



ANNUAL REPORT



2023



2010 N. WRIGHT RD.
ALCOA, TN 37701
(865)380-4999



MESSAGE FROM THE FIRE CHIEF



It is my pleasure to proudly present The City of Alcoa Fire Department's 2023 Annual Report. Serving as your Fire Chief for the past seventeen years has been a great honor. Leading a department that is committed to EXCELLENCE, PRIDE, COURAGE, and INTEGRITY has been a true privilege.

The term professional comes to mind when describing the members of our department. The Merriam-Webster Dictionary defines the term professional as one that is “characterized by or conforming to the technical or ethical standards of a profession.” This definition describes each of our thirty-nine employees.

Education is the cornerstone of our approach to firefighting and community service. It empowers us to refine our strategies and broaden our perspectives to adapt to the ever-changing aspects of emergency services. By instilling this every day, we ensure that our department remains at the forefront of providing the highest level of professional service to our citizens.

I would like to thank The City of Alcoa Board of Commissioners, Mayor Tanya Martin, City Manager Bruce Applegate, as well as other members of our outstanding staff at the City of Alcoa. Your support is deeply appreciated. I trust that you will find this brief snapshot of our department informative. If I or any of our staff can provide you with further information, please do not hesitate to call. Thank you for allowing us the privilege to serve and the honor to protect this great city. The best is yet to come.

Sincerely,

A handwritten signature in blue ink, which appears to read "Roger Robinson".

Roger Robinson
Fire Chief



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ALGOA FIRE DEPARTMENT 2023





First Row: Left to Right- Chief Roger Robinson, Deputy Chief Darren Stinnett, Deputy Chief Colin Hurst, Fire Inspector Kevin Freeman, Captain-Accreditation Blaine Howell, Administrative Assistant Staci McCosh Second Row: Left to Right- Captain Tom Clark, Captain Steven Owen, Lieutenant Thomas Crisp, Lieutenant Steve Lowe, Lieutenant Keith Fuller, Lieutenant Jake Smithson Third Row: Left to Right- Lieutenant Wayman Whitehead, Lieutenant Shane Rogers, Engineer Larry Bledsoe, Engineer Robbie Odom, Engineer Jeff Paske, Engineer Mike Harrison Fourth Row: Left to Right- Engineer Evan Underwood, Engineer Dan Porter, Engineer Jeremy Hendricks, Engineer Andrew Mann, Engineer Jeremy Martin, Engineer Matt Jesmer Fifth Row: Left to Right- Engineer Robert Hutsell, Firefighter Tyler Morse, Firefighter John Alantho, Firefighter Eric Bryant, Firefighter Clay Dobson, Firefighter Nathan Millsaps Sixth Row: Left to Right- Firefighter Micah Ford, Firefighter Mason Rider

NEW FIREFIGHTERS 2023



FIREFIGHTER ELLIOTT LOWRY



FIREFIGHTER DANNY BISE



FIREFIGHTER CODIE GREESON



FIREFIGHTER EDMUND TREADAWAY



FIREFIGHTER ROBERT GAGNE



FIREFIGHTER JACOB FITZGERALD

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

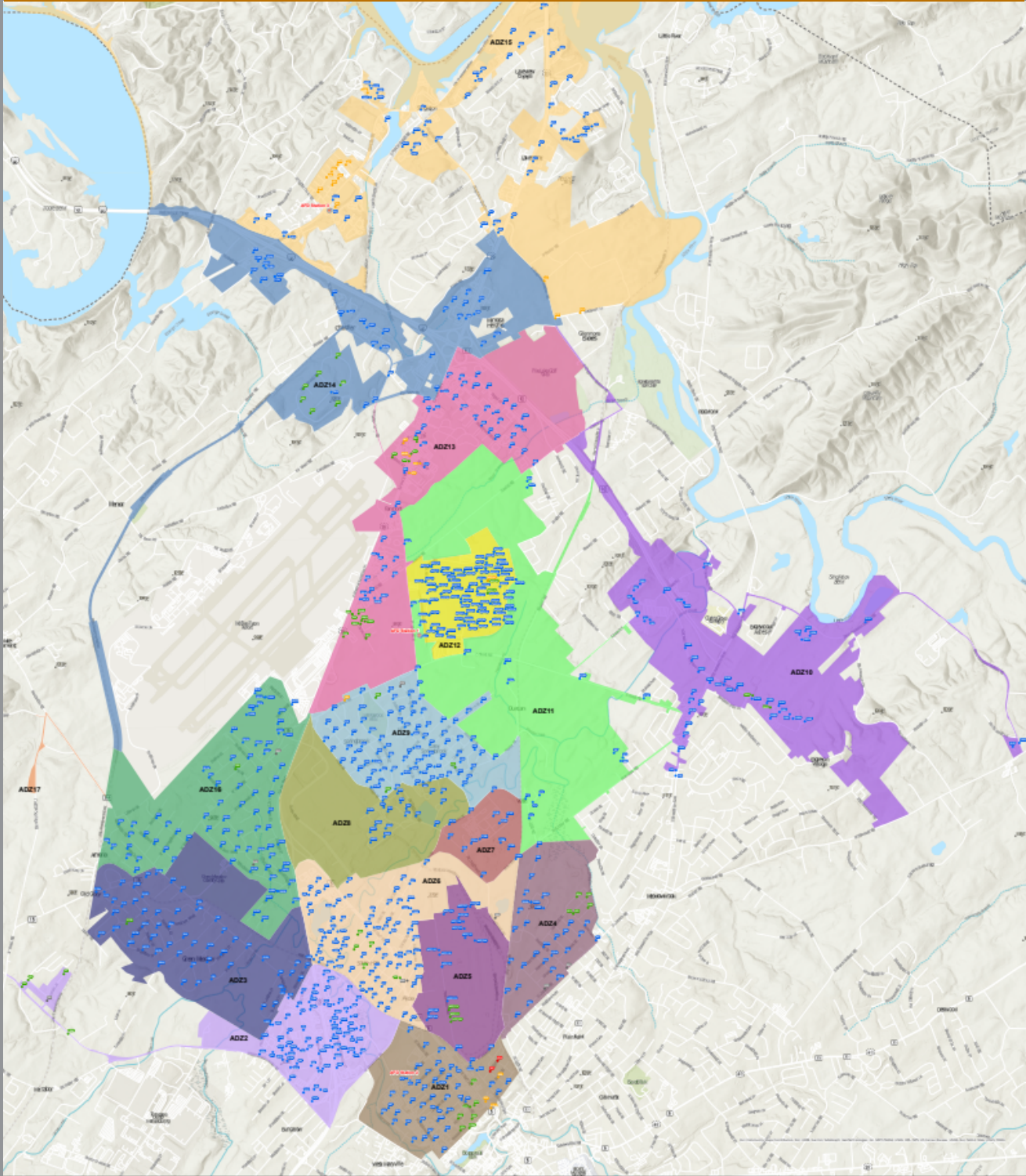
Multi-Story Training Tower- Interior Class A Fires, Search and Rescue, FF Survival, High Angle Training, Pumper and Aerial Operator Training

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)

