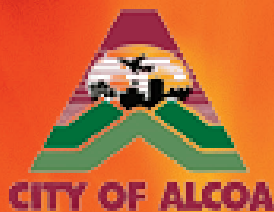


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# ANNUAL REPORT



## ALCOA FIRE DEPARTMENT



2010 N. Wright Rd.  
Alcoa, TN 37701  
(865)380-4999



# MESSAGE FROM THE FIRE CHIEF



The City of Alcoa Fire Department is very proud to be part of such a growing and thriving community. As Chief, I am pleased to share our 2022 Annual Report. It is my hope that you will find the documentation and statistics in this report to be informative, as well as insightful to the value Alcoa Fire contributes to our community.

In coming years, as in the past, our department will be challenged with responding to an increasing number of requests for assistance. Our all-hazard approach to the delivery of service will help meet these demands through training, adequate resource development and deployment. Our department is staffed with skilled personnel prepared to provide fire prevention services, fire suppression activities, emergency medical services, hazardous material response, technical rescue services, and community safety education.

As we look ahead to 2023, I must recognize the people who ensure you are provided with the highest level of protection possible. There are 33 uniformed shift personnel and six administrative personnel that serve you every day. They are to be commended. Adherence to values of professional excellence, integrity, innovation, community service, and involvement by this diverse group of people ensures that you are protected by the best, with the best and as the best every day. We value and strive to maintain the trust our Alcoa community has placed in us. We pledge to do everything possible to nurture and keep that trust.

We look forward to strengthening ties with the leaders in our city and community. Our goal is to be superior in service, overcome challenges and capitalize on opportunities in the future. Providing all emergency services with the exception of law enforcement and patient transport, is a daunting task. I have no doubt the men and women of this great department will rise to this challenge and exceed the expectations of our customers. The citizens and many visitors to this city deserve nothing less.

Sincerely yours,

Roger Robinson  
Fire Chief

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# ALCOA FIRE DEPARTMENT 2022



**Third Row:** Left to Right- Engineer Evan Underwood, Engineer Andrew Mann, Firefighter Micah Ford, Firefighter Eric Bryant, Firefighter Tyler Morse, Firefighter Caleb Smith, Firefighter Mason Rider, Firefighter Lee Aydelott, Engineer Matt Jesmer, Engineer Jeremy Martin & Engineer Larry Bledsoe

**Second Row:** Left to Right- Engineer Jeremy Hendricks, Engineer Mike Harrison, Firefighter John Alantho, Firefighter Clay Dobson, Firefighter Ethan Loveday, Firefighter Collin McBurnett, Firefighter Nathan Millsaps, Engineer Robert Hutsell, Engineer Taylor Shultz, Engineer Dan Porter, Engineer Jeff Paske & Engineer Robbie Odom

**Bottom Row:** Left to Right- Lieutenant Keith Fuller, Captain Tom Clark, Captain Steven Owen, Captain Richard Storie, Captain-Accreditation Blaine Howell, Deputy Chief Colin Hurst, Administrative Assistant Staci McCosh, Chief Roger Robinson, City Manager Mark Johnson, Deputy Chief Darren Stinnett, Lieutenant Thomas Crisp, Lieutenant Jake Smithson, Lieutenant Shane Rogers, Lieutenant Steve Lowe & Lieutenant Wayman Whitehead.

**Not photographed:** Fire Inspector Kevin Freeman

# 2022 PROMOTIONS



**Lieutenant Keith Fuller**



**Engineer Robert Hutsell**

## NEW FIREFIGHTERS 2022



**Firefighter Lee Aydelott**



**Firefighter Micah Ford**



**Firefighter Collin McBurnett**



**Firefighter Nathan Millsaps**



**Firefighter Mason Rider**

# STATION DETAILS



**2010 N. Wright Rd. Alcoa, TN 37701**

**Administration:**

**Built - 2000**

**Personnel-** Fire Chief, Deputy Chief, Fire Marshal, Fire Inspector and Administrative Assistant

**Training Room**

**Added two additional offices in 2007-** Administrative Captain and Extra Office (COA Risk Manager/Safety)

**2010 N. Wright Rd. Alcoa, TN 37701**

**Station 1:**

**Built - 1995**

**Personnel-** 12 Firefighters/4 Firefighters Per Shift (Captain, Two Engineers, Firefighter)

**Apparatus-** Tower 1, Engine 1, Squad 1, HazMat Trailer



**271 Joule St. Alcoa, TN 37701**

**Station 2:**

**Built - 1971**

**Personnel-** 12 Firefighters/4 Firefighters Per Shift (Lieutenant, Two Engineers, Firefighter)

**Remodeled in 2015**

**Apparatus-** Engine 2 and Squad 2



**3545 Central Park Blvd. Louisville, TN 37777**

**Station 3:  
Built - 1997**

**Personnel- 9 Firefighters/3 Firefighters Per Shift (Lieutenant, Engineer, Firefighter)**

**Apparatus- Engine 3 and Engine 4**



**725 Universal St. Alcoa, TN 37701**

**Training Facility:  
Built- 2011**

**Multi-Story Training Tower- Interior Class A Fires, Search and Rescue, FF Survival, High Angle Training, Pumper and Aerial Operator Training**

**Live Fire Field- Container/Dumpster Fires, LP Storage Tank Fires, Vehicle Fires, and Pit Fires (FF Foam Operations)**

**Apparatus- Safety House Trailer, Rope Rescue Trailer, Trench Rescue Trailer, and Ranger I (Polaris Side-by-Side)**

**Built 24X30 Storage Building in 2021**

# NEW APPARATUS 2022



## ENGINE 2 & ENGINE 3

### Truck Details:

**TAK-4® Independent Front Suspension, Command Zone 3 Multiplexing Electrical System, Firecom Wireless/Wired Crew cab Headset System, Hi Viz LED Scene Lighting**

