

# Glen Lake Fire Department



## 2021 Annual Report

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## A MESSAGE FROM THE CHIEF

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It is my pleasure to present the Glen Lake Fire Departments 2021 Annual Report. Calendar year 2021 was another challenging year with the persistence of the COVID-19 pandemic which prevented many pre-pandemic activities. Many members of the Glen Lake Fire Department were not spared from this illness. Despite the obstacles the department has made many notable achievements that you will find described in this report.

The Glen Lake Fire Department is comprised of outstanding fire officers, firefighters, EMTs, Paramedics and staff that continue to deliver remarkable service to the residents and visitors of Glen Arbor and Empire Townships. We are grateful for the support of our communities and our Township Boards for their commitment to providing the best service possible to our taxpayers. It is my honor and privilege to serve this community as your Fire Chief and I look forward to continued progress in 2022.

## DEPARTMENT INFORMATION

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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 500-600 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

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### 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.

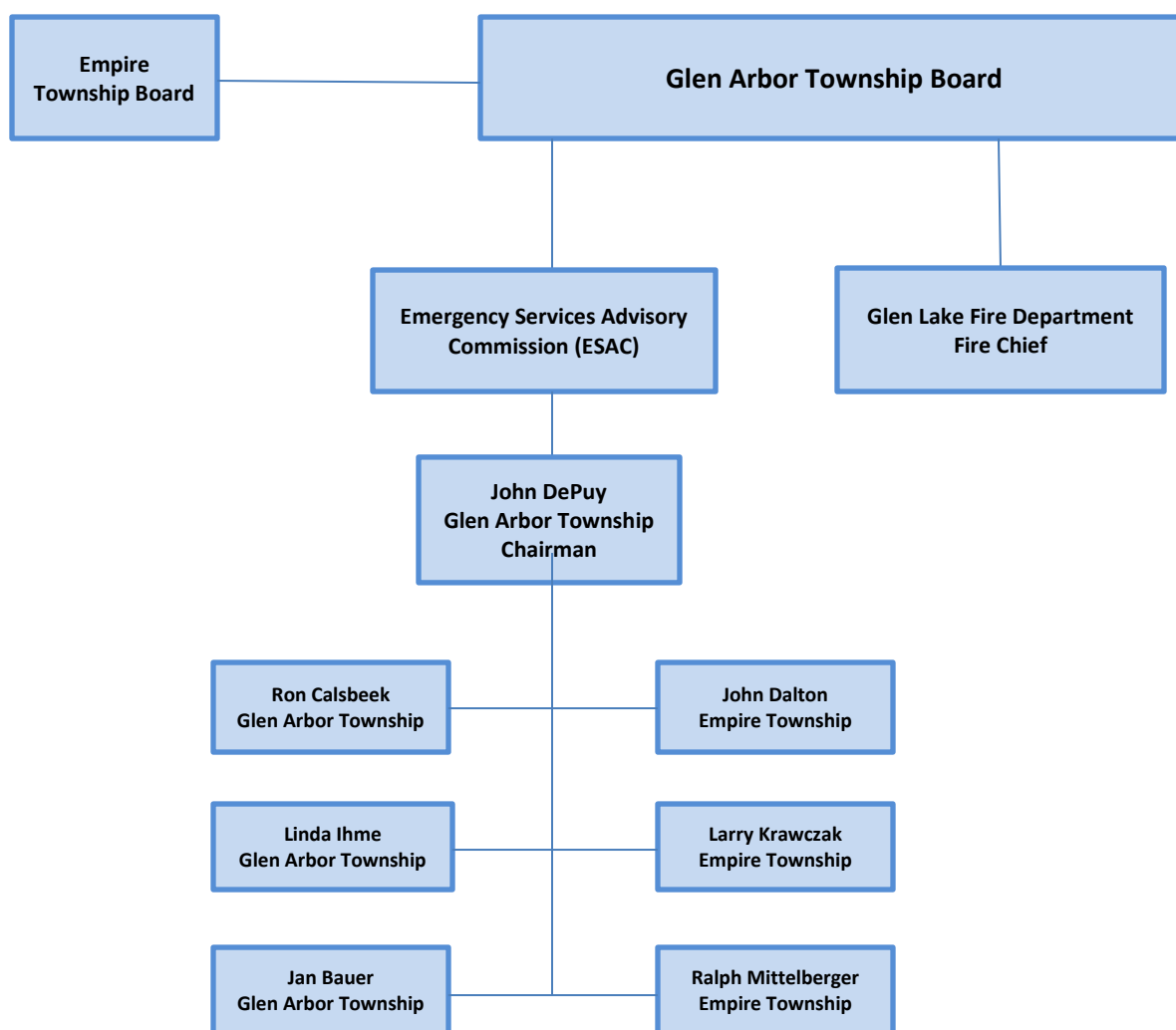
The department covers over 30 miles of Lake Michigan shoreline as well South Manitou Island for any type of emergency. The department has an agreement with Leland Township Fire Department to cover North Manitou Island.

