

Glen Lake Fire Department



2020 ANNUAL REPORT

TABLE OF CONTENTS

<i>A Message from the Chief</i>	1
<i>Department Information</i>	2
<i>Station Information</i>	3
<i>Department Oversight</i>	4
<i>Organizational Chart</i>	5
<i>Department Responses</i>	6
<i>Department Officers</i>	9
<i>Department Personnel</i>	10
<i>Training</i>	12
<i>Public Education</i>	13
<i>Instruction and Education</i>	14
<i>Apparatus Maintenance</i>	15
<i>Building Maintenance</i>	16
<i>Marine Division</i>	17
<i>Health and Safety</i>	18
<i>Community Information</i>	20
<i>Frequently Asked Questions</i>	21
<i>Contact Us</i>	22

A MESSAGE FROM THE CHIEF

It is my pleasure to present the Glen Lake Fire Department's 2020 Annual Report. This report highlights the past 12 months of hard work and dedication set forth by the men and women who represent our department.

The year 2020 challenged our department like never before due to the Coronavirus Pandemic yet our personnel were able to adapt and overcome to the changes and excelled. The department first saw COVID related changes in March 2020 and are still operating with them today. Aside from the department's COVID-19 Guidelines and Procedures, the Michigan Department of Health and Human Services (MDHHS) set forth a new standard of Executive Orders and Directives that every EMS agency must adhere to such as daily health screenings, sanitation techniques, and patient care protocols. Due to the requirements of social distancing, two temporary bedrooms were constructed at Station #1 and masks were to be worn where social distancing was not possible. The department helped staff two dedicated COVID ambulances in the county in April 2020. These two ambulances only responded to COVID related calls. The challenge is not over, but I couldn't be more impressed with the professionalism our members have displayed during these trying times.

Our department continued performing many overdue assignments in 2020; most notably apparatus maintenance. We pride ourselves in the fleet that the community has provided to us, and in order to keep that fleet top notch, we had to undergo several new maintenance changes. By the end of 2020, all of our primary suppression pieces have had a full maintenance tune-up performed, professionally tested, and returned to us better than they've ever been.

At the end of 2020, longtime Firefighter/Paramedic Zak Yanska officially retired from Glen Lake Fire Department. Zak had been with Glen Lake for over 10 years and was one of four paramedics to pass the first probationary paramedic program our department held. We thank Zak for his 10 years of service and wish him well on his retirement.

The dedicated professionals of the Glen Lake Fire Department are devoted to your safety and wellbeing. It has been a pleasure to serve the community as Fire Chief this year, and we will continue to learn, improve, and grow to meet the needs of our community.

I hope that the information provided in this 2020 Annual Report will provide the necessary information about department operations and its management. If you have any questions or concerns, feel free to contact me at (231) 334-3279 or email at bryanferguson@glenlakefire.org.

Respectfully submitted,



Bryan Ferguson
Fire Chief

DEPARTMENT INFORMATION

The Glen Lake Fire Department is a full-time, Advanced Life Support department located in Glen Arbor and Empire Townships. The department covers roughly 70 square miles of land and approximately 30 miles of Lake Michigan shoreline. Our combination staffing consists of 16 full-time members, including the fire chief, 4 part-time staff, and 6 auxiliary staff members. We staff two stations- Station #1 in Glen Arbor and Station #2 in Empire. Station #1 is staffed, at a minimum, with two EMT's and one Paramedic. Station #2 is staffed with one EMT and one Paramedic. Minimum staffing is 5 personnel although certain days our staffing is 6. There are 5 officers on the department- the Fire Chief, three shift Lieutenants, and one Health and Safety Officer.

80% of our coverage area is embedded within Sleeping Bear Dunes National Lakeshore. We provide coverage to North and South Manitou Islands as well as several other inland lakes. Mutual aid is provided and received with all neighboring departments within Leelanau County and Benzie County. We respond to approximately 500 calls for service a year. Typical calls for service include medical emergencies, car accidents, sand dune rescues, water rescues, structure fires, and alarm related incidents.



STATION INFORMATION

Station #1- Glen Arbor

Station #1 is located at 6401 W. State Street in Glen Arbor. The station was built in 2003. The station houses: one ALS Ambulance, one Ladder Truck, one Engine, one Tanker, one Brush Truck, one Light Rescue Truck, one Rescue/Fire Boat, two ATV's, one Utility Truck, one Echo Vehicle, and one Chief's Truck. This station services the northern area of the Glen Arbor-Empire area. In addition to residences, it serves many well-known structures such as The Homestead Resort, Le Bear Resort, Cherry Republic, Art's Tavern, Boonedocks, and the Sleeping Bear Dune Climb. This station is staffed with one Firefighter/Paramedic, two Firefighter/EMT's, and the Fire Chief.



Station #2- Empire

Station #2 is located 11530 S. Lacore Road in Empire and was built in 1982. The station houses: one ALS Ambulance, one Heavy Rescue Truck, one Engine, and one Tanker. This station covers the southern Glen Arbor-Empire area. In addition to the residences and businesses, it serves many well-known structures such as Cherry Republic warehouse, National Park Service Headquarters, Pierce Stocking Scenic Drive, and several popular hiking trails. Station #2 is staffed by one Firefighter/Paramedic and one Firefighter/EMT.



