# TABLE OF CONTENTS

A MESSAGE FROM THE CHIEF ........................................................................................................... 2
MISSION STATEMENT .................................................................................................................. 3
GOALS ............................................................................................................................................ 3
PERSONNEL ACTIONS ................................................................................................................ 4
  Retirements ................................................................................................................................ 4
  Promotions ................................................................................................................................. 4
  New Hires .................................................................................................................................. 4
  New Apparatus .......................................................................................................................... 4
FIRE PREVENTION DIVISION ..................................................................................................... 5
FIRE PREVENTION DIVISION ACTIVITY REPORT ................................................................. 7
PUBLIC EDUCATION .................................................................................................................. 8
  Survive Alive House .................................................................................................................. 8
  Be Alarmed Smoke Alarm Program .......................................................................................... 8
  Illinois State University Greek Life Partnership ....................................................................... 8
  Child Passenger Safety Program .............................................................................................. 9
  Social Media Outreach .............................................................................................................. 9
FIRE / EMS RESPONSES ........................................................................................................... 10
TRAINING ACTIVITY REPORT .................................................................................................. 13
FIRE DEPARTMENT ORGANIZATION .................................................................................... 14
A MESSAGE FROM THE CHIEF

On behalf of the Normal Fire Department, it is my pleasure to present the 2019 Normal Fire Department Annual Report.

It has truly been a record-breaking year. From an emergency response standpoint, Normal Fire Department had the busiest year in its history with 6,613 calls for service. While fire calls have remained a fairly steady number for the past decade at around a thousand runs per year, our EMS responses have increased nearly 1,500 calls per year over that time.

Aside from emergency responses, our personnel have been working hard to prepare our two new fire engines for service. These twin engines were delivered in August by Spartan Motors and will be the first fire apparatus in the area to be equipped with advanced life support medications and equipment. This will allow our personnel to provide the highest level of patient care prior to the arrival of a transporting ambulance.

This year, Insurance Services Office (ISO), performed their risk assessment survey of our fire department, water department and emergency communications and we are proud to have maintained our Class 2 ISO rating, and improved our overall score within that classification. ISO classifications help insurance companies determine their premiums and by maintaining a high classification, the insurance rates will be less expensive for our businesses and residents.

Looking ahead, our training calendar continues to be full of opportunities for our personnel to expand on their skills. We have a very talented group of firefighters and our training program keeps their skills sharp and on the cutting edge. Technological advancements are allowing us to pre-plan incidents, dispatch the closest available unit to calls, and perform life safety inspections and plan reviews during building construction projects.

In closing, I would like to thank the members of the Normal Fire Department and their families for their dedication to our organization. We feel very fortunate to have a Town Council and Administration that supports our mission to deliver the highest quality fire and emergency medical services possible to our community.

Sincerely,

Mick Humer
Fire Chief
Normal Fire Department
MISSION STATEMENT

It is the mission of the Normal Fire Department to …

- protect the lives and property of the citizens and visitors of the Town of Normal during all emergencies and disasters;
- promote a safe community through public education, fire prevention, fire investigation, and code enforcement;
- maintain a high standard of training and education for our employees in order to maintain a high degree of operational capability;
- encourage our employees to serve as role models and participate in the community;
- utilize all available resources in an efficient and fiscally responsible manner.

GOALS

- To mitigate hazards and emergencies by rapidly responding to all requests for service with professional skills.
- To provide public safety education and awareness and Fire Code compliance and enforcement.
- To provide employee development that enhances proficiency and professionalism.
PERSONNEL ACTIONS

Retirements
Lt. Mark Hill retired on April 17, 2019 with 30 years of service.
Eng. Randy Gleason retired on May 29, 2019, with 20 years of service.

Promotions
Engineer Jeff Reinhardt promoted to Lieutenant on April 26, 2019.

New Hires
Blake Chausse hired as Firefighter/Paramedic on July 22, 2019.
Bryan Tully hired as Firefighter/Paramedic on August 26, 2019.
Logan Wright hired as Firefighter/Paramedic on August 26, 2019.

New Apparatus
Spartan Motors, Inc. delivered two new engines to Normal Fire Department on August 6. These engines will be equipped with a full complement of firefighting tools and medical supplies and will be the first Paramedic-level engine companies in the McLean County Area EMS System. A Paramedic Engine Company carries all of the medical equipment that an ambulance carries, minus the cot.

Engine 10 was placed in service on December 12, 2019, at Headquarters. Old Engine 10 has been renumbered as Engine 15 and was placed in reserve status at Headquarters. Engine 13 will be the new front line engine at Station 3 when it goes in service after the first of the year 2020. Engine 17 will move to reserve status at Station 3.
FIRE PREVENTION DIVISION

2019 was a busy and challenging year for the Fire Prevention Division.

We continued to experience significant challenges on the field fire inspection front. As noted for the last two year’s annual reports, toward the end of the year in 2017, Firehouse Software which had been supplying the platform for our electronics inspections shut us off when informed that the department was going to move a new vendor, ImageTrend, for incident reporting. While we were attempting to work through the issues, we were made aware of the Town’s introduction to the TRAKiT system. This program is to be used by various Town Departments to increase productivity as and communications between the Departments on permitting, construction projects, code enforcement and plan review processes. With outstanding issues with ImageTrend, it was determined that the new TRAKiT system could further be adapted and used as the electronic platform for Fire Inspections. We transitioned and devoted our time entering occupancy and inspection data into TRAKiT and working to design the program to function as we needed it to do. We had hoped to start doing trial runs in the spring of 2019. However, as the year passed, we discovered that there were many issues in making the program work as we had hoped it would. During this time, ImageTrend continued working through the support tickets that we had outstanding with them and now had a product that was viable for us to use for fire inspections. Since we had only been doing inspections in vital occupancies, and after having meetings with administration on the TRAKiT inspection challenges, the decision was made to return to the ImageTrend system, at least on a temporary basis so that regular occupancy inspections may resume on a more comprehensive basis. In January 2020, the Division will resume its inspection schedule. The Division has spent a tremendous amount of time in the past two years doing electronic data entry into both systems and we hope this will provide us a permanent and reliable solution.

