed in the field. Technology is ever-changing and we will adapt where we see opportunity to improve efficiency and enhance our service to the city of Kaukauna.

We are grateful for the opportunity to serve, and extend our sincere thanks and appreciation to the Mayor, Common Council, and our citizens for their continued support.

**Jacob Carrel**  
Fire Chief



The pandemic required the fire department to change many of our operations in order to adapt to the necessary public health precautions. This included attending many trainings and meetings in a virtual format. I'd like to express my gratitude to our IT staff and those who assisted in coordinating and helping to conduct these virtual sessions. It allowed us to continue our work serving the citizens of Kaukauna. Thank you!

# KAUKAUNA FIRE DEPARTMENT

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2020 ANNUAL REPORT

## CONTENTS

### SECTION I

CITY OFFICIALS & COMMISSIONERS  
DEPARTMENT PERSONNEL

### SECTION II

FIRE REPORT  
AMBULANCE REPORT

### SECTION III

FIRE PREVENTION  
SPECIAL OPERATIONS & TRAINING  
APPARATUS & EQUIPMENT

## SECTION I

# CITY OFFICIALS & COMMISSIONERS

**MAYOR: ANTHONY PENTERMAN**

## COUNCIL MEMBERS

**MARTY DECOSTER  
DIANA DRIESSEN  
TIM ROEHRIG  
PHILIP KOHNE  
BRIAN SCHELL  
SUSAN DUDA  
MIKE COENEN  
PENNIE THIELE**

## POLICE & FIRE COMMISSIONERS

**SHANNON YOUNG  
BETH JASIAK  
PAUL VAN BERKEL  
JOHN VERKUILEN  
CARLA ZACHARIAS**

# FIRE DEPARTMENT PERSONNEL



Pictured L-R: Jacob Carrel, Fire Chief and Craig Schneider, Assistant Chief of Emergency Medical Services.



Pictured Left to Right

A Shift: Kyle Reif, Lucas Vanden Heuvel, Heath Buechel, Lonny Ziemer, Lt. Ryan Steffel, Assistant Chief Chad Gerrits

B Shift: Tyler Tews, Austin Klister, Brian Inocelda, Ryan Kussow, Lt. Joe Resch, Assistant Chief Cody Foss

C Shift: Assistant Chief Travis Teesch, Nick Ziegler, Nick Bouressa, Lt. Mike Hamilton, Robert Aschenbrener, Sam Klimek

Paid-On-Call:

## SECTION II

# FIRE REPORT



The Kaukauna Fire Department is a combination fire department that consists 20 full-time paid staff, and 13 active paid-on-call members. All full-time staff are cross trained as firefighters and licensed paramedics. Each shift is comprised of 6 firefighters that include the ranks of Assistant Chief, Lieutenant, two Driver/Operators, and two Firefighter/Paramedics. Administrative day staff includes the Fire Chief and the Assistant Fire Chief of Emergency Medical Services.

In addition to fire suppression and emergency medical services, we provide swift water rescue, ice rescue, confined space entry, trench rescue, and extrication services. The fire department actively pursues fire prevention through regular inspections and public education activities.

*The Kaukauna Fire Department is committed to providing a safe and healthy community for both citizens and business by minimizing fire loss through sound prevention efforts, competent suppression techniques and efficient medical care.*

# FIRE REPORT

## 2020 Run Numbers

Incident Type - Summary	# of Runs	% of Runs
Fire	27	1.89%
Rescue & Emergency Medical Services	1,192	83.36%
Hazardous Condition	45	3.15%
Service Call	40	2.80%
Good Intent	56	3.92%
False Alarm & False Call	60	4.20%
Special Incident	10	0.70%
	1,430	100.0%

Property Loss - Summary	
Pre-incident Property Values	\$1,355,302
Total Value Lost	\$277,002
Total Value Saved	\$1,078,300

Casualty - Summary	
Civilian Injuries	2
Civilian Deaths	0
Firefighter Injuries	1
Firefighter Deaths	0

# AMBULANCE REPORT

**MISSION STATEMENT: As an integral part of the fire service in our community, the City of Kaukauna ambulance program will provide for the efficient care and safe transportation of victims of illness or injury. By maintaining the highest level of care and professionalism, the firefighter/paramedics will meet the needs of the community to help insure the safety and well-being of the populace.**

The fire department experienced a dramatic change in focus this year due to the COVID-19 pandemic. Public education and relations events were canceled due to safety and health concerns for all individuals, while internally countless hours were spent planning and preparing for the unknowns related to the COVID-19 pandemic. EMS protocols, personal protective equipment, disinfection guidelines, and emergency staffing contingency plans were all created due to the pandemic.