Special Area Considerations

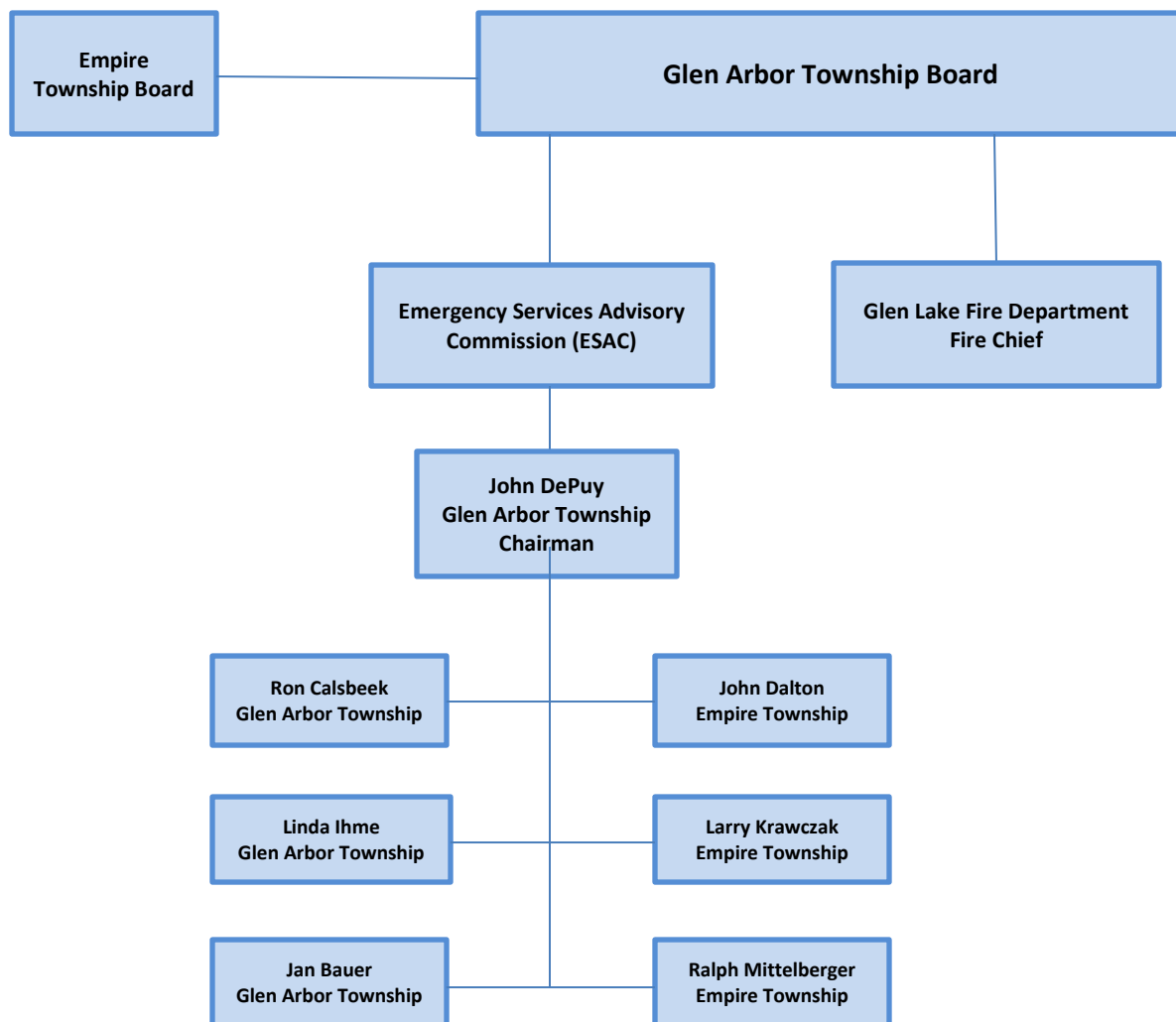
The National Lakeshore does not provide EMS services to its customers, but relies on Glen Lake Fire Department for its emergency medical responses. The department responds to all medical and fire emergencies inside the park as well as assisting in Search and Rescue operations.

The department covers over 30 miles of Lake Michigan shoreline as well South Manitou Island for any type of emergency. The department has an agreement with Leland Township Fire Department to cover North Manitou Island.