## DEPARTMENT OVERSIGHT

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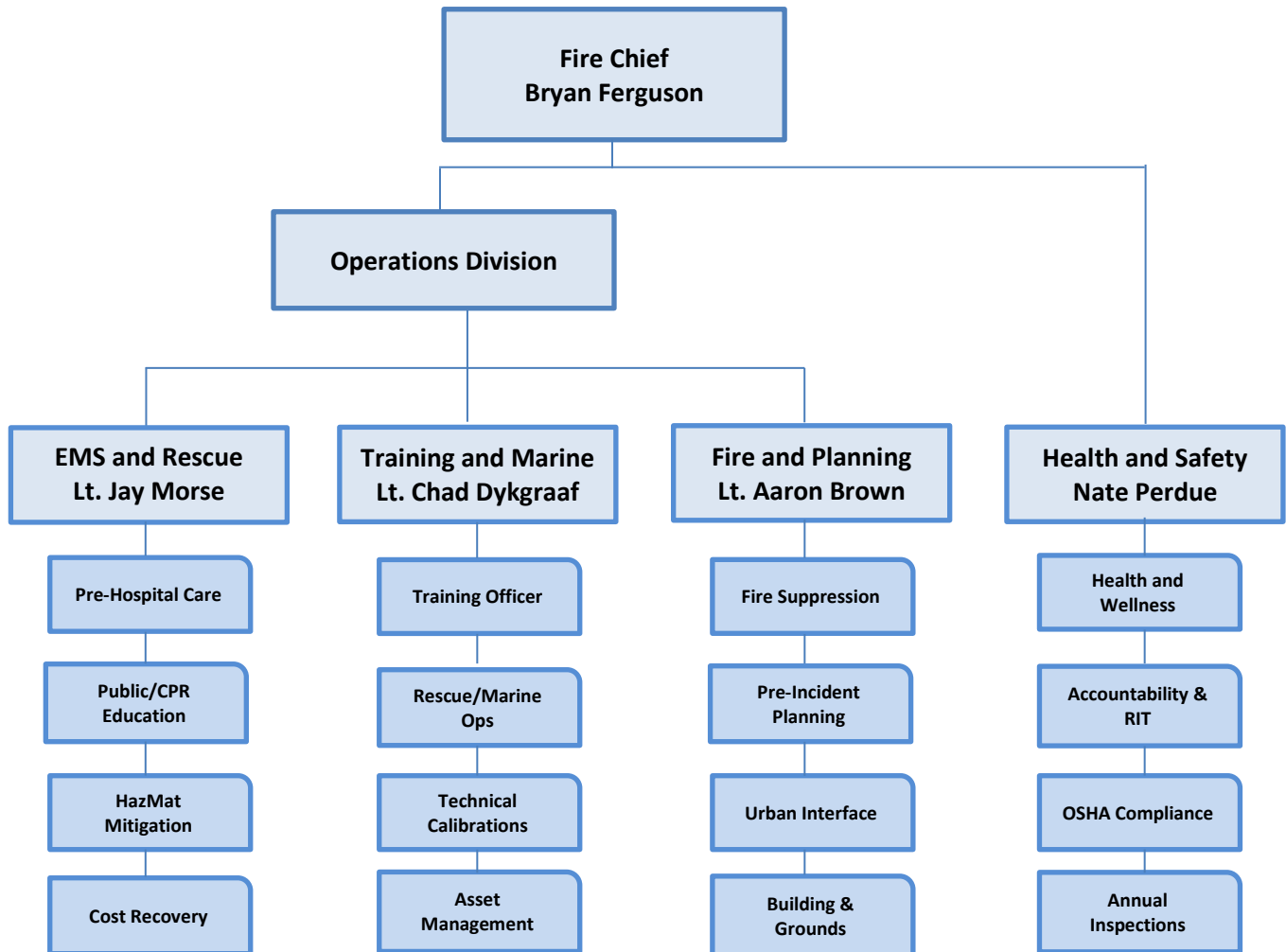
The Glen Arbor Township Board utilizes an advisory board, the Emergency Services Advisory Commission (ESAC), to keep it apprised on issues related to Fire and EMS operations in the two-township coverage area. The Commission reviews finances and hears operational reports. ESAC will provide recommendations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