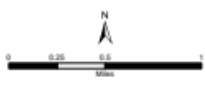
Built 24X30 Storage Building in 2021

AFD SERVICE AREA MAP



- Fire Hydrants**
- Active Fire Hydrant
 - Inactive Fire Hydrant
 - New From 1,000 GPM
 - New From 1,500 GPM
 - New From 2,000 GPM
- AFD Demand Zones**
- ADZ1
 - ADZ2
 - ADZ3
 - ADZ4
 - ADZ5
 - ADZ6
 - ADZ7
 - ADZ8
 - ADZ9
 - ADZ10
 - ADZ11
 - ADZ12
 - ADZ13
 - ADZ14
 - ADZ15
 - ADZ16
 - ADZ17
 - ADZ18
 - ADZ19
 - ADZ20
 - ADZ21
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 - ADZ24
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 - ADZ26
 - ADZ27

- Emergency Response Facilities
- Fire Stations



CITY OF ALCOA

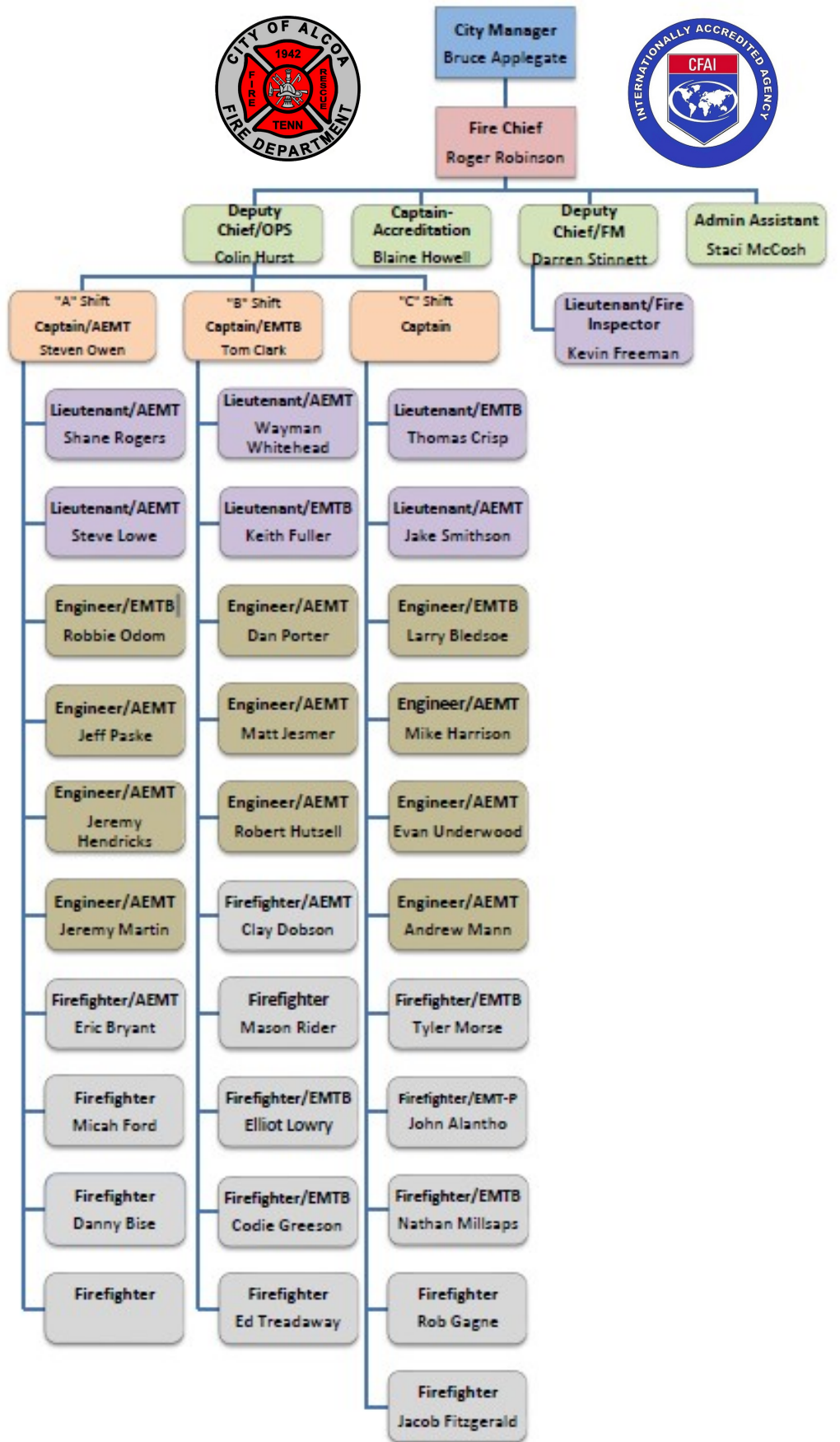
PUBLIC WORKS & ENGINEERING DEPARTMENT

AFD Demand Zones

JOB NO. NA DATE: 7/26/2022 INDEX: NA PAGE: 1 of 1

FILE: T:\01 - GIS\Projects\Department\AFD\Map

ORGANIZATIONAL CHART



ACCREDITATION



The Alcoa Fire Department is proud to be one of only 324 internationally accredited fire agencies through the Center for Public Safety Excellence (CPSE). Only 13% 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.

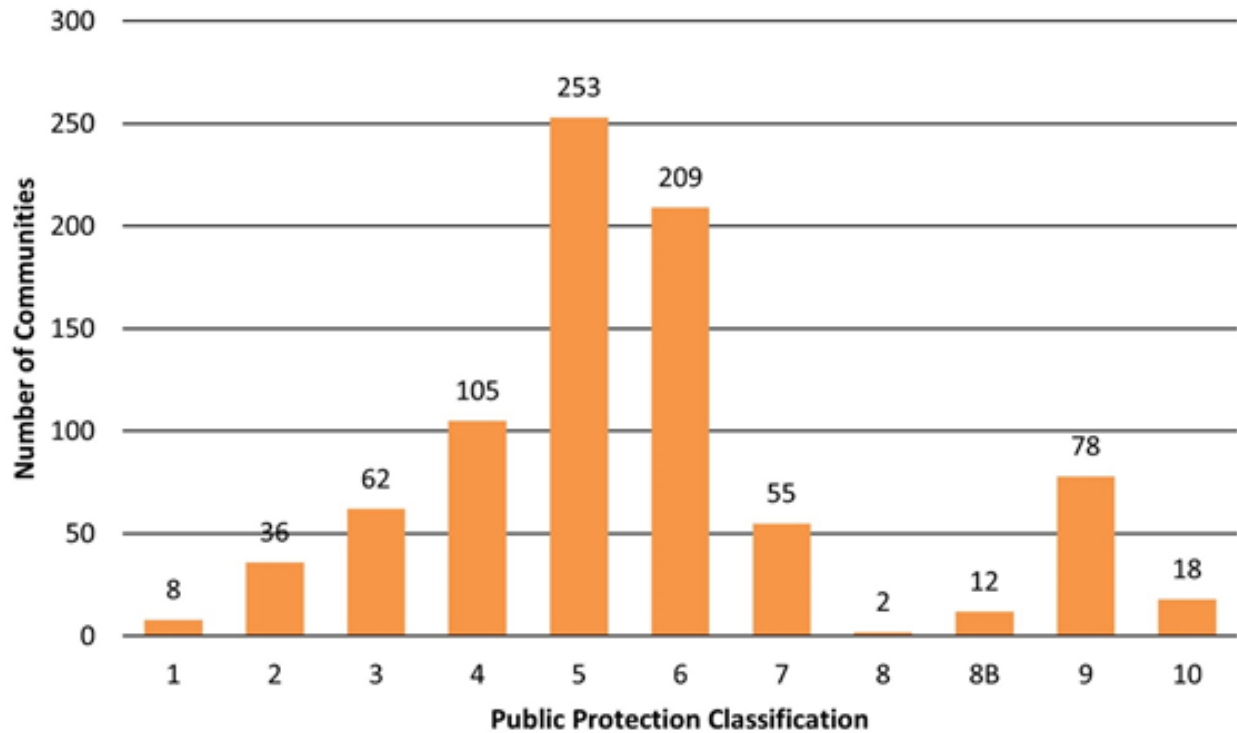
The accreditation model includes the evaluation of 11 major categories with performance indicators determined by representatives from various facets of government, private industry, military, and academic fields. The basic tenets of the process are to ensure accountability and transparency to the community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