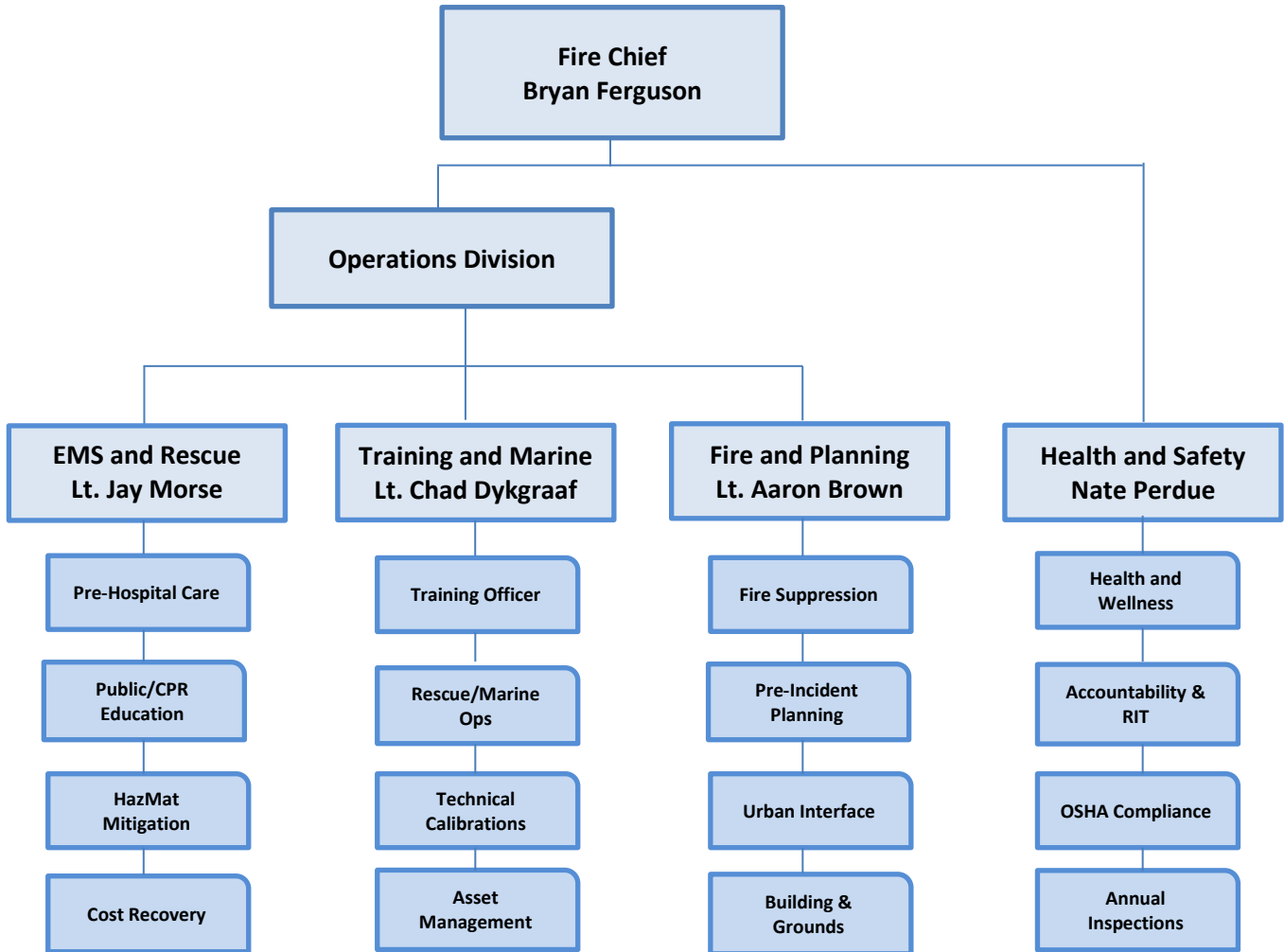
DEPARTMENT OVERSIGHT

The Glen Arbor Township Board utilizes an advisory board, the Emergency Services Advisory Commission (ESAC), to keep it apprised on issues related to Fire and EMS operations in the two-township coverage area. The Commission reviews finances and hears operational reports. ESAC will provide recommendations to the Township Board for Board action.

The Commission is represented by members from both Glen Arbor and Empire Townships. The organizational chart below provides the layout of the Commission:

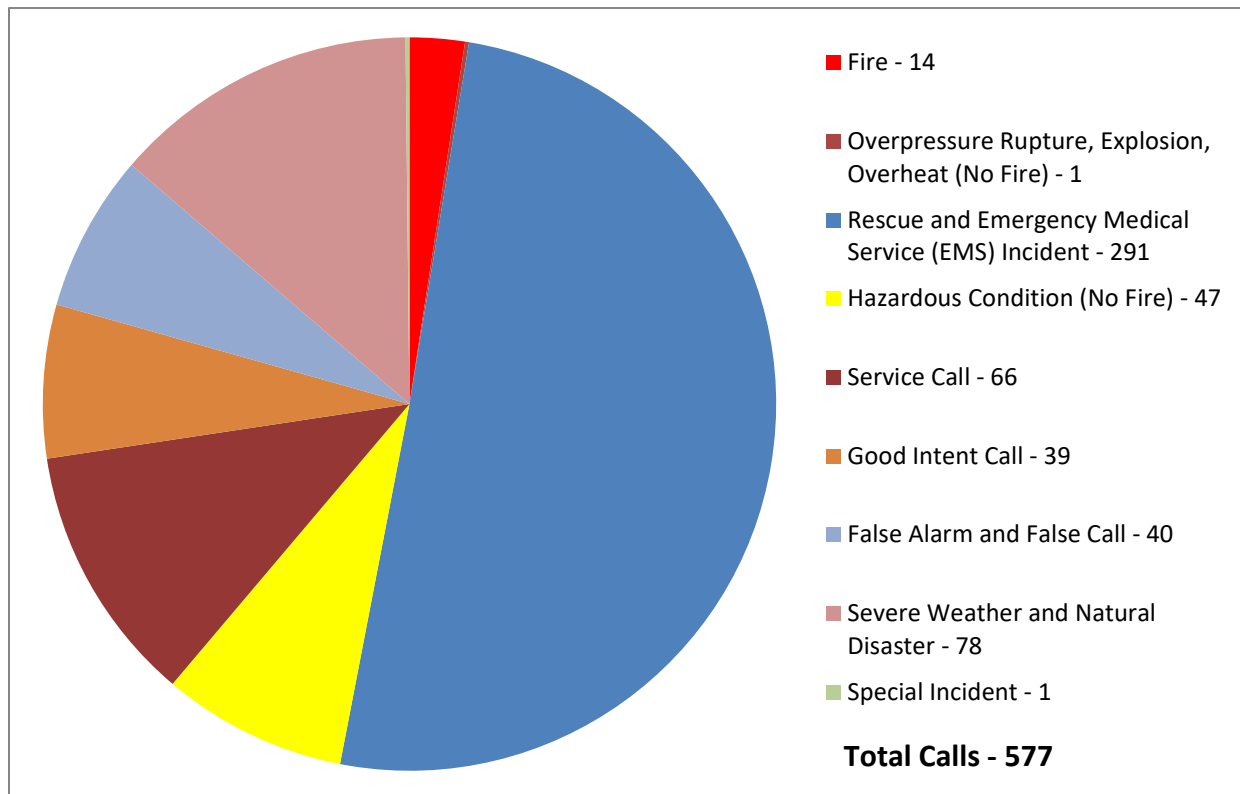


DEPARTMENT ORGANIZATIONAL CHART



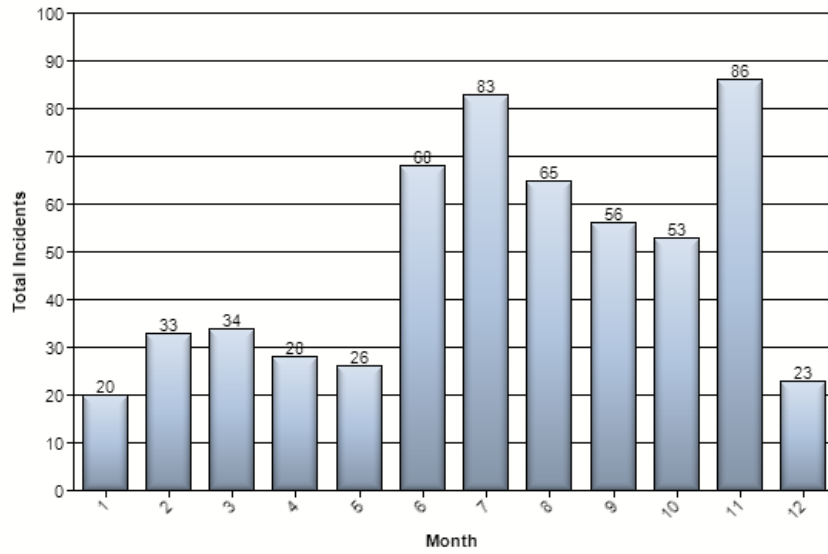
DEPARTMENT RESPONSES

Incident Type Breakdown

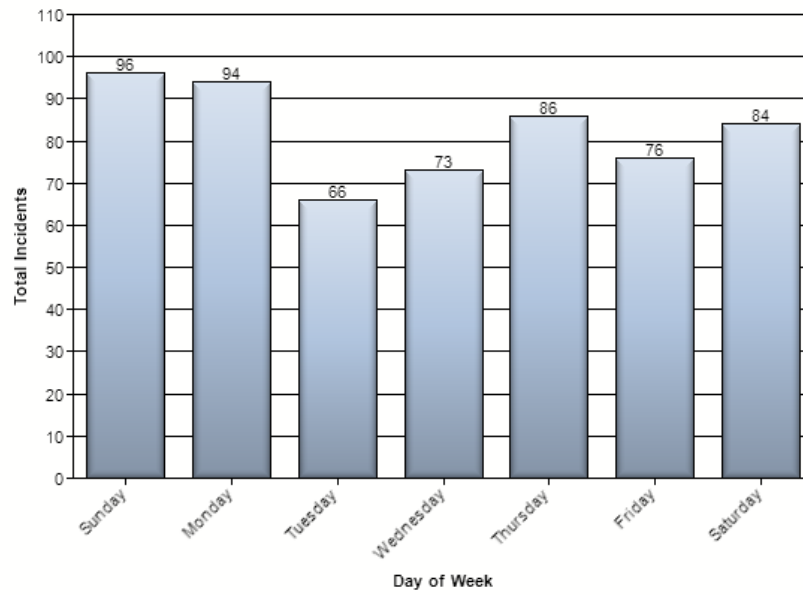


DEPARTMENT RESPONSES

Monthly Breakdown of Incidents

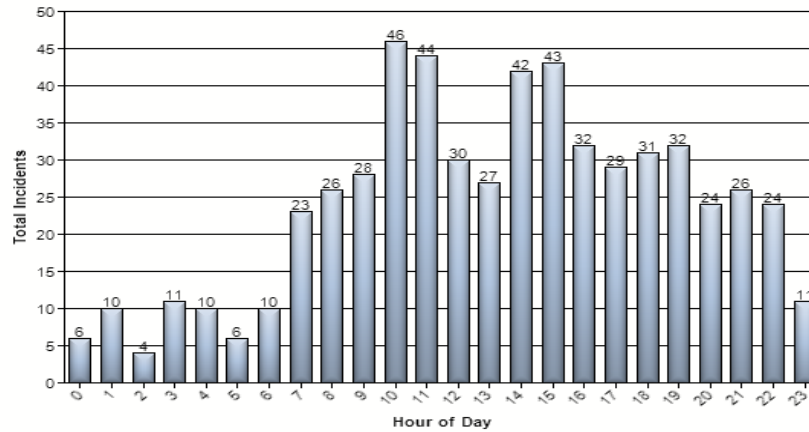


Monthly Breakdown of Incidents



DEPARTMENT RESPONSES

Hourly Breakdown of Incidents



Incidents by District

District	Description	Number of Incidents	Percentage of Incidents	Totals per area
201	Village of Empire	86	15%	
202	NW Empire Twp.	43	7%	Empire Twp.
203	NE Empire Twp.	36	6%	Incidents
204	SE Empire Twp.	24	4%	41%
205	SW Empire Twp.	21	4%	
420	National Park in Empire Twp.	27	5%	
301	Downtown GA, N & E shore of Big Glen Lake	177	31%	
302	Homestead Resort	42	7%	Glen Arbor Twp.
303	W Shore of Little Glen Lake, Glen Arbor Twp.	21	4%	Incidents
430	National Park in Glen Arbor Twp.	48	8%	50%
400	Lake MI bordering both Townships	-	-	
	Other Area	52	9%	
	Total Incidents for 2020	577	100%	

Mutual Aid

Mutual Aid Given	52
Mutual Aid Received	8

DEPARTMENT OFFICERS



Bryan Ferguson
Fire Chief



Jay Morse
Lieutenant, A-Shift



Chad Dykgraaf
Lieutenant, B-Shift