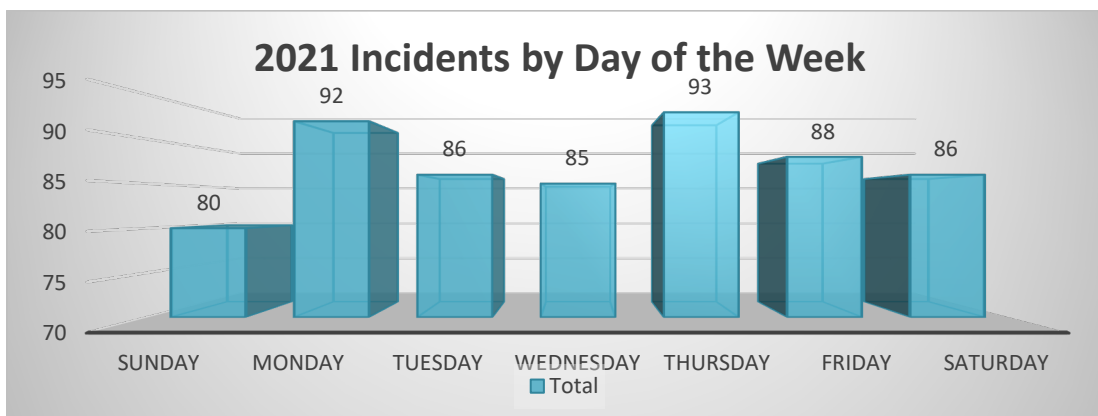
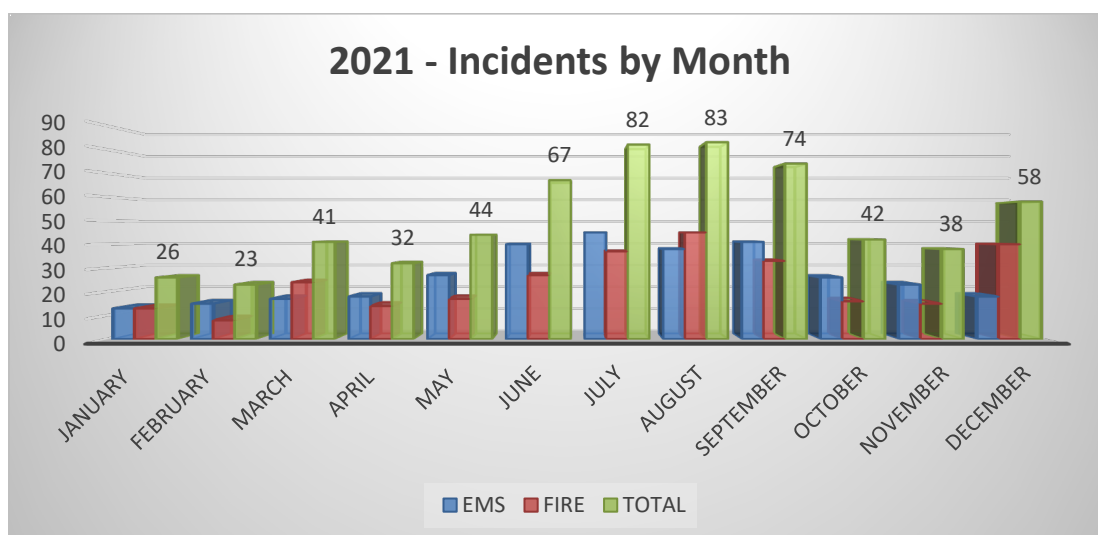
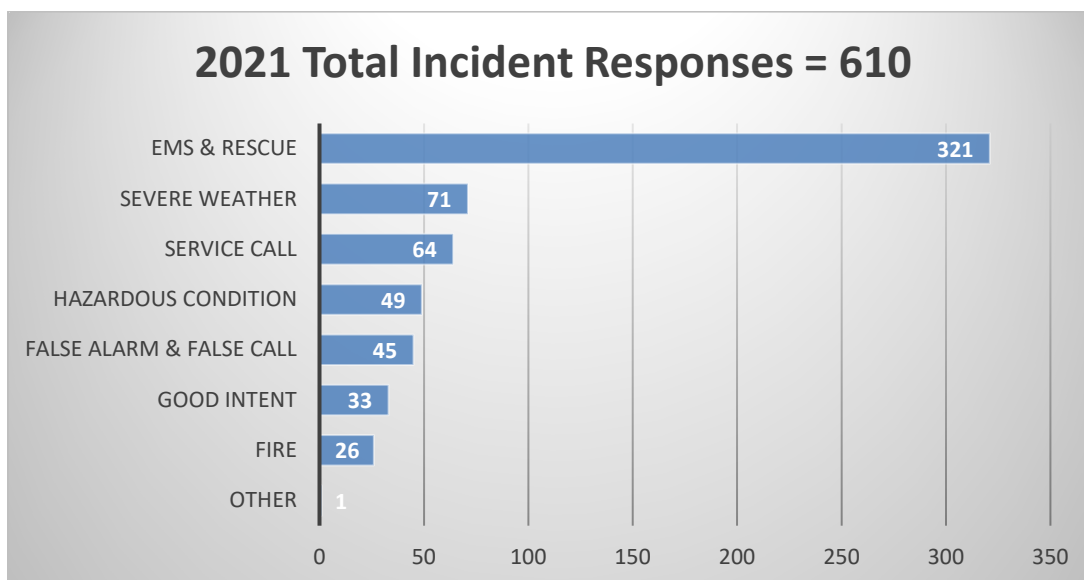