**Body: Pumper**

**Chassis: Enforcer**

**Engine: Cummins X12, 500 hp**

**Pump: Pierce PUC™ Midship, 1500 GPM**

**Tank: 575 Gallons**

**Foam: Pierce Husky™ 3 with 30 Gallon Tank**

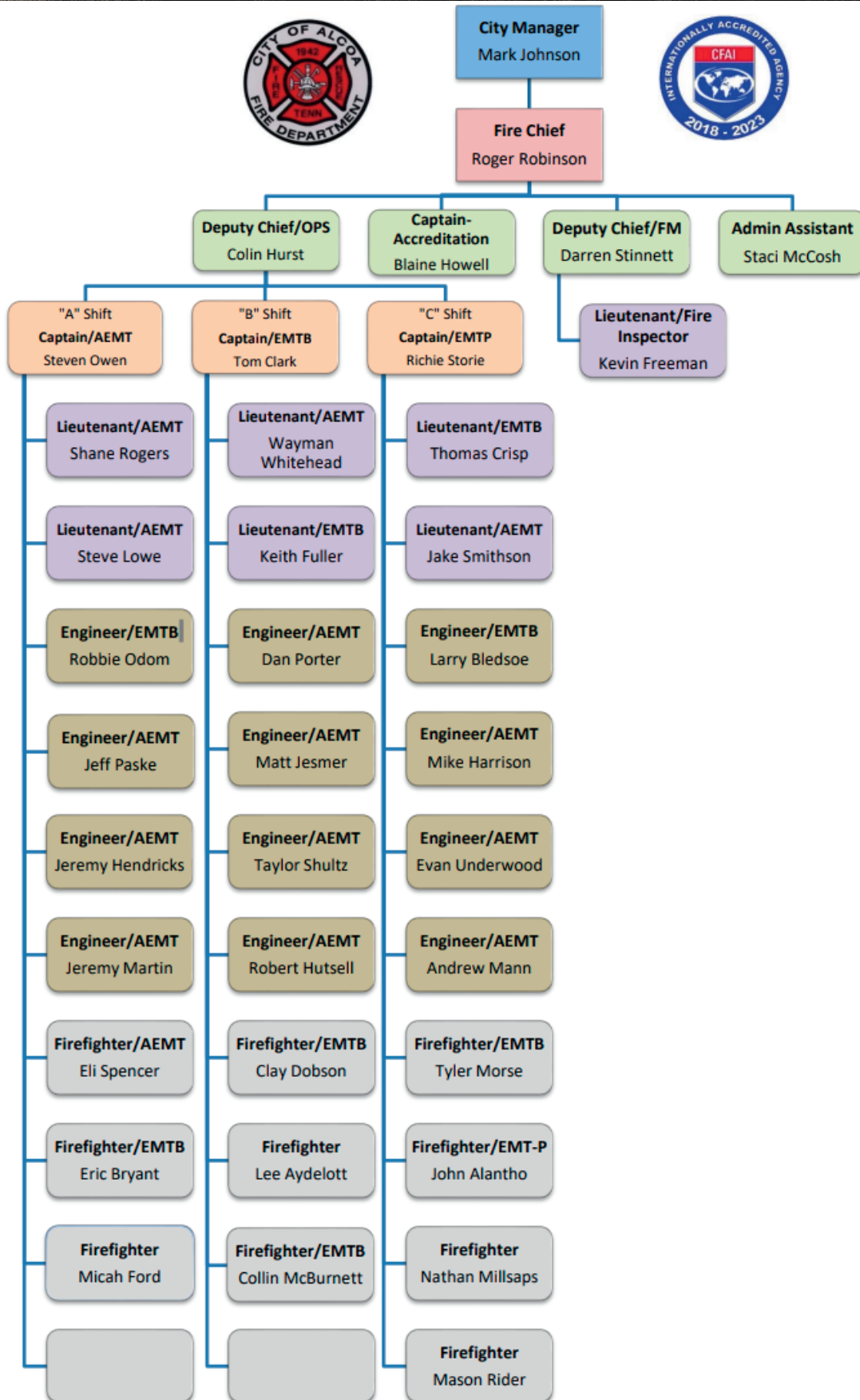
**Generator: Harrison Hydraulic, 6 kW**







# ORGANIZATIONAL CHART



Total Strength: 38

# ACCREDITATION



The Alcoa Fire Department is proud to be one of only 309 internationally accredited fire agencies through the Center for Public Safety Excellence (CPSE). Only 12% percent of the U.S. population is protected by an accredited agency.

The CPSE accreditation program requires fire agencies to compare their performance to industry best practices in order to:

- Determine community risk and safety needs and develop community-specific Standards of Cover.
- Evaluate the performance of the department.
- Establish a method for achieving continuous organizational improvement.

The accreditation model includes the evaluation of 11 major categories with performance indicators determined by representatives from various facets of government, private industry, military, and academic fields. The basic tenets of the process are to ensure accountability and transparency to the community being served.

In August 2022, all documentation was submitted to CFAI for peer review. In October 2022, the department underwent an exhaustive evaluation by a third-party peer assessment team. The team found the self-assessment completed by the department as well as the Community Risk Assessment: Standards of Cover document to be credible. During this process the team made recommendations to improve department facilities, procedures, and processes. Members of the accreditation team will answer to the CFAI Commission in February 2023 for a re-accreditation hearing.

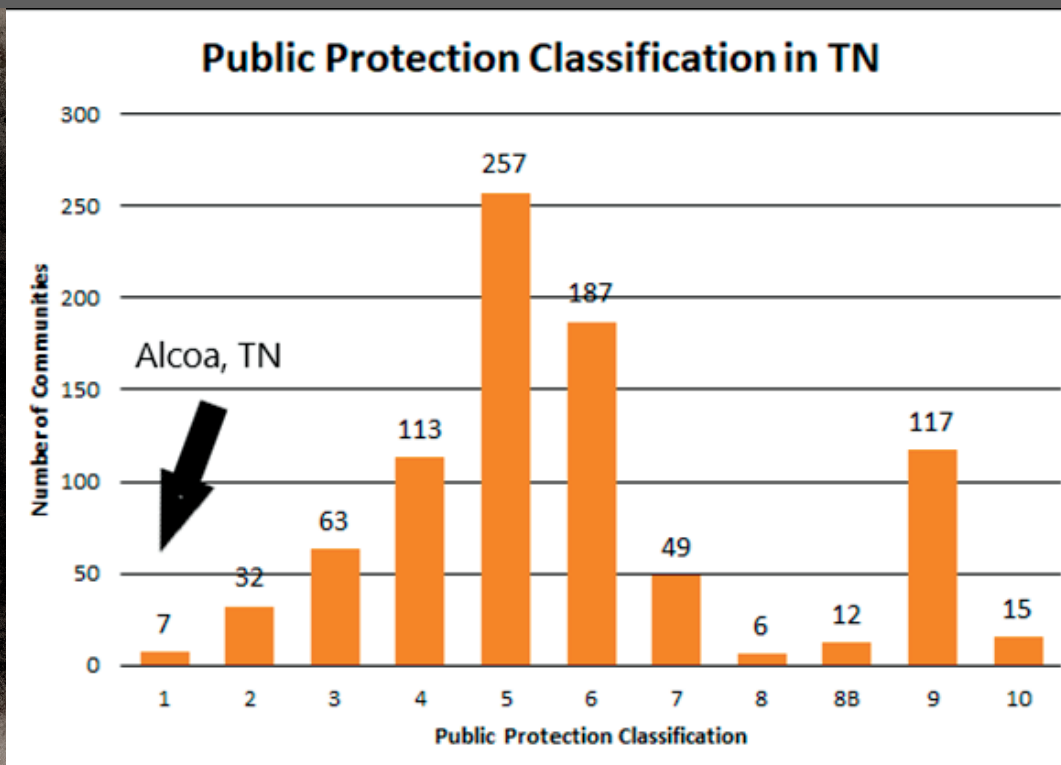


# ISO (INSURANCE SERVICES OFFICE) 1

For a broad spectrum of commercial and personal lines of insurance, ISO provides statistical, actuarial, underwriting, claims information and analyses; consulting and technical services; policy language; information about specific locations and communities; fraud-identification tools; and data processing. In the United States and around the world, ISO serves insurers, reinsurers, agents, brokers, self-insurers, risk managers, insurance regulators, and other government agencies.

Fire remains one of the leading causes of property loss. A community's efforts to mitigate those losses before, during, or after a fire are of great importance to insurers. For more than 30 years, ISO has used the Fire Suppression Rating Schedule (FSRS) to review the firefighting capabilities of individual communities helping to provide the insurance industry with information on a community's ability to suppress and limit fire losses. The FSRS develops a numerical grading; ISO's Public Protection Classification (PPC), to help insurers differentiate the varying levels of fire protection. Class 1 represents the best public protection, and Class 10 indicates no recognized protection.

The City of Alcoa had its last site visit in January 2021 where it was able to elevate its Class 2 rating to a Class 1 rating, effective October 2021. The department is one of only two agencies in the state of Tennessee to be both accredited and hold a Class 1 ISO rating.

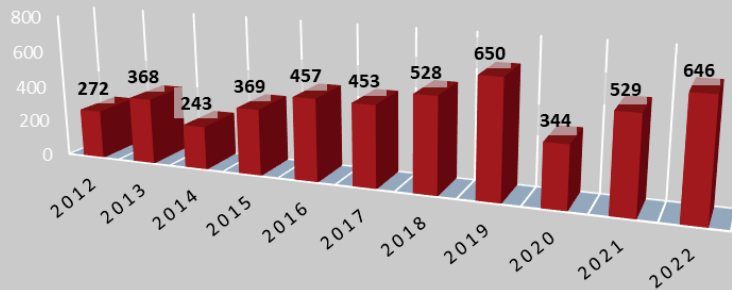


# EMERGENCY MEDICAL SERVICES

The Alcoa Fire Department provides Basic Life Support (BLS) emergency medical services to the community. The department operates two squad units for those EMS calls and utilizes the larger apparatus during overlapping calls. In 2022, 70.74% of the department's total call volume was EMS related calls for service. Our EMT's and Paramedics utilize the latest in medical technology for the various medical emergencies they encounter. In the event of a cardiac arrest, personnel utilize a LUCAS™ chest compression device which provides continuous CPR and develops a level of safety for our providers. Each Squad Unit and one Apparatus carries a LUCAS device ensuring there is always one available in the City of Alcoa.