Aaron Brown
Lieutenant, C-Shift



Nate Perdue
Health and Safety Officer

DEPARTMENT PERSONNEL

<u>Name</u>	<u>Title</u>	<u>Serving Since</u>
Bryan Ferguson	Fire Chief	March 2007
Doug Lake	Firefighter/EMT-B	August 2007
Peter Stern	Firefighter/EMT-B	January 2008
Jay Morse	Lieutenant/Paramedic	June 2008
Aaron Brown	Lieutenant/Paramedic	December 2008
Chad Dykgraaf	Lieutenant/EMT-B	January 2010
Steve Lienard	Firefighter/Paramedic	February 2011
Pablo Cevallos	Firefighter/EMT-B	August 2011
Nate Perdue	Safety Officer/EMT-B	May 2015
Chase Showers	Firefighter/EMT-B	March 2017
Nathaniel Feldpausch	Firefighter/EMT-B	December 2018
Morgan Chalup	Fire Cadet/EMT-B	March 2019
Shane Dunklow	Firefighter/EMT-B	May 2019
Ian Durand	Firefighter/EMT-B	July 2019
Mike Ball	Firefighter/Paramedic	September 2019
Bill Mills	Firefighter/EMT-B	September 2019
Anthony Forton	Paramedic	November 2019
Jeff Hester	Firefighter/Paramedic	December 2019
Ressa Borkovich	EMT-B	February 2020
	Auxiliary Staff	
Tim Nichols	Support	March 1984
Dena Smith	Support	February 2003
Jim Wendels	Support	March 2004
John Friend	Support	July 2007
Brian Clark	Support	May 2019
Scott Sheehan	Marine Division Coordinator	September 2019