## DEPARTMENT ORGANIZATIONAL CHART

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## DEPARTMENT RESPONSES



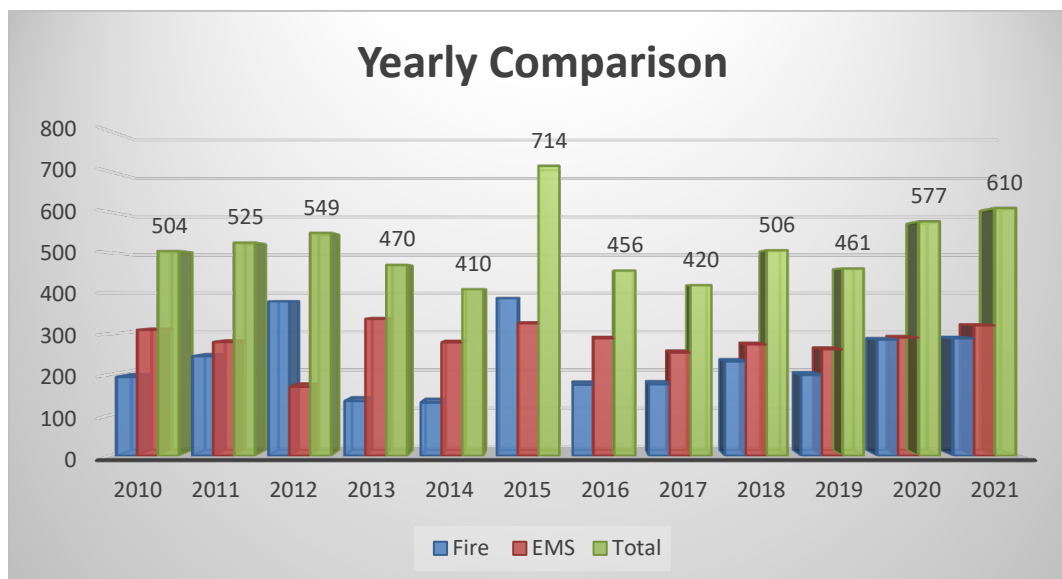
## DEPARTMENT RESPONSES

### Incidents by District

District	Description	Number of Incidents	Percentage of Incidents	Totals per area
201	Village of Empire	117	19.18%	
202	NW Empire Twp.	46	7.54%	Empire Twp.
203	NE Empire Twp.	35	5.74%	Incidents
204	SE Empire Twp.	31	5.08%	301
205	SW Empire Twp.	13	2.13%	49.34%
420	National Park in Empire Twp.	59	9.67%	
301	Downtown GA, N & E shore of Big Glen Lake	180	29.51%	Glen Arbor Twp.
302	Homestead Resort	41	6.72%	Incidents
303	W Shore of Little Glen Lake, Glen Arbor Twp.	31	5.08%	273
430	National Park in Glen Arbor Twp.	21	3.44%	44.75%
400	Lake MI bordering both Townships	-	-	
	Other Area	36	5.90%	
	<b>Total Incidents for 2021</b>	<b>610</b>		

### Mutual Aid

Mutual Aid Given	36
Mutual Aid Received	32





## DEPARTMENT OFFICERS

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**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

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<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/Paramedic	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	Firefighter/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
Jared Ornelas	Firefighter/Paramedic	May 2021
Angela Hale	Paramedic	May 2021
Jake Ruth	Firefighter/Paramedic	September 2021
	<b>Auxiliary Staff</b>	