10YR INCIDENT OVERLAPPING CALLS



# EMS DATA AND STATISTICS

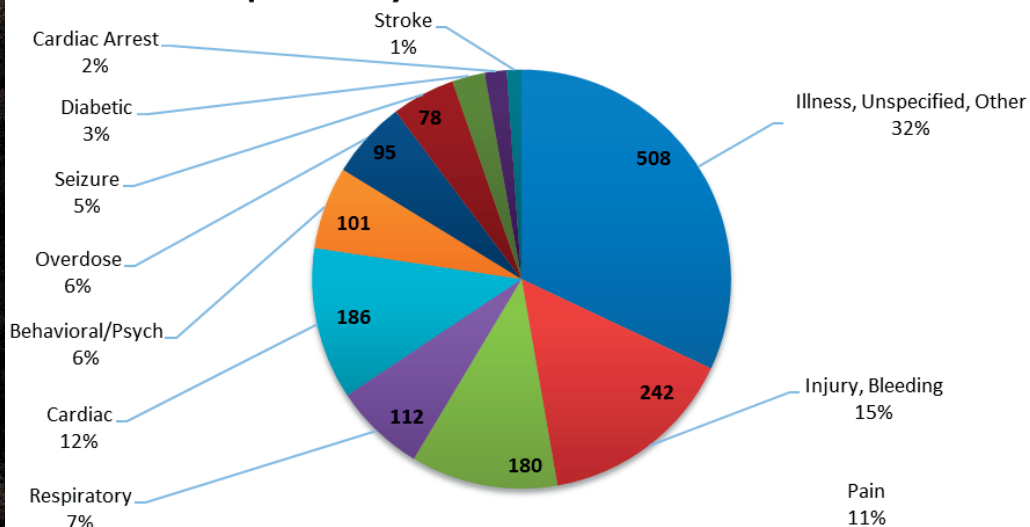


Overall, the Alcoa Fire Department responded to 1,595 EMS-related incidents in 2022. The department responded to 27 cardiac arrests during 2022, resulting in six “return of spontaneous circulation” events, a 22.2% save rate. AFD administered Naloxone 18 times in 2022 with 94.44% of patients improving in one to three minutes.

The department responds in tandem with AMR on all EMS incidents inside the City of Alcoa, providing Basic Life Support (BLS) services 24 hours per day, seven days per week. Blount County Government entered a new ambulance provider contract with AMR on July 1, 2022. All First Responder agencies within Blount County now have an MOU with Blount County Government.

We currently have two Paramedics, 19 Advanced EMTs, and 11 Basic EMTs on staff. Patients on each incident received the highest quality of care available, and many of our providers have been recognized locally for life-saving interventions.

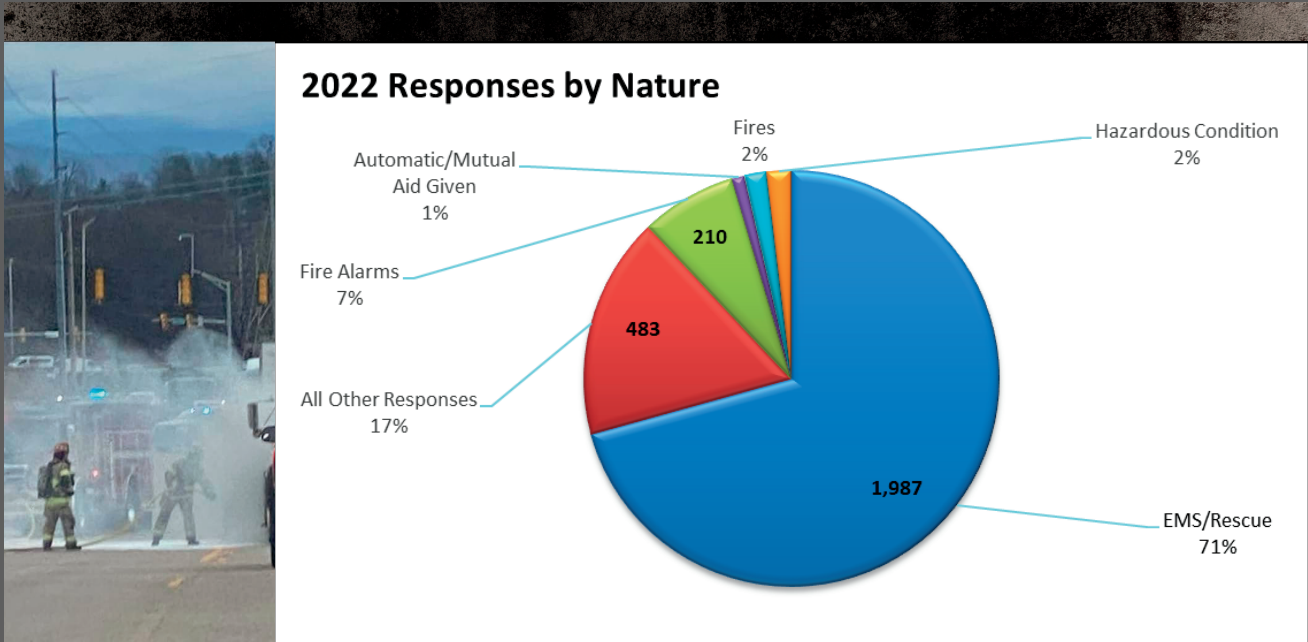
## 2022 EMS Responses by Nature



# OPERATIONS

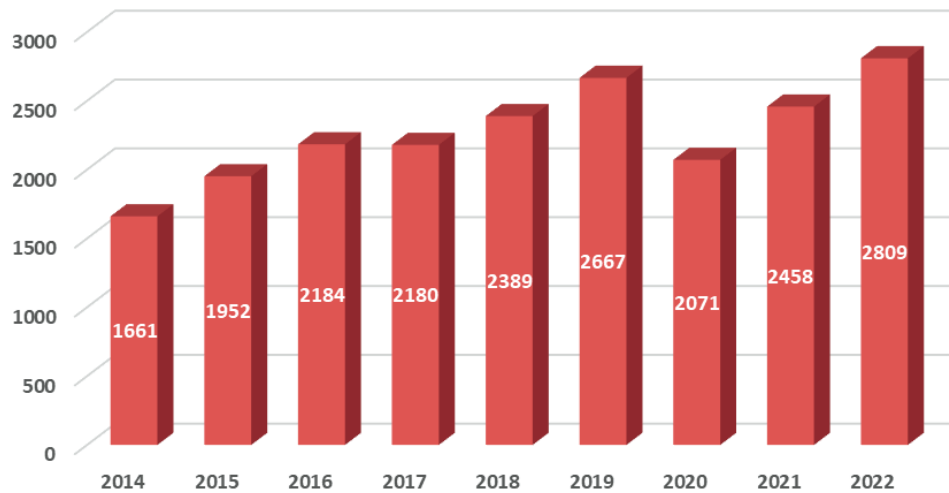
The Operations Division is responsible for the daily staffing of 33 career firefighters and EMS personnel. We are proud that all personnel are nationally certified at their rank in accordance with National Fire Protection Association standards. Currently the department operates two squad trucks, one aerial platform, three pumpers and one reserve apparatus. The department provides fire protection, EMS/BLS, hazardous materials response and mitigation, tech rescue (vehicle extrication, confined space rescue, high angle rescue, and trench rescue) response and oversees a comprehensive and dynamic training program. The department continues to evolve to meet the ever-changing needs of our citizens. We are always looking to the future to reduce risks and minimize the devastating effects of man-made and natural disasters. The year 2022 brought many changes to the Operations Division:

- Apparatus – Two Pierce Enforcer Fire Pumps/PUC Pump w/Rescue Bodies
- New Hires – Six Firefighters
- Promotions – One Engineer and One Lieutenant



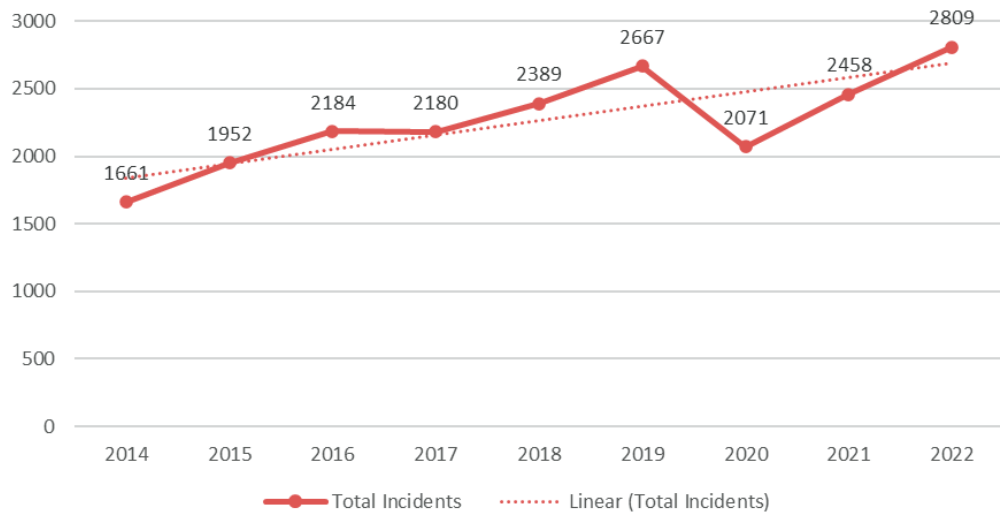
# OPERATIONS DATA & STATISTICS

## Total Incidents 2014-2022

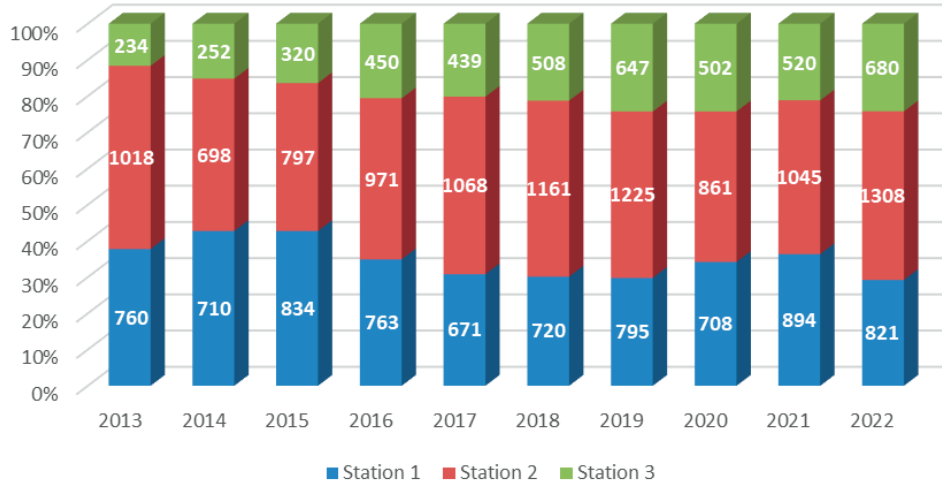


After an 18.5% increase in total incident responses in 2021, call volume increased again by 14.3% to 2,809 in 2022. The department fully expects incident counts to resume the upward trend experienced in the previous five years. Nearly one in four fire department responses are related to calls for Emergency Medical Services.

## Total Incidents 2014-2022

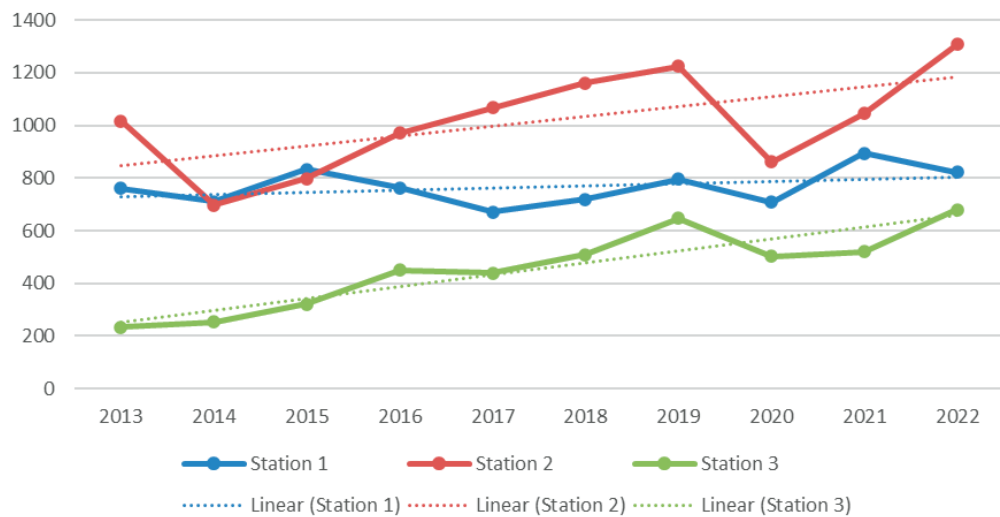


### Call Volume by Station 2013-2022

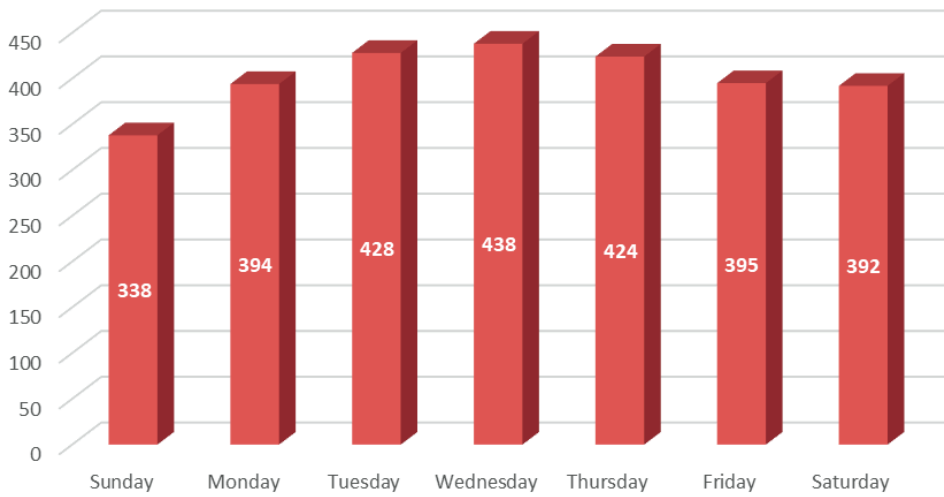


While call volume has increased for the department as a whole over recent years, there has been notable growth in Zone 3, evidenced by both the increase in incidents and the percentage of total incidents. Station 3 responded to 190% more incidents in 2022 than in 2013, with a historical high of 680. Further, the percentage of total incidents in Zone 3 has doubled from 11% in 2013 to 24% in 2022.