Following a site visit by a team of CFAI Peer Assessors in late 2022, members of the accreditation team sat before the CFAI Board of Commissioners for a re-accreditation hearing at the CPSE Excellence Conference in February 2023. We were honored to have City Manager Mark Johnson, Deputy City Manager Bruce Applegate, Mayor Tanya Martin, Vice-Mayor Tracey Cooper, and Commissioner Eddie Hall present with us at the hearing. As a result of this hearing the department was awarded accredited status for an additional five-year cycle on February 28, 2023.



INSURANCE SERVICES OFFICE (ISO) 1

Public Protection Classification in TN



ISO's Fire Suppression Rating Schedule (FSRS) evaluates four primary categories of fire suppression – fire department, emergency communications, water supply, and community risk reduction. The FSRS includes standards set by the National Fire Protection Association (NFPA).

ISO collects information on municipal fire-protection efforts in communities throughout the United States. In each of those communities, ISO analyzes the relevant data using our Fire Suppression Rating Schedule (FSRS). At this point they assign a Public Protection Classification from 1 to 10. Class 1 represents superior property fire protection, and Class 10 indicates the area's fire-suppression program does not meet ISO's minimum criteria.

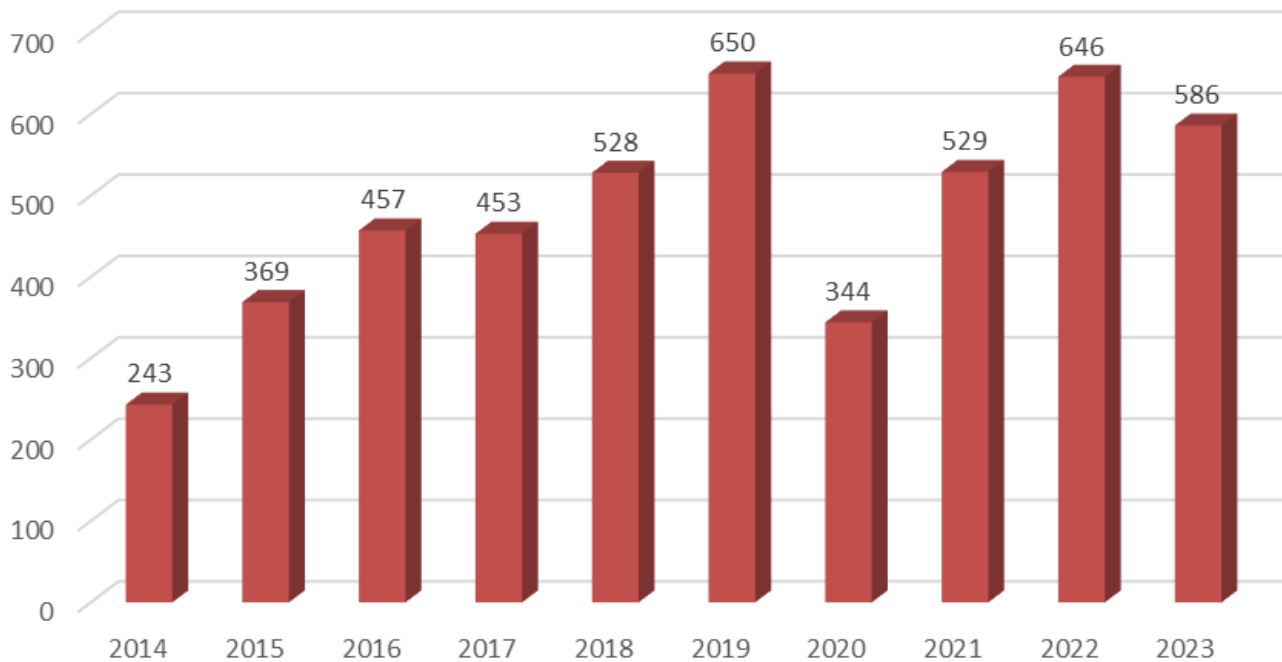
Homeowners and Commercial Business Owners who live and conduct their business in an area rated Class 1 based on their municipality's FSRS score typically receive a reduction in their insurance premium rates.



EMERGENCY MEDICAL SERVICES (EMS)

At Alcoa Fire Department, our mission is “to protect the community from all hazards and serve with excellence.” We are committed to providing care that is prompt, compassionate, clinically excellent, and accountable. Our culture is one of continuous quality improvement and customer service, with guidance from our Medical Director. AFD requires all firefighters to become advanced emergency medical technicians and based on this level of certification the department provides Basic Life Support (BLS) to the community. In 2023, the department went through major changes related to the EMS division. A new ambulance provider contract with AMR and Blount County Government was signed. New Emergency Medical Dispatch (EMD) APCO Guide cards were approved by the Medical Director in March. This change helped to improve the incoming call process as well as dispatching. Use of the cards also ensured rapid and consistent information for specific call types and provided techniques for dispatch call handling. With this more focused approach all agencies are using the same EMD Guide cards for consistency and the department is running only Priority 1 calls.