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

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Lt. Jay Morse



Chase Showers



Nathaniel Feldpausch



Shane Dunklow



Jared Ornelas



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



Anthony Forton



## DEPARTMENT TRAINING

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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 2021

- Ice Rescue training
- Annual Hazmat refresher
- Active Shooter drill @ Glen Lake School
- Sand Dune Operations with NPS

Overall, staff completed 5,112.59 hours of training in 2021. One individual, Firefighter Shane Dunklow, is recognized for his accomplishment of achieving the most training hours with 392.4

## **PUBLIC EDUCATION - CPR/AED/FIRST AID CLASSES IN 2021**

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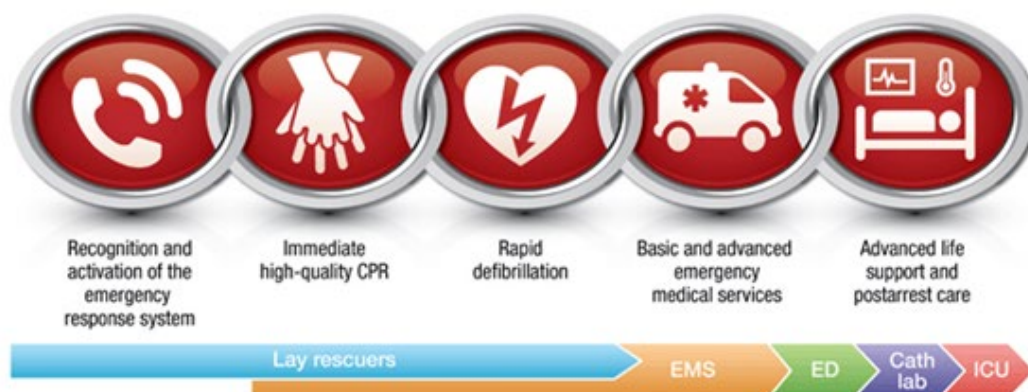
**By Lt. Jay Morse**

The Glen Lake Fire Department continues to excel in Public Education and were able to again offer American Heart Association Courses both in-person and using a hybrid format. During 2021, we were able to reach approximately 115 people in our area with this valuable education. These courses teach lifesaving CPR, use of an automated external defibrillator, 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, Glen Lake Community Schools, Grand Traverse Area Catholic Schools, The Leelanau School and the Northwest Regional Firefighter Training Center.