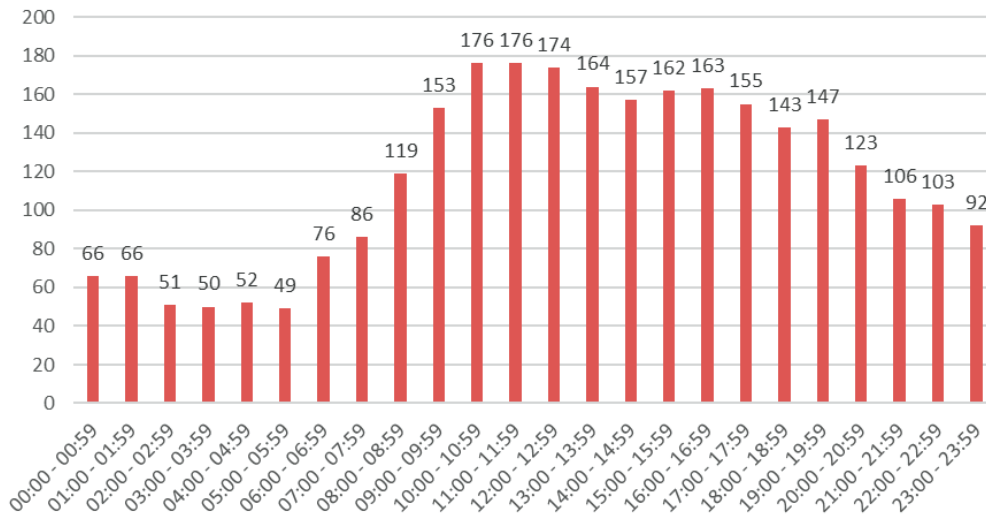
### Call Volume by Station 2013-2022



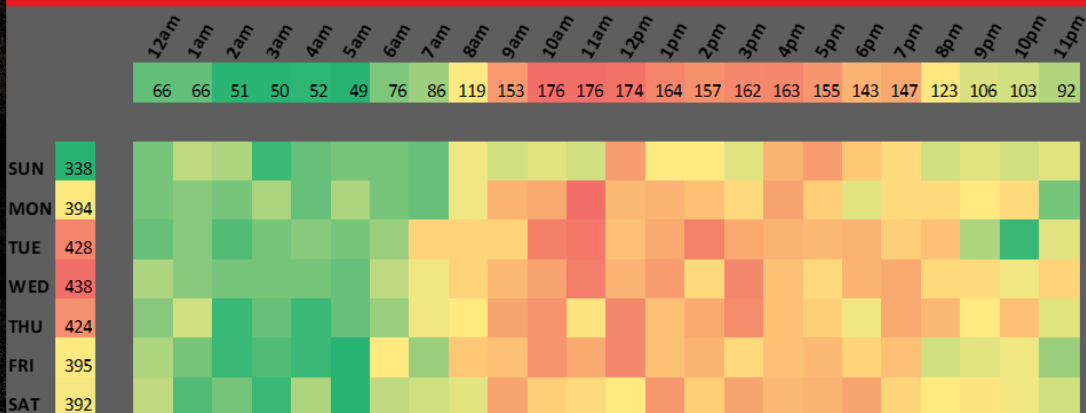
### Incidents by Day of the Week 2022



### Incidents by Hour of the Day 2022



### INCIDENTS BY HOUR OF DAY & DAY OF WEEK 2022



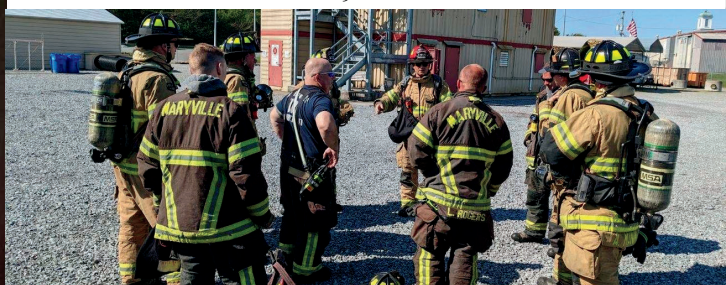
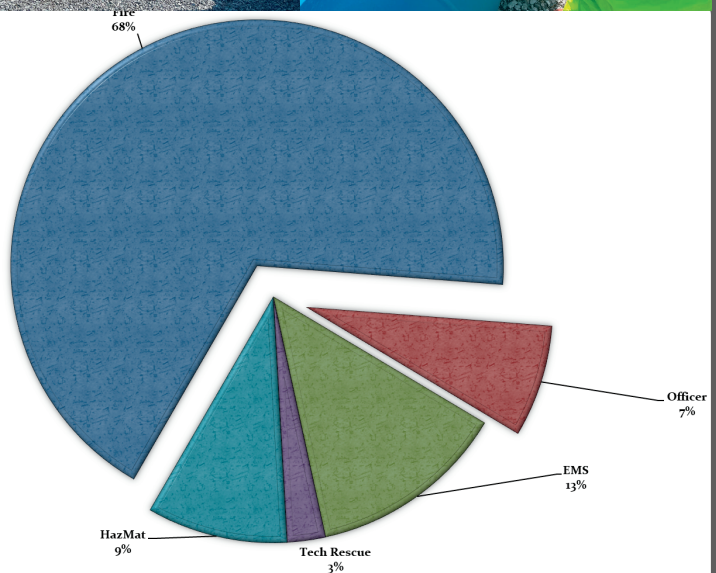
# TRAINING

Training leads to success in carrying out the mission of the Alcoa Fire Department. The Training Division conducts, supervises, and coordinates the department training program to ensure the department is prepared for all emergencies. The Training Division is led by Deputy Chief Colin Hurst who is responsible for the overall administration and management of the Fire Department Training Program. The Training Program is facilitated by the Department Training Committee. These individuals ensure compliance with applicable federal, state, and local mandates while producing meaningful training sessions aimed at personal and professional development.

- There were 1,764-man hours of training completed during the 2022 Educational Incentive In-service program.
- For 2022 the total man hours of training the department completed was 13,800 hours for all disciplines (Fire, EMS, HazMat, and Tech).
- AFG Grant was awarded to the department in the fall of 2022 to train 27 firefighters in Trench Rescue Ops and Technician and Rope Rescue Awareness and Operations in 2023.
- The department hosted TEMA Hazardous Material Team Operations (HMT0) 80 hour class for 12 personnel.