10-YEAR OVERLAPPING INCIDENT CALLS



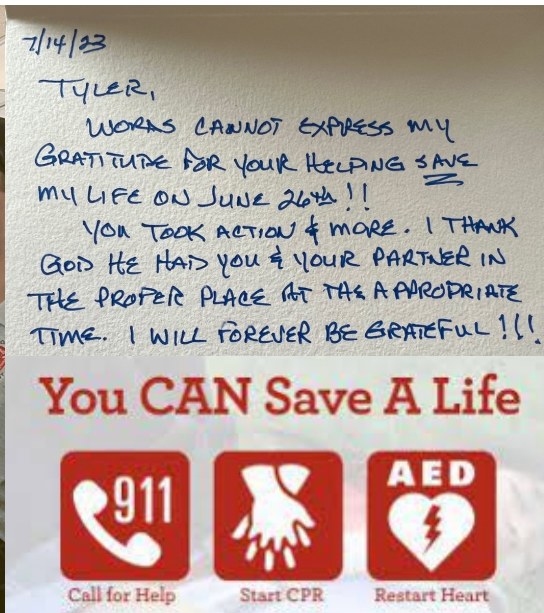
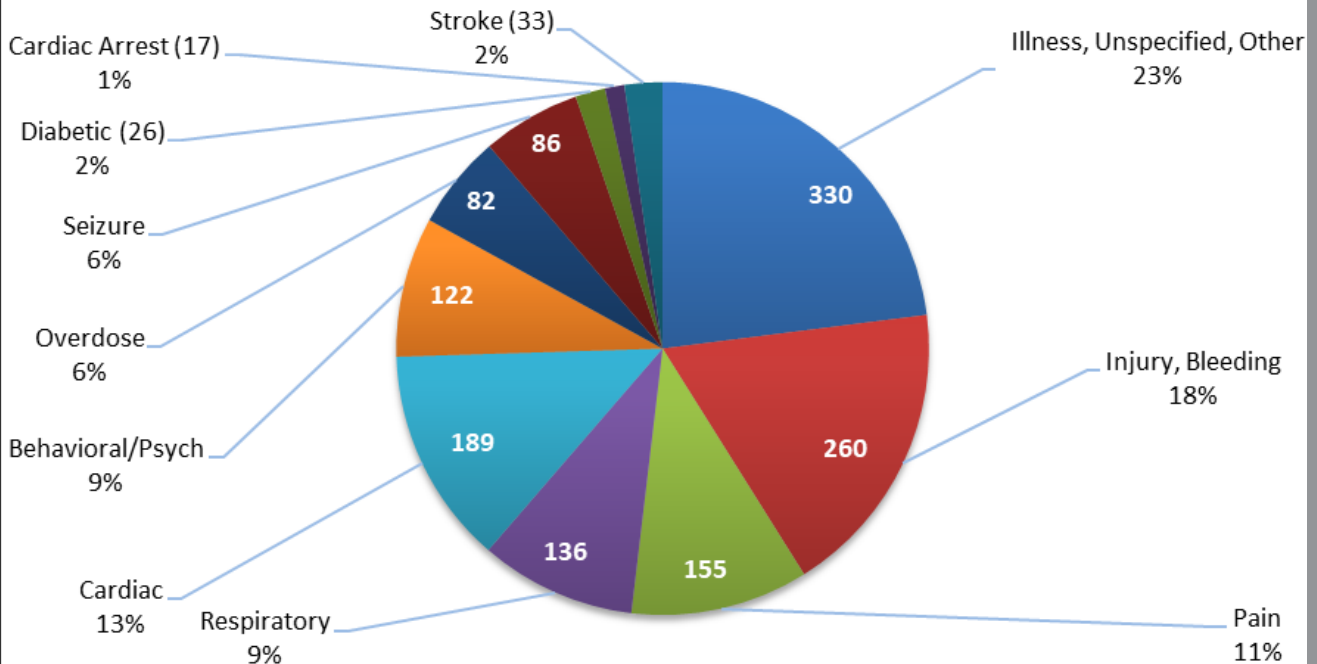
EMS DATA AND STATISTICS

Overall, the Alcoa Fire Department responded to 1,436 EMS related incidents in 2023. Cardiac arrests accounted for 17 of those incidents which resulted in three "return of spontaneous circulation" events. This equals out to a 14.3% save rate.

The department administered Naloxone 11 times in 2023, with 90.9% of patients improving in one to three minutes.

Alcoa Fire responds in tandem with AMR to all EMS incidents inside the City of Alcoa. We provide Basic Life Support (BLS) services 24 hours per day, seven days per week. We currently have 1 Paramedic, 20 Advanced EMTs, and 10 Basic EMTs on staff. Patients on each incident received the highest quality of care available. Several members from our department have been recognized locally for life-saving interventions.

2023 EMS Responses by Nature



OPERATIONS

Deputy Fire Chief Colin Hurst provides leadership to the department's Operations Division. Fire Operations is the largest division of the department and is comprised of Line Personnel delivering Fire Suppression, Emergency Medical Services, Hazardous Materials, and Technical Rescue services to the community.

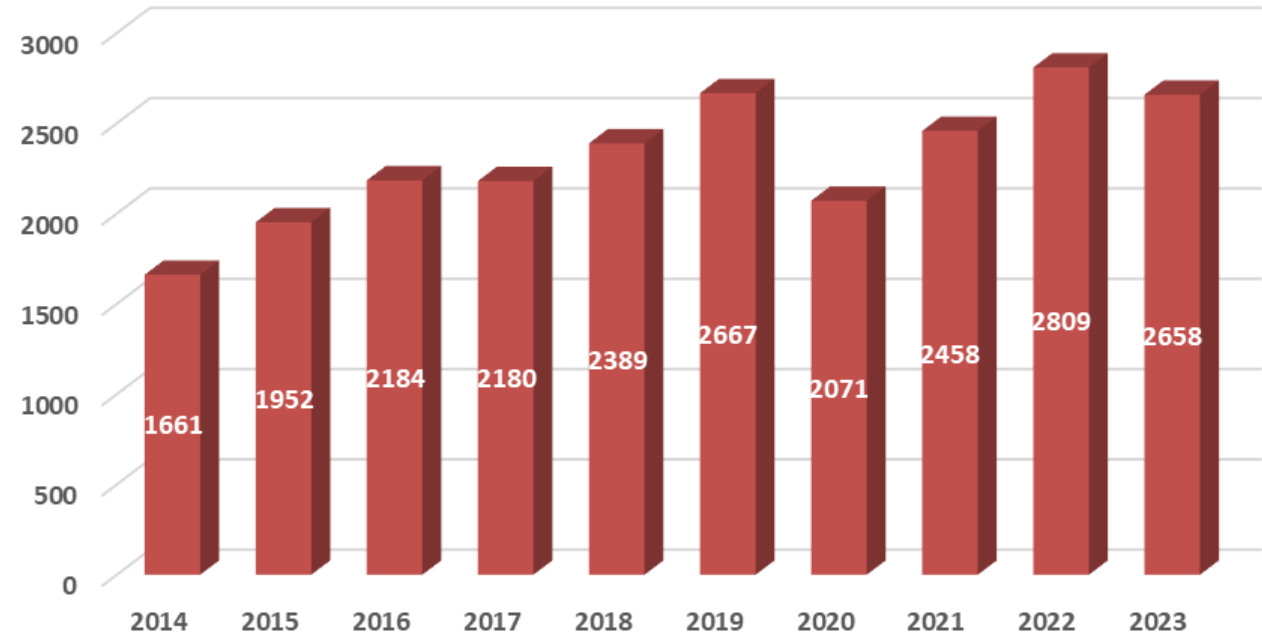
Line Operations is comprised of three shifts working a schedule of 24 hours on and 48 hours off. Each shift is led by a Fire Captain who has 11 assigned members on his team. There are a total of 33-line personnel. Line personnel are trained in firefighting, EMS, HazMat, and Tech Rescue. We respond to calls for service such as: fires, medical emergencies, motor vehicle collisions, hazardous materials spills, and specialized rescues. These members are required to participate in extensive year-round training activities to maintain and improve their skills.

The ability to improve our service originates from the initiative of our members. Their values, energy, commitment, and compassion drive the department's functions, programs, and services throughout the year. The Operations Division personnel are the people you see every day in the community accomplishing the department's mission to provide extraordinary service.