The fire department continued to provide the highest level of pre-hospital care to its residents and to those employed in and around our community.

The fire department continually reviews its list of current medications and medical equipment. This was done in an effort to provide our patients with the highest level of care. Equipment, medications and procedures used by paramedics is dynamic and continually evaluated locally and nationally in an effort to reduce patient morbidity. Paramedics currently carry 40 different medications that are used for a variety of illnesses and injuries.

Dr. Ryan Murphy has continued to serve as the EMS medical director. Dr. Murphy works for Aurora Medical Centers in Green Bay, Oshkosh, and Sheboygan as an Emergency Room Physician. Dr. Murphy is extremely proactive and ensures the Fire Department EMS service provides the latest in EMS procedures and medications.

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All firefighter/paramedics continued towards completion of the mandatory 70-hour Paramedic refresher course. This continuing education takes place monthly at the fire station with instruction provided by an instructor from Fox Valley Technical College. As part of the refresher, staff also completed CPR, ACLS and PALS certification. All personnel completed the license renewal process and are currently licensed through 2023.

The Fire Department Ambulance Service again received funding from the State of Wisconsin Funding Assistance Program. This program is designed to provide funding to assist EMS organizations in equipment purchases and for continued training. A formula based algorithm is utilized to fairly distribute monies to applicants and amounted to approximately \$4,757.65 in 2020. We've also applied to the Firehouse Subs Foundation and Aurora BayCare Clinic Foundation for grant monies which would be utilized to purchase a LUCAS Chest Compression System. A LUCAS device is a mechanical chest compression device utilized during cardiac arrest emergencies.

Fire department administration continues to actively participates on various committees related to pre-hospital care and communications. We serve on the Fox Valley Regional Trauma Advisory Council, Outagamie County EMS Chiefs Association, and Fox Valley Technical College's EMS Advisory Committee.

Also during 2020, the fire department has begun to work with Care Patrol. Care Patrol is an organization devoted to assisting individuals find safer living options. This program is focused towards seniors and has been utilized to find safer living for those seeking assistance thereby resulting in a higher quality of life.

# AMBULANCE REPORT

## 2020 Run Numbers

Incident Location	# of Runs	% of Runs
City of Kaukauna	1,055	81.28%
Town of Kaukauna	108	8.78%
Village of Little Chute	41	3.33%
Town of Holland	10	0.81%
Village of Combined Locks	10	0.81%
City of Appleton	9	0.73%
City of De Pere	2	0.16%
Freedom	2	0.16%
Town of Grand Chute	1	0.08%
Town of Greenleaf	1	0.08%
Town of Hobart	1	0.08%
Village of Kimberly	1	0.08%
	1,230	100.0%

Response Disposition	# of Runs	% of Runs
Patient Treated, Transported by this EMS Unit	888	72.20%
Patient Treated, Released (per protocol)	227	18.46%
Canceled (Prior to Arrival at Scene)	28	2.28%
Patient Dead at Scene - No Resuscitation Attempted (No Transport)	25	2.03%
Patient Refused Evaluation/Care (No Transport)	13	1.06%
Canceled on Scene (No Patient Found)	11	0.89%
Patient Evaluated, No Treatment/Transport Required	10	0.81%
Canceled on Scene (No Patient Contact)	8	0.65%
Canceled (Request Transferred to Another Provider)	6	0.49%
Patient Treated, Transferred Care to Another EMS Unit	4	0.33%
Patient Dead at Scene - Resuscitation Attempted (No Transport)	3	0.24%
Standby - Public Safety, Fire, or EMS Operational Support Provided	2	0.16%
Canceled (Prior to Dispatch)	1	0.08%
Patient Dead at Scene - No Resuscitation Attempted (With Transport)	1	0.08%
Patient Refused Evaluation/Care (With Transport)	1	0.08%
Patient Treated, Transported by Private Vehicle	1	0.08%
Standby - No Services or Support Provided	1	0.08%
	1,230	100.0%

# AMBULANCE REPORT

## 2020 Run Numbers Continued...

Response Times	# of Runs	% of Runs
0:00 - 4:59 Minutes	971	81.28%
5:00 - 09:59 Minutes	203	8.78%
10:00 - 14:59 Minutes	12	3.33%
15:00 Minutes and Greater	7	0.81%
Not Applicable	37	3.08%
	1,230	100.0%