DEPARTMENT PERSONNEL



Lt. Jay Morse



Chase Showers



Nathaniel Feldpausch



Shane Dunklow



Lt. Chad Dykgraaf



Steve Lienard



Nate Perdue



Peter Stern



Jeff Hester



Lt. Aaron Brown



Doug Lake



Pablo Cevallos



Mike Ball



Bill Mills

Part-Time Personnel



Morgan Chalup



Ian Durand



Ressa Borkovich

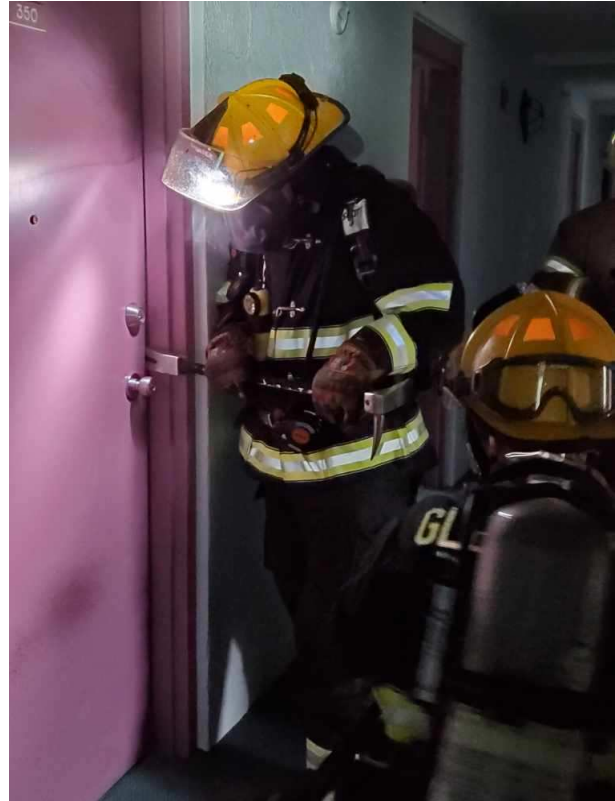


Anthony Forton

DEPARTMENT TRAINING

By Lt. Chad Dykgraaf

The Training Division is responsible for conducting and scheduling the majority of the Department training. In-service training is accomplished in a number of ways, including: outside instructors, on-duty shift training, monthly staff training, in-house and on the water training. Personnel are also sent to classes and conferences outside of the Department for specialized training. All Department training is done in compliance with standards established by the Michigan Firefighting Training Council (MFFTC) and the National Fire Protection Association (NFPA).



Highlighted course delivery from 2020

- The Department's ongoing utilization of its Continuing Education (CE) Sponsor Location
- Ice Rescue Training
- Annual HAZMAT Refresher
- Multiple CPR and First Aid Classes
- National Fire Academy
- Advanced Ladders
- RTC-Regional Training Center

Overall, staff completed 3,569.14 hours of training in 2020. One individual, Bill Mills, is recognized for his accomplishment of achieving the most training hours for Firefighter with 287.

PUBLIC EDUCATION - CPR/AED/FIRST AID CLASSES IN 2020

By Lt. Jay Morse

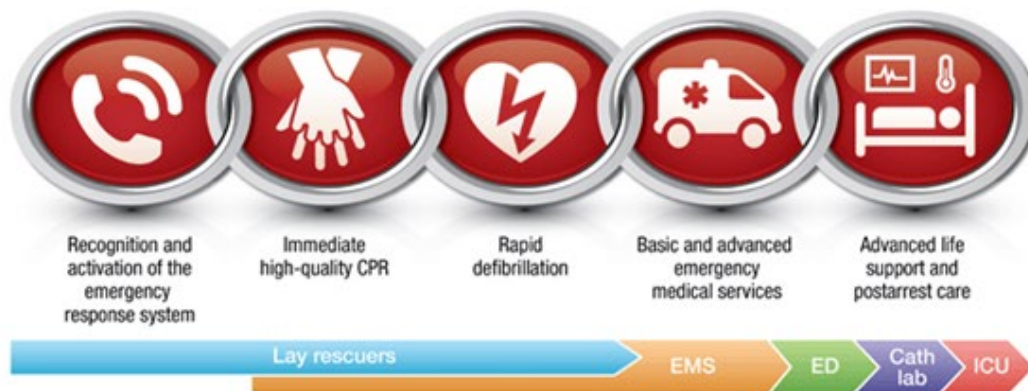
The Glen Lake Fire Department continues to excel in Public Education and were able to again offer American Heart Association Courses. Due to Covid-19, we were unable to teach in-person CPR/AED/First Aid classes for the months of March through August. Still, we were able to reach 81 people in our community with this valuable education. These courses teach lifesaving CPR and First Aid techniques which were offered by any of our 9 certified instructors.

CPR/AED/First Aid courses were attended by our entire staff, as well as staff and students from the following organizations and businesses: Sleeping Bear Dunes National Lakeshore, Friends of the Sleeping Bear, Grand Traverse Area Catholic Schools, Dr. Phil Yancho DDS, and the Northwest Regional Firefighter Training Center.

We were unable to host our annual Station Open Houses due to the pandemic. We sorely miss you all, and cannot wait to get back to these events soon. As always, the Glen Lake Fire Department is continually looking to empower and educate the citizens that we serve and protect.

Please let us share these valuable lessons with you or your group today! We can now do much of this type of education in a hybrid format.

Please contact Glen Lake Fire Department - Station 1, to schedule your CPR course today.