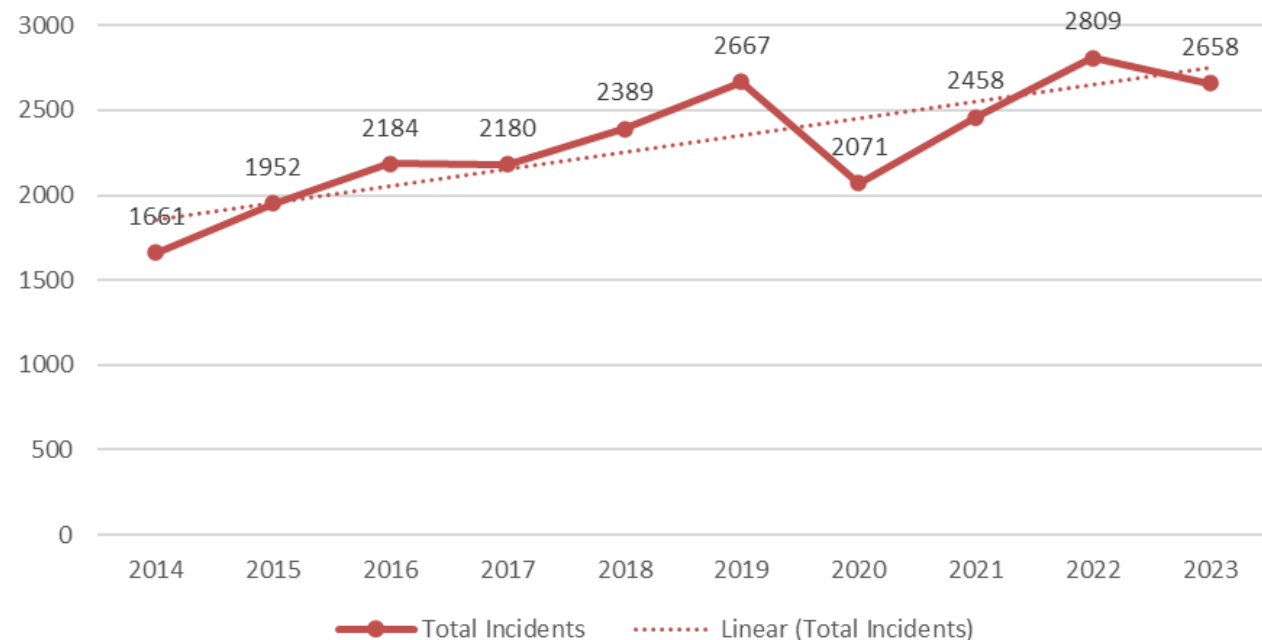
OPERATIONS DATA AND STATISTICS

Total Incidents 2014-2023

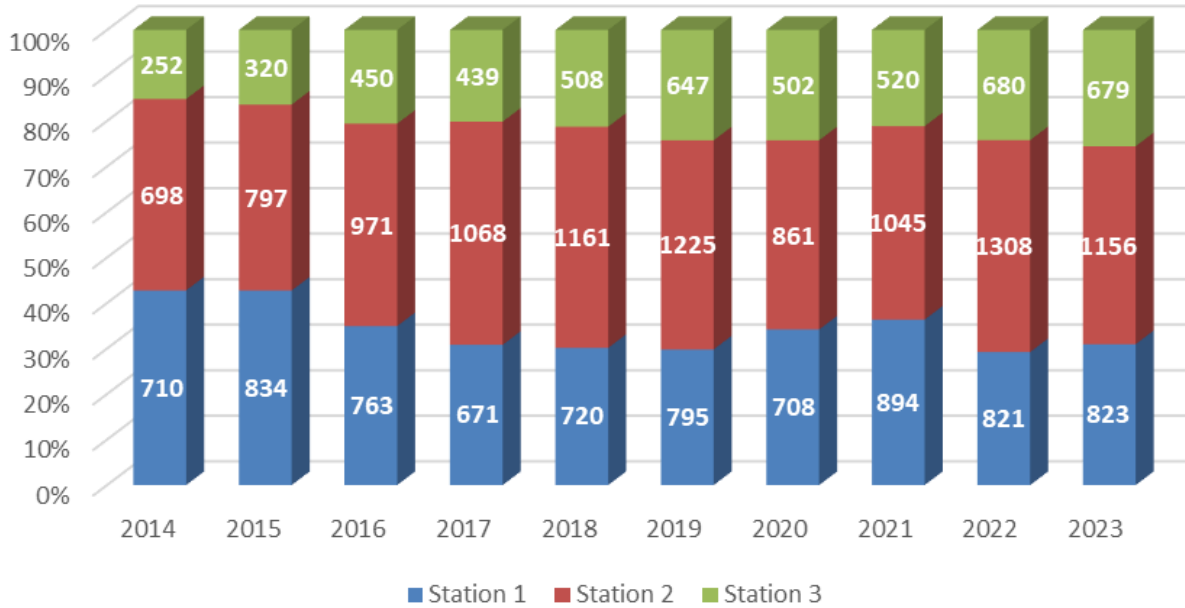


After a 14.3% increase in total incident responses in 2022, call volume decreased by 5.3% to 2,658 in 2023. This was forecasted, as the Blount County Emergency Communications District instituted new EMD run cards in early 2023. Nearly three in four fire department responses are related to calls for Emergency Medical Services.