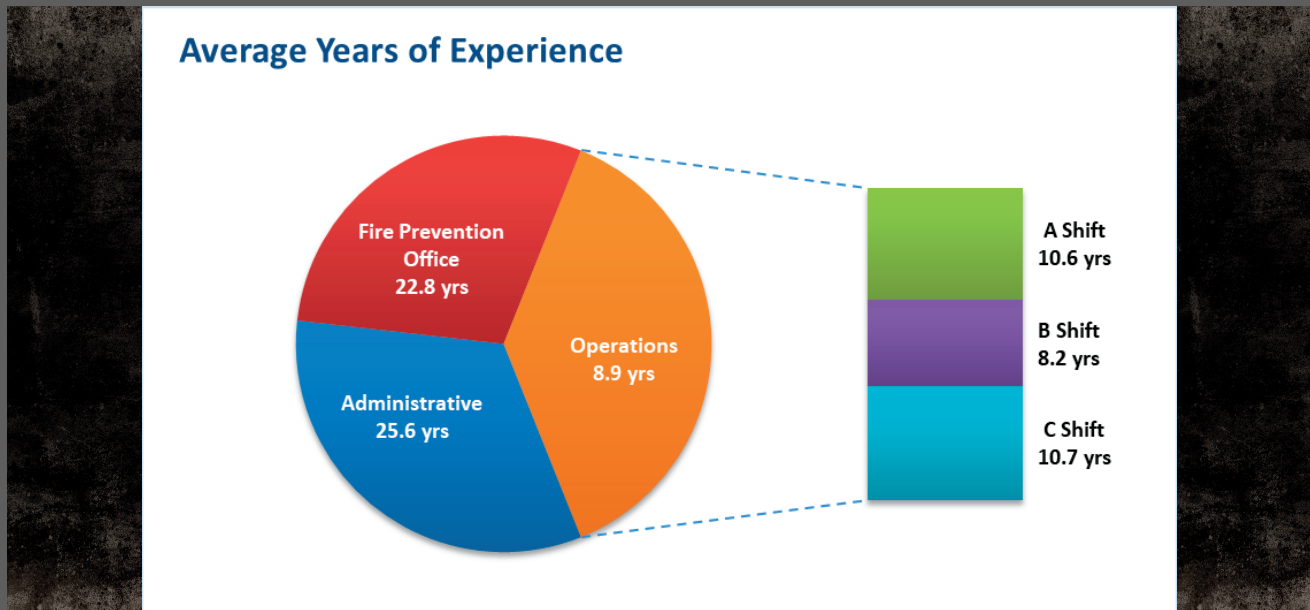


Training	Hours
Fire	9368
Officer	1015
EMS	1799
Tech Rescue	344
HazMat	1274





Due to the rate of attrition over the last half decade there has been a significant decrease in the average years of experience. However, this decrease is predominantly the result of departmental retirements. Focused and intensive efforts are currently being undertaken to bring new recruit's knowledge, skills, and abilities up to levels historically expected of the Alcoa Fire Department.



#### Fire

- 36 Firefighter I of 36 personnel
- 36 Firefighter II of 36 personnel
- 21 Fire instructor I of 36 personnel
- 2 Fire Instructor II of 36 personnel
- 5 Fire Inspector I of 36 personnel
- 5 Fire Investigator I of 36 personnel

#### Driver/Operator

- 21 PDO of 38 personnel, or 11 of 12 Engineers

#### Officer

- 17 Fire Officer I of 38 personnel, or 13 of 13 Officers
- 11 Fire Officer II of 38 personnel, or 8 of 13 Officers
- 11 Incident Safety Officer of 38 personnel, or 11 of 14 Officers

#### EMS

- 32 Emergency Medical Personnel of 36 personnel

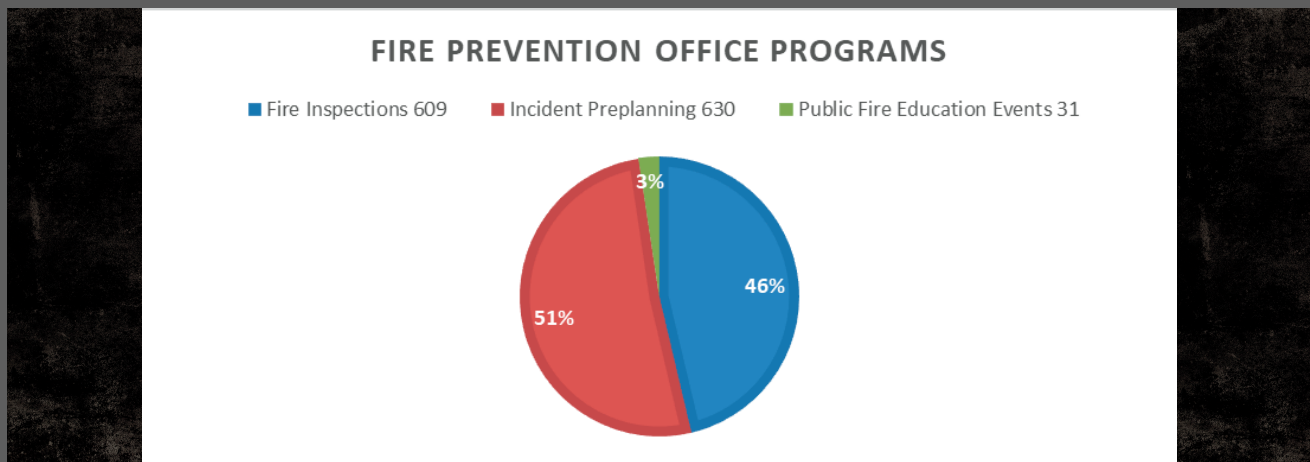
#### HazMat

- 30 HazMat Technicians and 2 HazMat Specialists of 36 personnel

# FIRE PREVENTION

Fire Prevention has become a tactical role in saving lives and property. While code enforcement is important, education has proven to be a substantial tool in preventing fires. Educating operations staff is a key piece in the puzzle. Their incident preplanning and response puts them centerstage for interacting with the public and teaching our customers about common fire hazards and lifesaving tips concerning egress and evacuation. The Fire Prevention Office uses three key programs.

1. Fire Inspections
2. Incident Preplanning
3. Public Fire Education Events



## Fire Inspections

Fire inspections are conducted by the Fire Marshal, full time inspector and two part time inspectors. There are three different types: Annual, Tenant Change, and New Construction.

- Annual Inspections are conducted on high-risk businesses, based on a system the fire prevention office uses to prioritize inspection frequency with life safety in mind. This system uses occupant load, occupancy type, and building construction as factors that determine the inspection frequency. Other buildings could be on a 3-year inspection cycle. A hotel in the city would have a greater inspection frequency than a bank, based on the occupant load and sleeping arrangements.
- Tenant Change Inspections are prompted by a new service and will occur whenever a new tenant buys or leases a building or space for the purpose of conducting business. This process lets the fire prevention office know of any planned occupancy use changes to any building or space. This is important because the use of a building often determines exit capacity and whether or not it is required to have sprinklers or an alarm. An example of this would be a youth group from a local church that leases a space for the purpose of worship. If the space was formerly a Radio Shack, the exit width, distance, and capacity would not be adequate for any kind of assembly.

- **New Construction Inspections** begin with preconstruction meetings and continue throughout the construction process until the certificate of occupancy is granted. These inspections are underground fire lines, fire stopping on walls and corridors, hood system testing, sprinkler and alarm testing, and all life safety functionality of the building.

### **Incident Preplanning**

Incident Preplanning is when operations employees visit all commercial buildings annually to re-familiarize themselves with the overall layout, configuration, and equipment associated with the business to help mitigate any emergency at that location. In the City of Alcoa, “Knox Boxes” are used to access our buildings during an emergency without damaging doors or windows to gain access. We update keys and contact information during our visit. In 2022, 18 new Knox Boxes were added with newly constructed buildings.



### **Public Fire Education Events**

The year 2022 was productive for the Fire Prevention program at the Alcoa Fire Department. Proudly, it marked 10 years of participation in the State of TN “Get Alarmed” campaign. During these 10 years, Tennessee’s staff at the Fire Marshal’s Office has provided us with data to help look holistically at the program in order to learn:

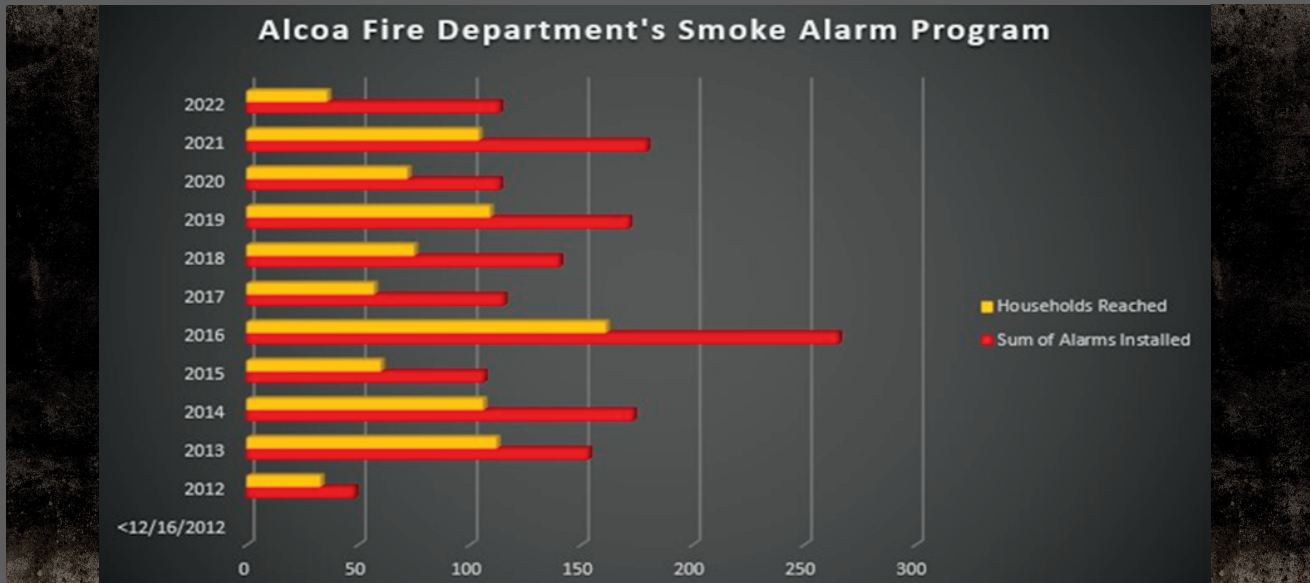
- Where we have installed the most alarms
- Where we have installed the least alarms
- Where most residential fires occurred
- How many people, during the fire, were alerted by alarms we installed

Alarms are received on a grant each year and each address where alarms are installed is turned into the state database. This database cross references fires reported to the state through the TN Fire Incident Reporting System and flags homes where fires occur, and alarms were installed. Within the fire report, the state can see where alarms awakened the occupant for a confirmed “save”.



Based on the 2022 average persons per household (2.35) and 2022's reported population within Alcoa Fire Department's response area, the fire department has reached 20.35% of their protected population through the Get Alarmed Tennessee program. The estimated population growth for this area from 2021 - 2022 was 1% and is predicted to continue increasing. There have been 942 households reached since first joining the program in 2012. A total of 1,576 smoke alarms have been installed and at least 19 lives saved, as verified through the State Fire Marshal's Office.

**In 2022 there were: five people saved in two households, 53 households reached, and 113 smoke alarms installed.**

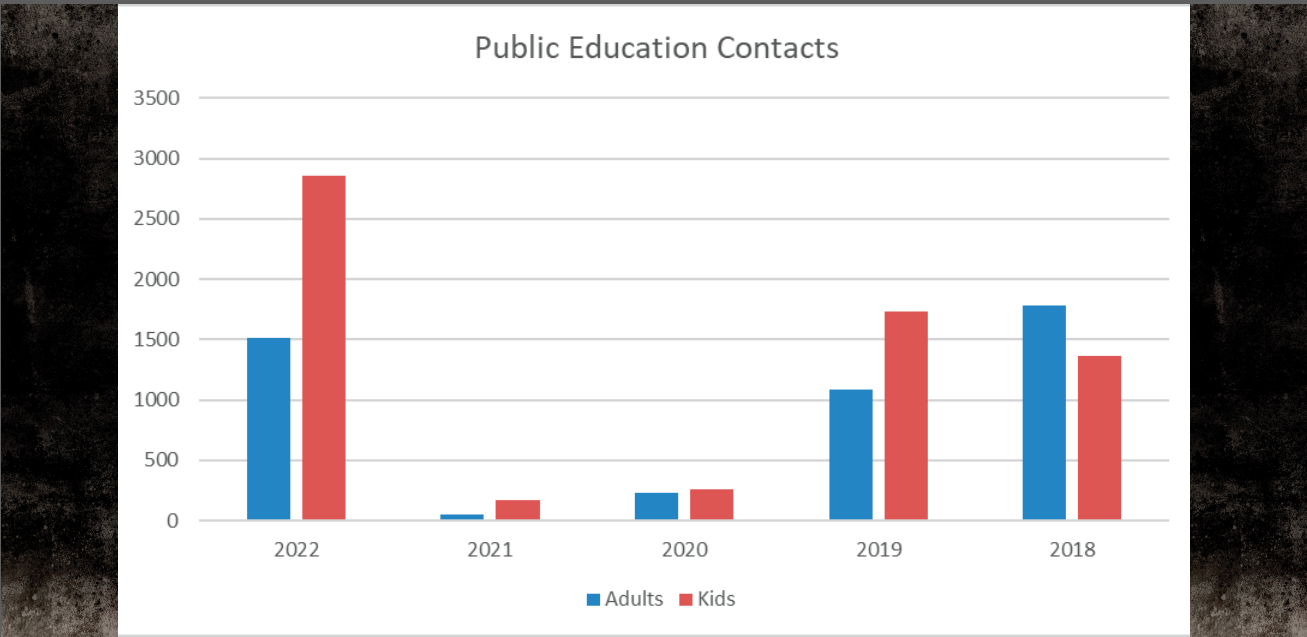


The significance of the 10-year program benchmark is the 10-year life of the alarms that we install. The conventional battery-operated alarms installed before 2012 could have had bad batteries within six months to a year after installation. The 10-year alarms will eventually stop working as well but with the data we have access to, we can reevaluate the addresses where alarms were installed 10 years ago and more efficiently watch after these citizens to ensure they have alarms that are always working. Public education events give our department the opportunity to market fire education and introduce the Get Alarmed program to people throughout the City of Alcoa. In 2022 we had contact with 1,511 adults and 2,860 kids, largely because of the reintroduction of "National Night Out". This event was cancelled for two years because of the pandemic. Events like this create opportunities for our department to spend time with citizens, build trust in our organization, and promote a safer community to live, work, and shop.

**Fire won't wait. Plan your escape.**

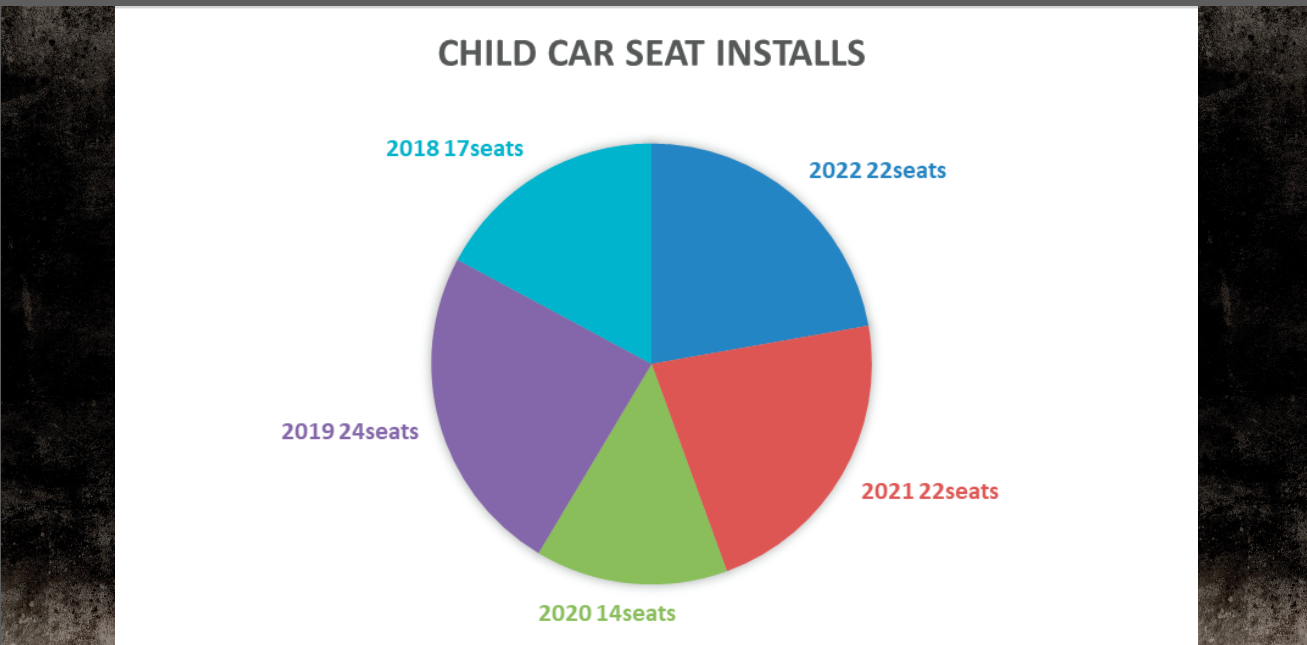
firepreventionweek.org

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### Child Car Seat Installation

In 2022 our department’s five car seat technicians installed 22 child car seats for new mothers and grandparents at the Public Safety building in Alcoa. This number has stayed consistent and shows the effectiveness of the city’s website and social media platforms. In addition, the department acquired an assortment of new infant, convertible, and booster seats to have on hand if there is a need.