INSTRUCTION AND EDUCATION

By Health and Safety Officer Nate Perdue

Glen Lake Fire is fortunate enough to have 5 members of the department that are Fire Instructor I educators, certified through the State of Michigan. During our time off-duty, those instructors continue to pass along their experience and knowledge through teaching at the Northwest Regional Fire Training Center located in Traverse City. Our instructors teach lectures and practical sessions for the annual Fire Academy, as well as Combined Basic and Advanced Shipboard Firefighting (CBAFF) classes for the Great Lakes Maritime Academy. We spend several days a year teaching the profession of firefighting to students in the Fire Academy who are looking to becoming structural firefighters in the future. For the CBAFF class, our instructors teach the maritime students how to effectively fight fire aboard the large vessels and freighters that transport cargo throughout the Great Lakes. We thank our dedicated instructors for passing along their knowledge and experience that will help educate future firefighters.



APPARATUS MAINTENANCE

By Fleet Maintenance Manager Steven Lienard

2020 was a big year for apparatus maintenance. Much of the fleet underwent significant maintenance that had been neglected in years past. The department understands the age of our fleet grows every year and with trucks aging, repairs are more frequent. Although there is still work to be done in 2021, we're fortunate to get our apparatus back in shape. Below are some highlights performed in 2020:

- Started new truck reporting software – Target Solutions Check-It
 - This record-keeping program will also record any purchases or repairs made to any piece of apparatus on the department
- Started a maintenance program with Fick & Sons Garage and CSI for timely repairs and an annual service schedule for apparatus
- Almost all large apparatus has made their way to F&S and CSI for their first full service and DOT inspection.
- Some of the smaller trucks have gone to Fick and Sons for service and DOT inspections
 - Fick & Sons were able to do service on the smaller trucks in house.
- Old Ambulance 391 was sent away and replaced with a loaner for the time being. It was having unsolvable electrical issues that the manufacturing company was unable to resolve.
- Most of the trucks have received new tires. NFPA states tires on fire apparatus should be replaced every 7 years.



BUILDING AND MAINTENANCE

By Lt. Aaron Brown and Chase Showers

Like our apparatus fleet, the department's stations continue to age and with growing age comes more repairs. Both stations underwent repairs or replacements ranging from small to significant. Below are some highlights of what repairs and replacements that have happened at each station:

Station #1

- The turnout gear washer underwent repair after an electrical issue was found
- The exterior of Station #1 was painted, as well as all exterior doors
- There were some repairs done to the roof to fix a leak
- The soffit had to have some repairs and it was also painted
- The septic tank at was pumped
- The wastewater lift station was found to not be functioning and was replaced
- Extension Cord Reels installed in seasonal apparatus bays

Station #2

- A new dishwasher was installed
- A new garbage disposal was installed
- The hot water heater was replaced
- Microwave was replaced
- A second computer work station was added

Both Stations

- We had the carpets professionally cleaned at both stations
- Coffee Makers and Coffee Bean Grinders procured and installed by Leelanau Coffee Roasters at both stations.
- Landscape maintenance is performed as needed during the warmer weather

MARINE DIVISION

By Lt. Chad Dykgraaf

The Department's Fire/Rescue Boat covers all of our inland lakes, Lake Michigan, as well as North and South Manitou Islands. Again, this year we have contracted with Leland Fire Department to cover their areas of Lake Michigan and adjacent shorelines. Fire/Rescue Boat 371 responded to 6 incidents this year. Starting in January 2021, the department will begin classroom training every Tuesday led by new Marine Coordinator Scott Sheehan. The goal is to have all members be crew members by the start of boating season and have a few additional members trained as Boat Operators for the summer.



HEALTH AND SAFETY

By Health and Safety Officer Nate Perdue

2019 ended on a strong note and 2020 continued to be one of our best in terms of Health and Wellness. In late 2019, the department began utilizing Dr. McBride of Total Body Health Care to run our department health and wellness program. This program consists of exercises, nutrition guidance, quarterly evaluations, and recovery methods designed to improve the health of each individual firefighter. Each exercise performed is mimicked from a movement we do on the fire ground. Every few months, each member is reevaluated through 16 different fitness categories as well as an injury risk assessment. We're pleased to say that the program turned out to be better than expected. During the year 2020, each person vastly improved their health and physical strength. Below is a list of the improvements the department made, as a whole, from the first evaluation in January 2020 to the final evaluation in December 2020:

- 116lbs lost as a department (100% of all members involved in the program lost weight during the 1-year period)
- 12% increase in functional mobility score (determining factor in how injury prone a person is. Half the department failed this assessment one year ago)
- 58% increase in overall fitness score (how fit a person is)
- 7% increase in pinch and grip strength
- 2.2% increase in spirometry output (lung capacity)
- 105% increase in number of dumbbell squats perform in one minute
- 141% increase in pull-ups in one minute
- 53% increase in plank time
- 21% increase in dumbbell burpees in one minute
- 17% increase in total jump ropes in 5 minutes
- 4% improvement in total time for tractor tire flips around the station
- 1.4% improvement in air bike distance
- Half of the department improved in every statistical category while the remaining half improved in at least 10 categories
- As a department, we had increasing scores in all 16 categories
- For the first time since we started recording test times (2012), every member of the department passed the annual department agility test in under 6:45.