Total Incidents 2014-2023

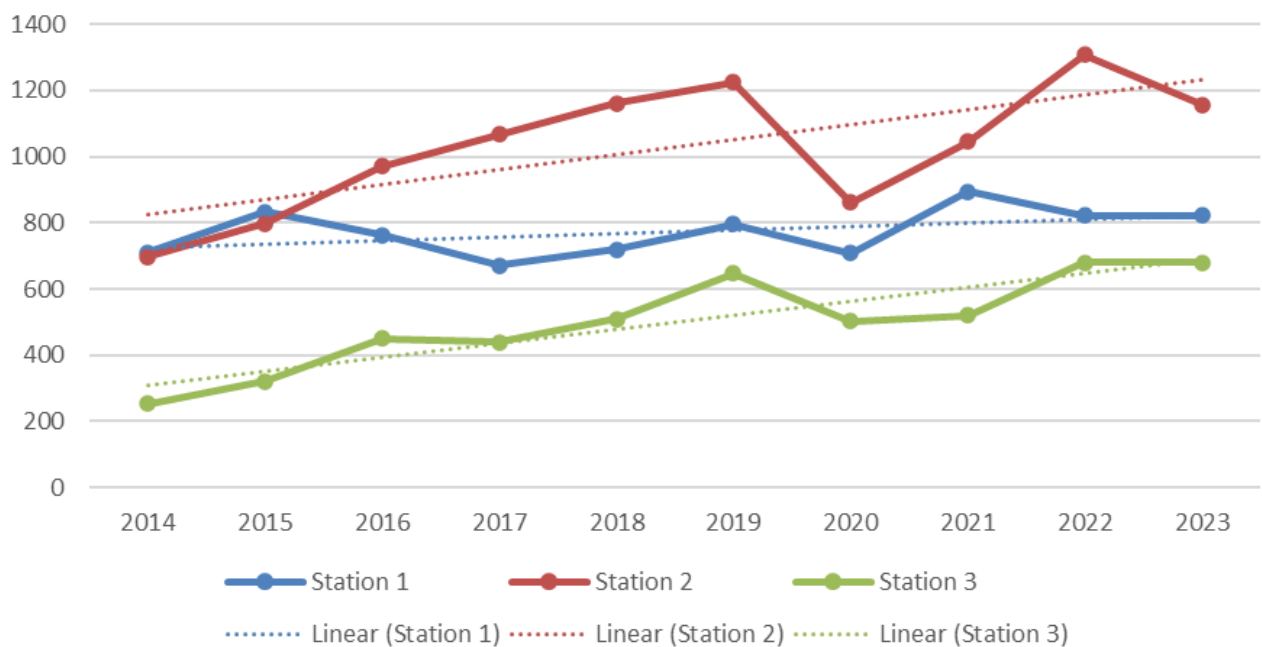


Call Volume by Station 2014-2023

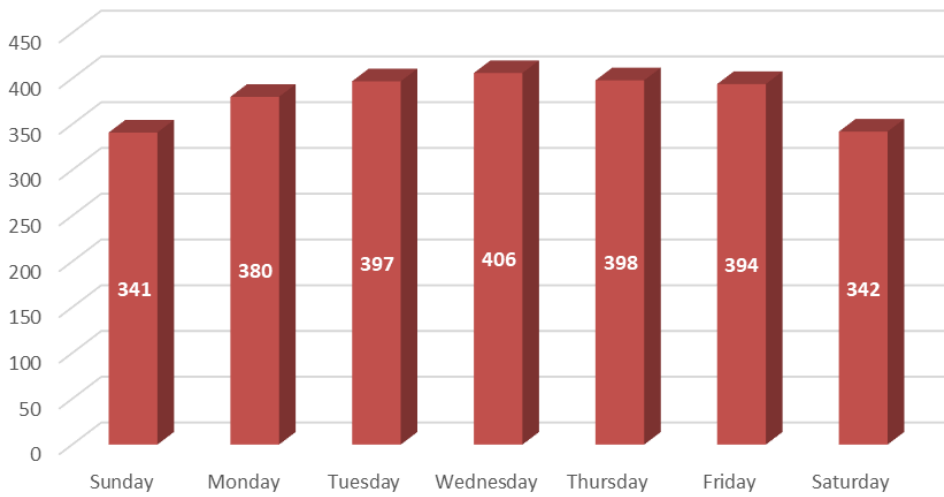


While call volume has increased for the department as a whole over recent years, there has been notable growth in Zone 3, evidenced by both the increase in incidents and the percentage of total incidents. Station 3 responded to 170% more incidents in 2023 than in 2014, with an incident count of 679. Further, the percentage of total incidents in Zone 3 has nearly doubled from 14% in 2014 to 26% in 2023. These numbers are expected to continue to grow as two very large apartment complexes are completed.