Incident Location Type	# of Runs	% of Runs
Residence - Single Family Home	568	46.18%
Nursing Home	220	17.89%
Residence - Apartment or Townhouse	176	14.31%
Street or Highway	73	5.93%
Health Facility - Medical Office	37	3.01%
Public Building - Commercial Establishment	37	3.01%
Factory	29	2.36%
Health Facility - Free-Standing ED/Urgent Care Center	14	1.14%
Public Building - Restaurant/Cafe	13	1.06%
Health Facility - Not Otherwise Listed	11	0.89%
Public Building - Government	11	0.89%
Not Applicable	9	0.73%
Public Building - Not Otherwise Listed	7	0.57%
Not Recorded	6	0.49%
School - Middle School	3	0.24%
Other Paved Road	2	0.16%
Recreation Area - Not Otherwise Listed	2	0.16%
Recreation Area - Public Park	2	0.16%
Religious Facility (Not School)	2	0.16%
School - High School	2	0.16%
Sport Facility - Not Otherwise Listed	2	0.16%
Residential Institution - Not Otherwise Listed	1	0.08%
School Elementary	1	0.08%
Sport Facility - Field	1	0.08%
Wilderness Area	1	0.08%
	1,230	100.0%

# AMBULANCE REPORT

## Financial Summary

Billing Charge Summary	2020	2019	2018	2017
Total Charges	\$1,033,601	\$1,103,514	\$1,144,483	\$1,066,112
Gross Revenue	\$521,903	\$559,307	\$515,464	\$522,849
Service Revenue	\$487,828	\$523,385	\$484,315	\$491,254

Payor Mix	2020	2019	2018	2017
Commercial Insurance	16.26%	18.98%	18.82%	21.40%
Medicaid	13.09%	10.86%	13.64%	11.93%
Medicare	54.98%	55.87%	52.39%	50.01%
Private	13.29%	12.39%	15.18%	16.71%
Other	2.38%	1.9%	0.0%	0.0%

Collection Rate by Payor	2020	2019	2018	2017
Commercial Insurance	83.23%	80.06%	78.75%	87.09%
Medicaid	26.59%	25.83%	23.33%	27.60%
Medicare	40.09%	41.32%	40.70%	40.06%
Private	77.24%	59.84%	30.62%	39.44%
Other	90.21%	74.29%	N/A	N/A
Overall Collection Rate	50.53%	50.70%	45.04%	48.99%

## SECTION III



# FIRE PREVENTION



Assistant Chief Cody Foss leads and directs our Fire Prevention Division. A/C Foss works to research and develop fire inspection practices, fire prevention codes, and delivery of our fire prevention education.

2020 presented many challenges for our Fire Prevention Division. Due to the pandemic, outside of new construction and complaints received, we were unable to conduct fire inspections for the majority of the year. In total, we performed 326 inspections. We look forward to the new year and getting back into our local businesses.

Most public education events were also cancelled, and we did our best to adapt and find new ways to deliver our fire safety messages. We were able to provide several programs via Zoom and did a few socially distanced in-person events. Our local elementary school teachers were able to help us deliver our Fire Prevention message to our Kaukauna youth. In total, 1,799 students in grades 3K through 5th grade learned how to “Serve Up Fire Safety in the Kitchen”.

In June of 2020, the City of Kaukauna adopted the International Fire Code 2015 to replace the 2009 version. This keeps us current and integrated with those of the State of Wisconsin.

# SPECIAL OPERATIONS & TRAINING



Assistant Chief Chad Gerrits leads our Special Operations and Training Division. Our job is inherently dangerous, so training our personnel is a critical function of the department. Kaukauna Fire Department members are trained to the highest level in order to provide a wide range of services to our citizens. A/C Gerrits continually works to research and develop training programs for our department.

Training drills are a combination of hands-on practical exercises, along with classroom sessions. Various mandates, regulations, and consensus standards are utilized to develop our training programs.

This year, A/C Gerrits implemented a new online training software program. This program greatly enhances our learning opportunities by providing complete online courses covering all areas of the fire service. The program also allows the creation of personalized course work and A/C Gerrits has created several video-based courses specific to the Kaukauna Fire Department.

# APPARATUS & EQUIPMENT



Assistant Chief Travis Teesch leads our Apparatus and Equipment Division. In order for our firefighters to provide effective emergency services, we must maintain a reliable fleet of apparatus and equipment. Each morning our equipment is checked to ensure readiness so that our firefighters can safely provide our services to the community. This year, Assistant Chief Teesch began a new electronic tracking system to ensure all aspects of our trucks function correctly and help identify needs for repairs.

We are fortunate to have skilled staff that can perform most of our routine maintenance in-house. Completing these tasks regularly helps identify problems early and prevent costly repairs and downtime in the future. This also results in a large cost savings to the taxpayers by having our firefighters perform these tasks.

Some of our routine maintenance items include:

- Pump and ladder testing
- Annual hose testing
- Apparatus oil changes
- Working all valves and repairing as necessary