We were able to host both of our annual Station Open Houses this year with good attendance at both events. 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!

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



## APPARATUS MAINTENANCE

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By Fleet Maintenance Manager Steven Lienard

2021 was a routine year for apparatus maintenance. Below are some highlights performed in 2021:

- Yearly D.O.T. inspections and oil changes across the fleet
- Large Item repairs on Tanker 321, Engine 211, and Ladder 331
- Ladder 331 steering boxes were replaced
- Engine 211 had frame repair and suspension work, along with engine and transmission work
- Tanker 321 had extensive pump work done with primer replacement, electrical work, and repair to leaking exhaust and turbo
- Preparations are underway for the replacement of Engine 211. An engine committee has been formed and several Engine demos have been available for the department to check out.
- The department received our new ALS ambulance, Alpha 391, in March 2021. Below, Lt. Jay Morse, Fleet Maintenance Manager Steve Lienard and Chief Ferguson, at Kodiak Emergency Vehicle for a final inspection.





## **BUILDING AND MAINTENANCE**

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**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 some minor repairs and upgrades in 2021. Below are some highlights of what went on at each station:

### Station #1

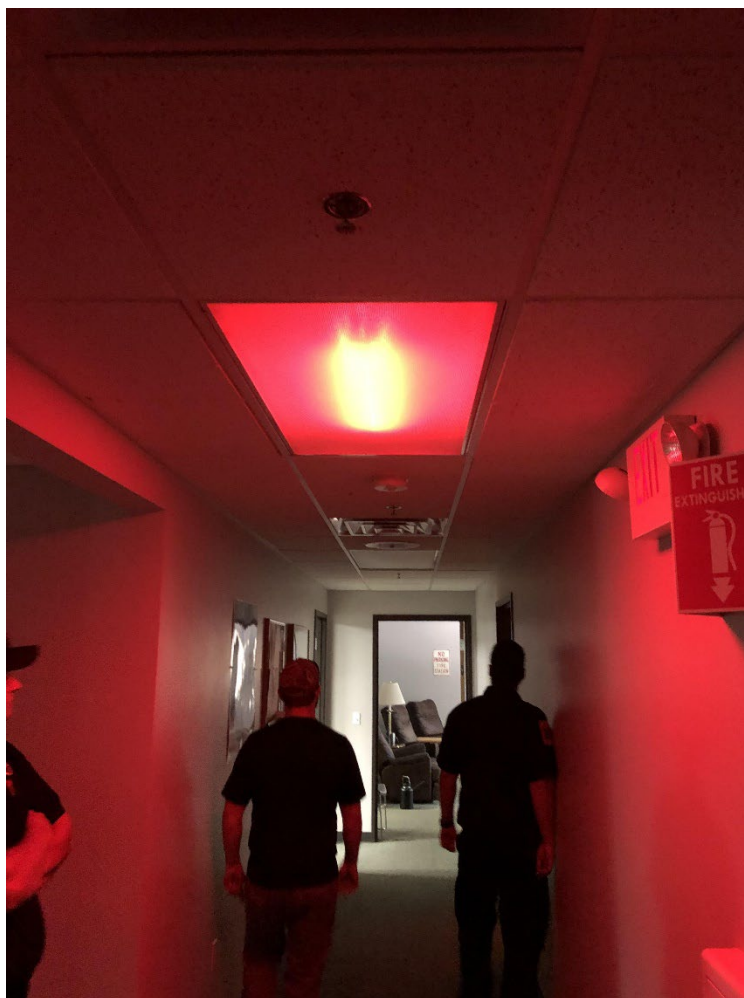
- New kitchen stove was purchased and installed
- 9/11 memorial maintenance performed. Discussion ongoing about repainting the bottom of the fountain.
- The station paging and warning system for calls was updated. A red light illuminates in several different rooms when an emergency call is dispatched.
- Overhead lights replaced as needed
- Several garage doors repaired

### Station #2

- New garage door installed
- The clothes washer repaired
- Garage furnaces repaired
- Sprinkler system re-certified

### Both Stations

- New Pre-Plan software purchased, and imports are ongoing
- Dry hydrant maintenance was set up
- The station generators have been updated to perform a monthly test that runs for 1 hour to comply with ISO



## MARINE DIVISION & SPECIAL EVENTS

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By Lt. Chad Dykgraaf

The Department's Fire/Rescue Boat covers all 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 2 incidents this year.