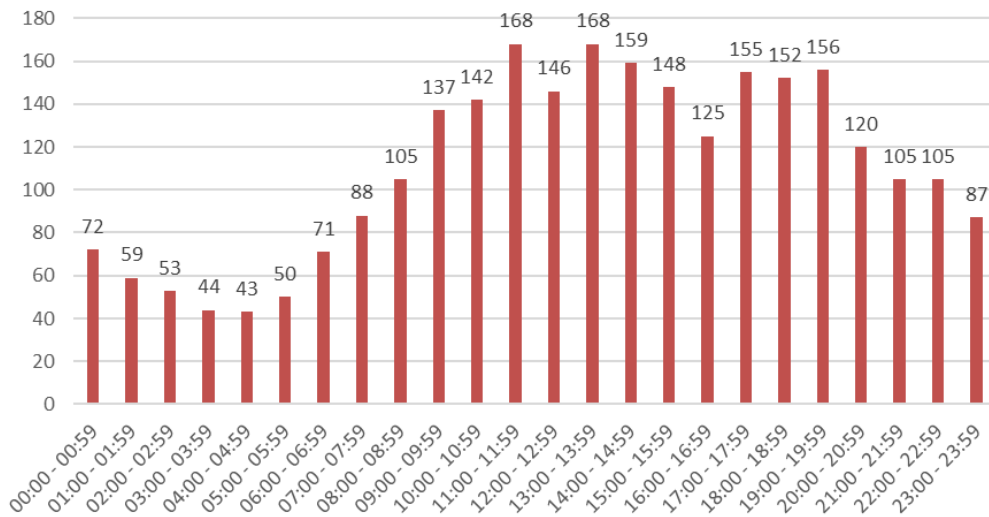
Call Volume by Station 2014-2023



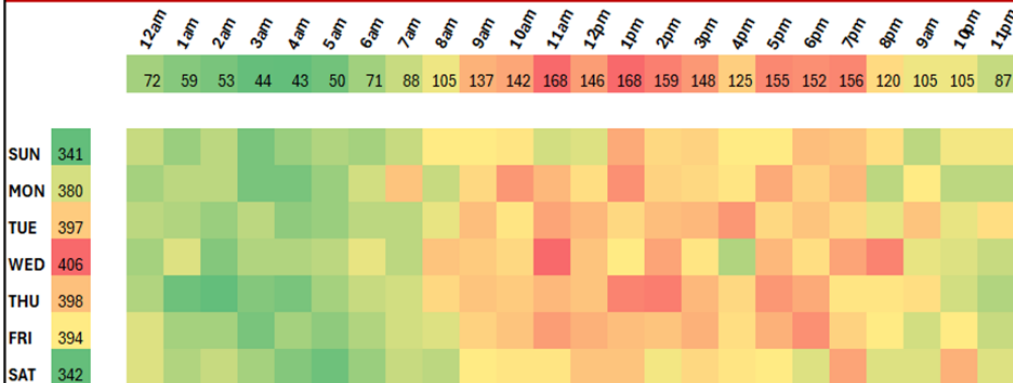
Incidents by Day of the Week 2023



Incidents by Hour of the Day 2023



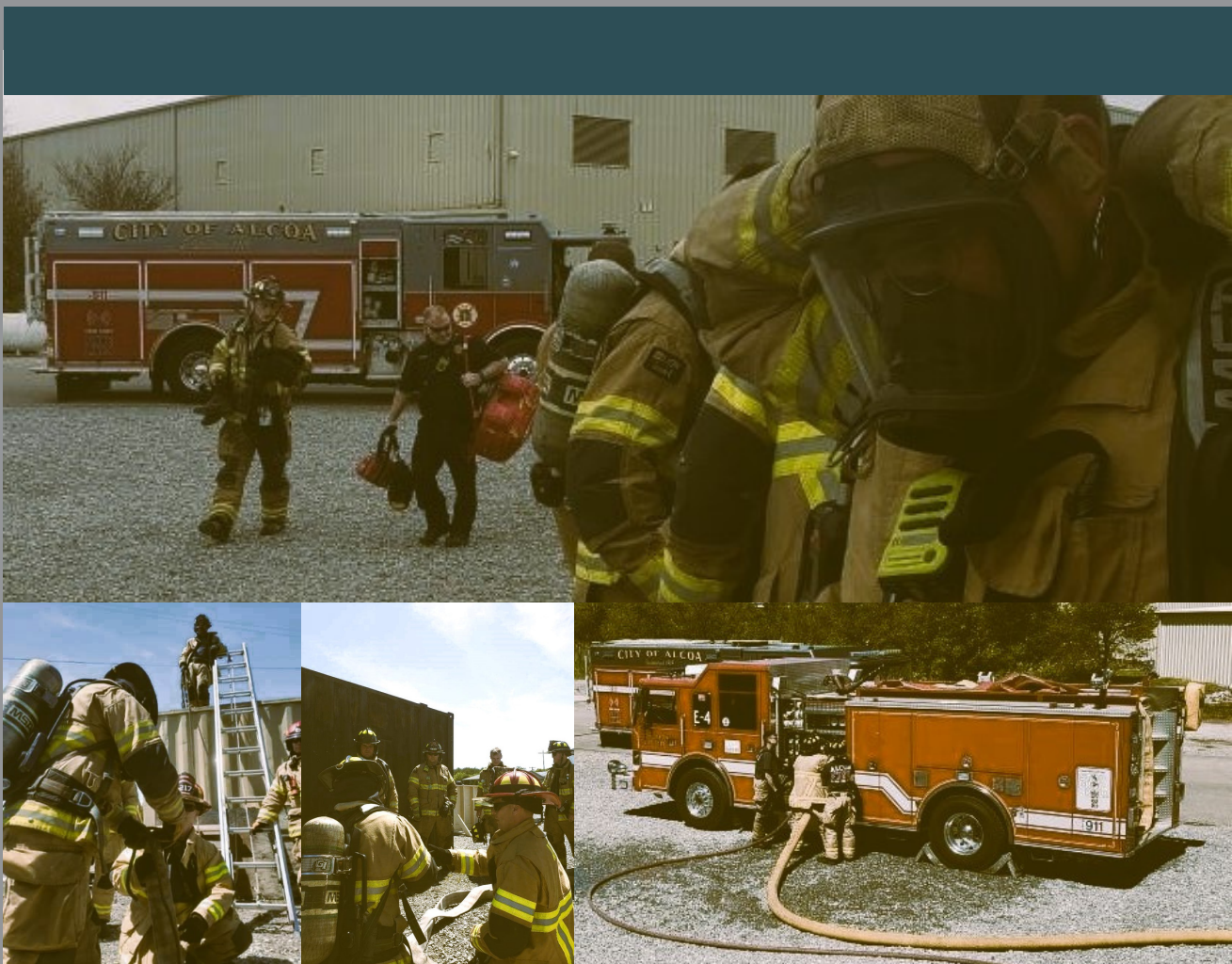
INCIDENTS BY HOUR OF DAY & DAY OF WEEK 2023



TRAINING

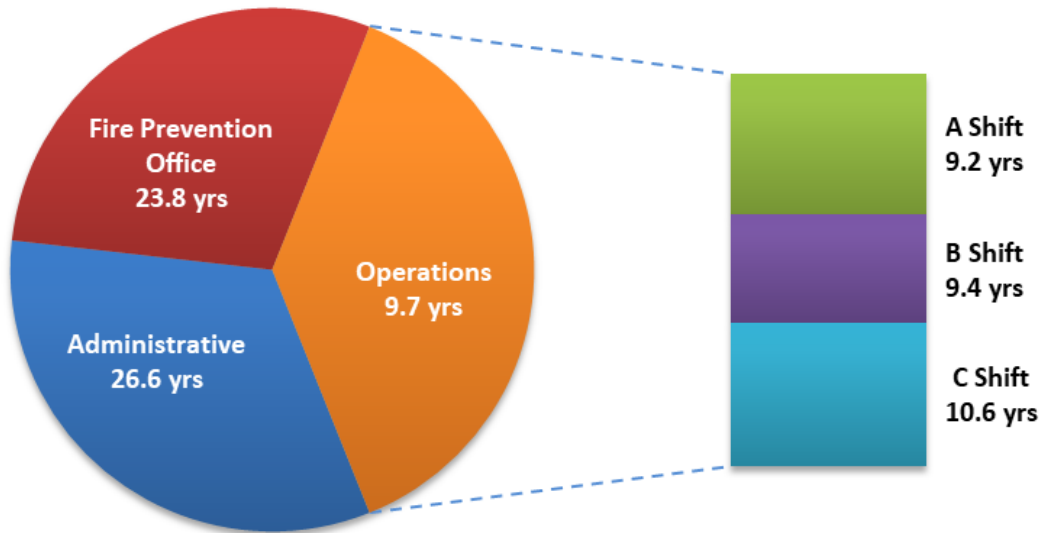
The Training Division is responsible for providing employee training and testing, career development, company-level training, safety program implementation, and any training that accomplishes our mission to keep personnel and our community safe. Our firefighters also had the opportunity to complete live fire training, auto extrication, driver training, ladders, forcible entry, EMS training, ventilation skills, hazardous materials incident, technical rescue, and other Firefighter skills. In addition to supporting the training needs for our entire workforce, 2023 proved to be a busy year for us as we supported the on-boarding and development of six new probationary employees. Our other notable 2023 accomplishments include:

- 8,062 hours of Fire Training
- 1,270 hours of Officer Training
- 2,089 hours of EMS Training
- 516 hours of HazMat Training
- 1,097 hours of Tech Rescue Training
- 13,034 hours of Total Training
- State Inservice Educational Incentive Training for a total 1,617 man-hours of training.
- TFACA Rope Rescue Awareness and Operations – 32 personnel completed 603.50 hours of training.
- TFACA Rope Rescue Technician – 28 personnel completed 546 hours of training.
- For the year 2023 the department sent personnel to TN Fire and Codes Academy for 3,907 total hours of training.



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 the new recruit's knowledge, skills, and abilities up to levels historically expected of the Alcoa Fire Department.

Average Years of Experience



Fire

- 36 Firefighter I of 38 personnel
- 34 Firefighter II of 38 personnel
- 20 Fire instructor I of 38 personnel
- 1 Fire Instructor II of 38 personnel
- 4 Fire Inspector I of 38 personnel
- 4 Fire Investigator I of 38 personnel

Driver/Operator

- 23 PDO of 38 personnel, or 10 of 10 Engineers

Officer

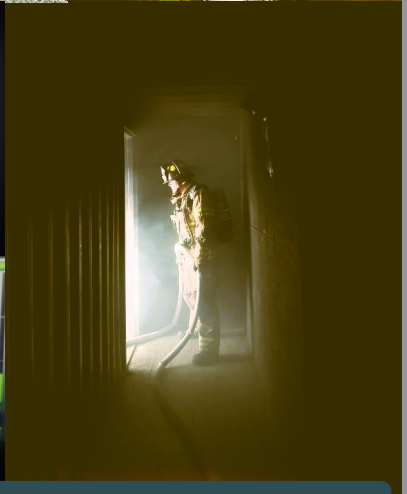
- 14 Fire Officer I of 38 personnel, or 14 of 14 Officers
- 11 Fire Officer II of 38 personnel, or 11 of 14 Officers
- 12 Incident Safety Officer of 38 personnel, or 12 of 14 Officers

EMS

- 34 Emergency Medical Personnel of 38 personnel

HazMat

- 28 HazMat Technicians and 1 HazMat Specialist of 38 personnel



FIRE PREVENTION

Community Risk Reduction

The Fire Prevention Office contains a Fire Marshal, one Full-Time Fire Inspector, and one Part-Time Fire Inspector. Our staff periodically inspects businesses inside the City of Alcoa. The frequency of inspections is determined by the risk each business presents. Commercial Structures fall into categories which help determine risk. These categories are as follows:

1. Assembly (where people gather, restaurants, skating rink, churches, nightclubs)
2. Residential (apartments, hotels, mixed use buildings with residential)
3. Educational (schools)
4. Storage (warehouse)
5. Industrial (factory, woodworking, etc.)
6. Business (offices, outpatient clinic, post office, etc.)
7. Mercantile (Retail, markets, department stores)

Residential buildings pose a significant risk because of the hours people are asleep. Statistically, that is when and where most fire fatalities occur. Assemblies are also a priority because of the substantial number of people that can be present at any time. Educational buildings are important because of the considerable number of children present. Fire can happen anywhere there is a source of ignition and combustibles present. The most important thing is to prevent this by educating occupants and making sure that exits are obvious, clear, and that smoke alarms give us an early warning. In 2023, our inspectors, along with shift personnel, visited buildings for the purpose of preplanning and inspecting for hazards.