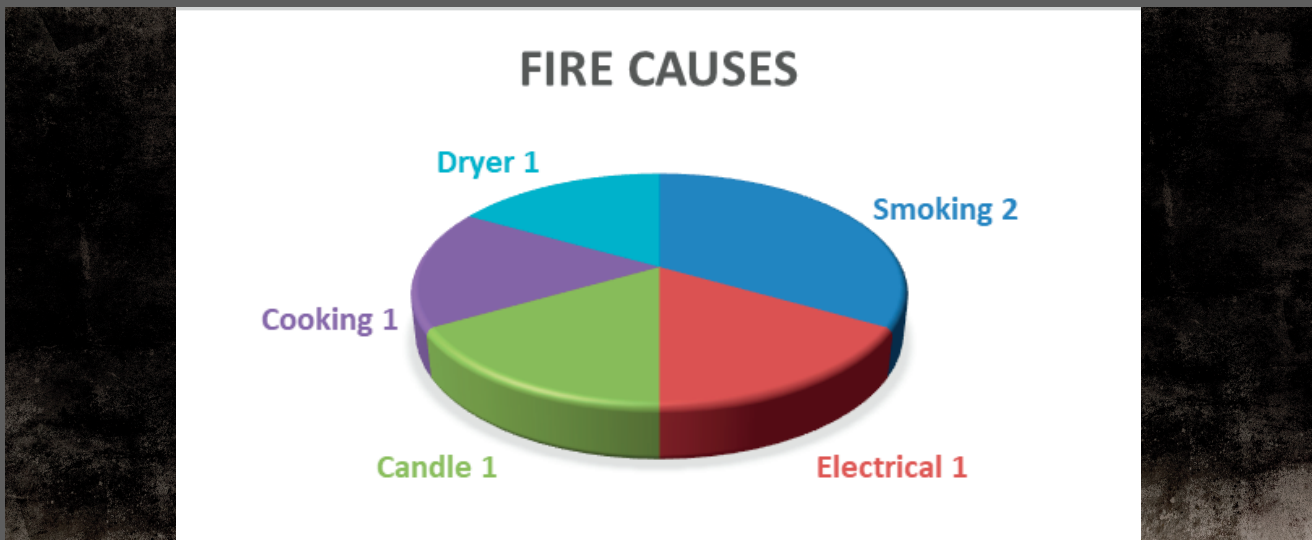
## **Fire Extinguisher Training**

In 2022, the fire department hosted seven fire extinguisher training classes. This service is available to businesses inside the city. It is an opportunity for employers to take advantage of qualifying staff in a short period of time. The fire extinguisher is an underappreciated tool and often is our only avenue for putting out a small fire. This can save companies thousands of dollars in water and fire damage for a small fire that can be put out quickly. The training is fun for employees and reminds them that extinguishers are always located within 75 feet in the workplace. Creating this awareness is our goal during the training and hopefully persuades people to get them in their homes as well.



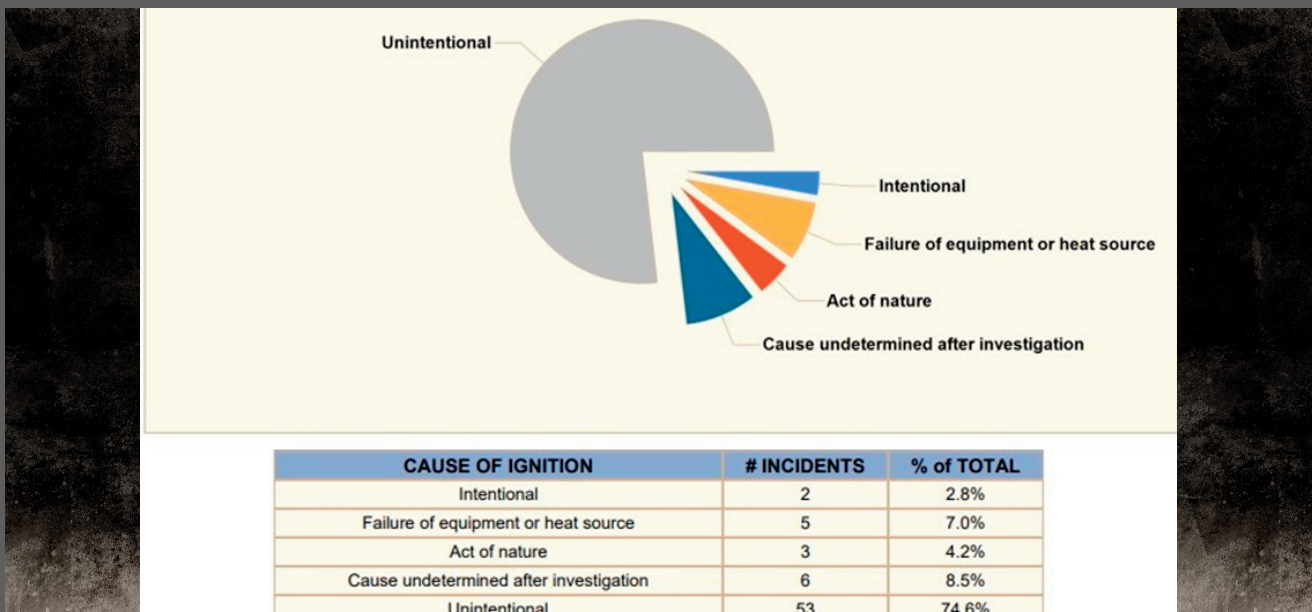
# FIRE INVESTIGATION

Fire investigations are completed through the Fire Prevention Office and play a critical role in helping determine trends with fire cause. Accidental fire trends help us to target our fire prevention efforts during public education events, fire inspections, and general marketing strategies. Gathering data in the City of Alcoa, concerning what fire hazards are most likely going to cause house fires, offers us a more strategic approach to fire prevention and ultimately helps to reduce the amount of fires, fatalities, and property damage due to preventable accidents. In 2022, AFD investigated six structure fires.



## Fire Causes in Alcoa in 2022

Other fires in 2022 involved incidents of a low-risk nature and are classified separately because a formal investigation sometimes isn't necessary. These fires range from mulch, leaves, dumpsters, outside fires, or even minor cooking fires. The cause of ignition is less specific and categorized below.





### **Assisting Other Agencies with Fire Investigations**

Fires that are caused by suspicious origin or result in fatalities require a different approach in order to see the investigation through properly. The Fire Prevention office works closely with Alcoa Police during fires of this nature. APD has a detective with a fire investigation certification. Also, a memorandum of understanding was written in 2020 that gives jurisdictions within Blount County the ability to work together during these types of investigations. In 2022, AFD assisted in three major fire investigations in Blount County.

### **Townsend Fire, Walkers Catfish Cabin and BBQ**



# ALCOA FIRE IN THE COMMUNITY





**"Sunsets are proof that no matter what happens, every day can end beautifully."**

*-Kristen Butler*