The 2021 Open House event was held at Station 1. A light lunch and activities were available for all ages ranging from puzzles, obstacle course and truck tours.

The annual 9-11 Commemoration marked the 20<sup>th</sup> year of the tragedy. GLFD's Chief Bryan Ferguson and Lt. Chad Dykgraaf spoke on the history of the fire service. The event was well attended as usual.



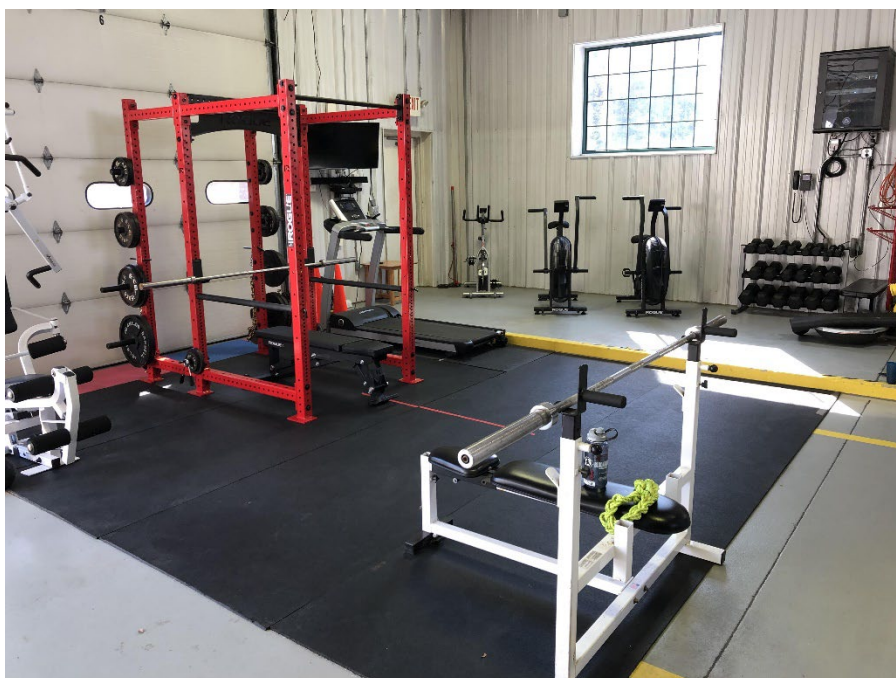
## HEALTH AND SAFETY

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By Health and Safety Officer Nate Perdue

### Fitness

2021 was a rather routine year in regard to health and safety. The department continues to perform well in our health and wellness program with Dr. Bear Total Body Healthcare in Glen Arbor. Department members are required to workout at least one day per week with the department trainer. Results continue to improve as most members have seen noticeable differences in their fitness levels on emergency scenes. This program has been an invaluable addition to our department and we're thankful for the staff for their dedication to progress.



During 2021, three members of the department were placed on light-duty/disability due to injuries and illness. Fortunately, two of the three members have since returned to active duty.

### 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.



## 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 can 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, but it also 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

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- **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 times. 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

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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 and click 'Emergency Services' for more useful information:

[www.glenarbortownship.com](http://www.glenarbortownship.com)

**2022 Calendar of Events**

- Pancake Breakfast at the Glen Arbor Town Hall
  - Sunday, July 3<sup>rd</sup>
- Station #1 Open House
  - Saturday, July 30<sup>th</sup>
- September 11<sup>th</sup> Memorial Service at Station #1
  - Sunday, September 11<sup>th</sup>
- Station #2 Open House
  - Early October (in conjunction with Empire Heritage Days)