Inspections

Category	Count	Percentage
Assembly	209	22%
Residential	187	20%
Educational	56	6%
Storage	99	11%
Industrial	32	3%
Business	239	26%
Mercantile	108	12%

ALCOA FIRE DEPARTMENT
MARYVILLE FIRE DEPARTMENT

Public Fire Education

Installing smoke alarms is a large part of Fire Education. Our department partnered with the Tennessee State Fire Marshal's Office in 2012 to actively participate in their "Get Alarmed" Program. This program provides free 10-year battery smoke alarms for our department to install. We are happy to install alarms inside and outside bedrooms and anywhere else in the home as needed.

The Tennessee State Fire Marshal's Office pulls our fire data into a report. The information provided by the report concludes if occupants were asleep and if awakened by the fire alarms. If so, AFD receives credit for a "save." We receive an annual report of this compiled data.

Installed since 2012

2021-2023	Alarms Installed	Houses Reached	Saves	Household number of people	Coverage of City
	1,714	1,029	24	4,458	22.90%

Installed in 2023

2023	Alarms Installed	Houses Reached	Saves	Household number of people	Coverage of City
	137	59	0		

Empty Pantry Christmas Basket Deliveries are one of our larger smoke alarm events. City employees volunteer for this event each year. This provides us with an opportunity to work with people from other departments for a common goal. Not only did we deliver food baskets, but this allowed us to check and install smoke alarms. The event included 80 separate homes in 2023. We installed 30 alarms in 13 homes as a result. This tells us that 16.25% of lower income homes (out of 80) that we visited either had expired alarms or no alarms at all.

Public Education Events

Event Type	Count
Fire Extinguisher Classes	6
Car Seat Install	24
CPR Class	7
Honor Guard	1
Smoke Alarm - Batteries	5
Smoke Alarm-Install	14
Special Event	14
Station Tour	12
Truck Display	9

Cooking safety starts with YOU.
Pay attention to fire prevention.

SPARKY

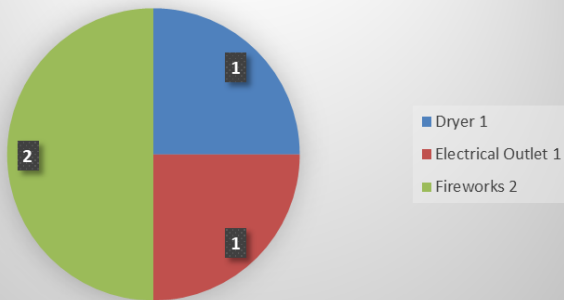
NFPA FIRE PREVENTION WEEK
fpw.org
©2023 National Fire Protection Association | Sparky® is a trademark of NFPA

FIRE INVESTIGATION

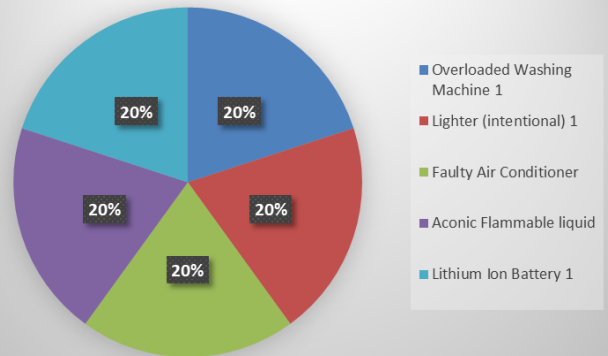
The goal of the Fire Prevention Office is to eliminate fire causes through education about fire hazards, teaching prioritization of the effectiveness of smoke alarms, and emphasizing that everyone needs an evacuation plan. In commercial buildings, education is important, but enforcement of proper life safety codes is necessary to ensure the public will be safe while eating, shopping, and working in these businesses.

Our fire investigation program illustrates to us what is causing fires in the City of Alcoa and helps us to target our efforts to better support our community.

Residential Fire Causes 2023



Commercial Fire Causes 2023





The Fire Prevention Office assists Blount County's 5th Judicial District with any fire that consists of a loss of life, suspicious origin or otherwise larger than what one jurisdiction can safely investigate. In 2023, we assisted with the investigation of the Green Acres Flea Market fire at 608 Hillside Dr. This was the only investigation that we assisted with in 2023.

Through thorough fire code enforcement policies, a priority of educating the public, and comprehensive data from previous fire causes; our department works diligently to make the fire service better by preventing these life changing emergencies before they occur.



ALCOA FIRE IN THE COMMUNITY



Thank You! Dear Firefighters.



I loved the
fire trucks.



Thank You! Dear Firefighters.



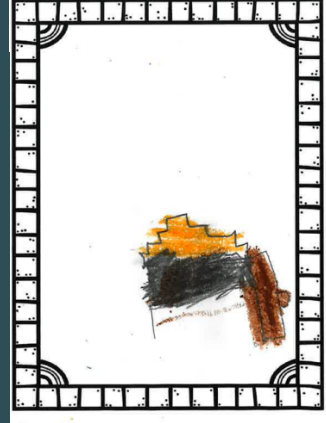
I thank you for
showing
me how
to be a firefighter.

Thank You



Dear Firefighters.

thank you
for letting
us sit in the
fire truck.

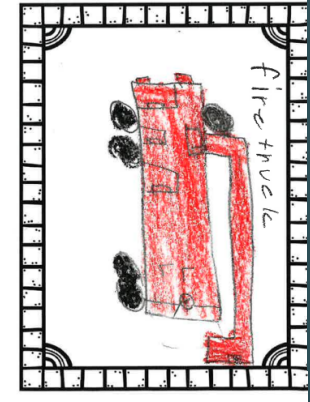


Thank You!



Dear Firefighters.

I loved getting
to see the
fire truck.



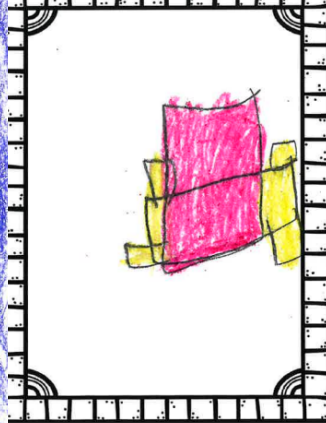
Thank You



Dear Firefighters.

thank you for
letting us sit in
the fire truck.

Thank You!



ALGOA FIRE FAMILY





**HARD TIMES DO NOT CREATE HEROES. IT IS DURING THE HARD
TIMES THE "HERO" WITHIN US IS REVEALED.**

-BOB RILEY