The progress and dedication the members of our department have made toward becoming more physically fit cannot be overstated. We're grateful for the guidance and instruction Dr. McBride brings to the department every week. We're only scratching the surface of our health and we look forward to continuing to improve on a daily basis.

Annual Physicals

Each member of the department gets an annual, NFPA-compliant physical done through our department physician. This assessment includes blood draws, ear and eye tests, strength tests, an EKG of our hearts, and flexibility tests. Because our job can be strenuous at times, we must perform these assessments at a level that's greater than your standard physical.

After each member completes their physical, the department Physician will provide the department with the member who showed the greatest improvement on general wellness and overall health. The improvements are based on the physicals performed on a year-to-year basis. The person who showed the greatest year-to-year improvement and was awarded the 2020 Health and Fitness Award was Lt. Jay Morse.



Home Safety Surveys

Glen Lake Fire Department offers a free Home Safety Survey for any resident of Glen Arbor and Empire Townships. This is a free, no-penalty assessment of the interior and exterior of your home. The firefighters will conduct a thorough walk through of your home, checking for safety recommendations as well as working smoke detectors and/or carbon monoxide alarms. There is no penalty if correctable items are found. Have a smoke detector but it isn't working? No problem! The department has an inventory of smoke detectors and we will install or replace them at no charge.



Call 9-1-1 For Emergencies

Remember, if you believe you or someone around you is having a medical or fire emergency, please call **9-1-1** instead of the fire department directly. We understand you may think your call does not warrant a call to **9-1-1** but if you're calling the station because you'd like someone or something checked out, you should have called **9-1-1**. Although our stations are staffed 24/7/365, we perform several out-of-station exercises and inspections weekly. If you call the station to report an emergency, ***there is a chance your phone call may not be picked up.*** Calling **9-1-1** is not only the fastest way to reach us, it allows Dispatch to send the appropriate resources to your incident and it assures the duty staff will receive notice of your assistance even when they are away from the station. Remember, ***if something feels like an emergency, treat it like an emergency and call 9-1-1!***



FREQUENTLY ASKED QUESTIONS

- **How do I get a copy of a medical or fire report?**
 - Call the Department at (231) 334-3279 to obtain instructions on how to acquire your report. Our website also has the appropriate forms for requesting a report.
- **Who do I call to learn CPR?**
 - Call the Department at (231) 334-3279 and ask to speak to Lt. Jay Morse or the on-duty Lieutenant.
- **What should I do with hot fireplace ashes?**
 - Do NOT remove hot ashes from the fireplace until they've cooled down; 2-3 days. Make sure there are NO hot embers within the ashes prior to removal. Once cooled, place ashes in a metal container with a lid and store them away from the home and all combustible materials.
- **Where should I place smoke alarms in my home?**
 - Homeowners should install smoke alarms on every level of their home and outside of all bedrooms or sleeping areas. They should also be placed inside every bedroom where people sleep. If you have any questions, call the Department and request a free Home Safety Survey.
- **I want to burn brush in my yard. How do I obtain a burn permit?**
 - The Department does not issue burn permits. The county follows the Michigan DNR Burn Restrictions List. Visit <https://www2.dnr.state.mi.us/burnpermits/> and click on 'Leelanau' to see if your township is allowing burning for the day. If you choose to burn, you MUST be tending to your fire at all time. If you need to leave, put the fire out.
- **I see a neighbor is burning brush, but I do not see anyone attending it. Who should I call?**
 - Call 9-1-1. This ensures the Department will respond with the appropriate resources to handle the situation.
- **I have a Fire Extinguisher that is old and outdated. Does the Fire Department collect or recycle them?**
 - No. The Department does not collect expired extinguishers. Call the Department and ask for assistance on how to properly recycle old fire extinguishers.
- **I locked my keys in my car. Can the Department come and force entry into my car?**
 - No. The Department does not assist with gaining access into a vehicle for locked keys in a car. Calling a locksmith is the best option.
- **How often should I get my chimney inspected?**
 - According to NFPA 211, "Chimneys, fireplaces, and vents shall be inspected at least once a year for soundness, freedom from deposits, and correct clearances. Cleaning, maintenance, and repairs shall be done if necessary." Call the Department if you have any further questions.
- **Do you give station tours?**
 - Yes! We're always happy to provide a station tour. Stop by at any time and if we're available, we will give you a tour of the station and the fire trucks.

CONTACT US

For any emergencies, do not call the station directly. Call **9-1-1!**

Non-Emergency Services/Fire Department Main: (231) 334-3279

- CPR and First Aid Training
- Incident Reports
- Paramedic Service Questions
- Fire Code and Fire Protection Systems Questions
- Home Safety Surveys
- Fire Station Tours
- Brush Burning

Visit our website for more useful information:

www.glenlakefire.org

2021 Calendar of Events

- Pancake Breakfast at the Glen Arbor Town Hall
 - Sunday, July 18th
- Station #1 Open House
 - Saturday, July 24th
- September 11th Memorial Service at Station #1
 - Friday, September 11th
- Station #2 Open House
 - October (in conjunction with Empire Heritage Days)