While our inspections remained an issue, we were kept busy in other areas. The Division continues to track Special Activities, including the witnessing of alarm testing, sprinkler testing, elevator testing, plan reviews as well as several other construction related activities and the hours spent conducting them. While the actual overall numbers remained consistent over the past two years some of the hours spent have declined due to many of the projects that were being completed and tests witnessed in the past year were not large occupancies with elevators and more significant number of items to inspect. This is expected to swing back the other direction in 2020 as several large projects get underway.

As has been the case for the past several years, while there weren’t as many large buildings, we continued to see many construction projects finish and gain occupancy in 2019. These were again accompanied by many remodel construction jobs. Some of the building construction and remodel projects that received occupancy after alarm and sprinkler testing witnessed by Prevention personnel included the; several buildings at The Park Apartments, Bromenn Simulation Lab, Lofts North End apartment buildings, Target store remodel, OSF URGO Healthcare, and The Proving Ground Bouldering Gym among many others.
We saw a slight increase in plans reviewed in 2019 to 90 plan reviews in the Division, which up from the 85 plans reviewed in 2018. As we have seen in the past, these numbers can fluctuate some from year to year. But as expected, we saw some larger plans in 2019 and we expect this to continue in 2020 which may include more work done to Rivian and the new Trail East project on the Circle.

We also began to see a couple construction projects take a more substantial amount of the Division’s time in the past year that will continue into the upcoming year.

Menards is in the process of rather extensive additions to its exterior warehouse building as well as interior mezzanines and other work inside the main building. This work has involved the moving of the main fire service, addition of a fire pump, and modification and addition to sprinkler and fire alarm systems. This has been an ongoing challenge as the store has remained occupied during the remodel/construction process.

The other major project to take off is the Rivian Vehicle Assembly Plant. Nearly complete demolition of all the interior equipment has taken place inside the existing structure with plans being submitted for the assembly of not only the vehicles but of the components to build the vehicles including battery construction. These have come with many concerns for fire protection and life safety especially with the storage and construction of battery systems. Rivian is also in the process of building three additions to the existing building with more planned in the near future. One of the additions is significant which will take a great deal of time for Town inspectors.

Additionally, Rivian has completely gutted and made additions to one of their out-buildings that they are going to use as a battery test facility. This again has taken a lot of code work and collaboration with system designers and will include the addition of a fire pump among other special fire and life safety issues. The Rivian work alone will consume extensive time and create continuous work for the Division in the upcoming year.

Once again, we look forward to the 2020 year in the Prevention Division. We have a very busy upcoming year with many construction projects that are underway coming to completion and occupancy. We do expect to conduct a full year of inspections and reinspections. We continue to work as many public education activities in as possible. We understand that public education is still an important part of our Division we work to do as much these events as we can.

We continue to be very proud of the work we do. As always, we look forward to serving the Town and keeping all of its occupants safe from fire.

Respectfully submitted,

Glenn Rosecrans
Fire Prevention Supervisor
Normal Fire Department
FIRE PREVENTION DIVISION ACTIVITY REPORT

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<tr>
<th>Activity</th>
<th># of Activities</th>
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<td>6</td>
</tr>
<tr>
<td>Underground Flush/Hydro</td>
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<td>12</td>
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<tr>
<td>Sprinkler Hydro</td>
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<td>19</td>
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<tr>
<td>Sprinkler Rough-in</td>
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<tr>
<td>Safety Inspection</td>
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<td>Final Occupancy Inspection</td>
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<td>Alarm Test</td>
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<td>Plan Reviews</td>
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<table>
<thead>
<tr>
<th>Activities</th>
<th>Hours</th>
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PUBLIC EDUCATION

Normal Fire Department Prevention Division had a busy year providing a variety of fire prevention and injury reduction programs in our community.

Survive Alive House
During Fire Prevention Month in October, firefighters took fire safety on the road with the Survive Alive House and trained kindergarten through second grades at Unit 5 elementary schools within Normal, Epiphany Grade School, and Calvary Christian Academy. Over one thousand students learned how to crawl low under smoke and escape from a fire, the importance of having a family meeting place and how to call for help in an emergency.

Be Alarmed Smoke Alarm Program
Making sure homes have working smoke alarms is the primary goal of our ongoing partnership with the Illinois Fire Safety Alliance (IFSA) and the Office of the Illinois State Fire Marshal (OSFM) “Be Alarmed” smoke alarm program. The program distributes 10-year concealed battery smoke alarms to fire departments in the state of Illinois. Firefighters and prevention personnel install the smoke alarms for residents in at-risk homes within the community. All educational materials and smoke alarms are provided to Normal Fire Department at no cost. The 10-year batteries ensure that there is a reliable power source for the entire life of the alarm and prevents the low-battery chirping alert, which is a common reason why batteries are removed.

Illinois State University Greek Life Partnership
Illinois State University Fraternity and Sorority Life Office now requires all Greek-affiliated houses to participate in fire safety training and a fire drill each semester. The Prevention Division offers educational presentations and provides realistic smoke-filled evacuation training for rooming houses at their request. A portion of this training focuses on how to react to the fire alarm going off and how the fire sprinkler system protects them. Additionally, the Prevention Division works with the Greek chapters to provide education training to all members, not just ones living in the house.
Child Passenger Safety Program
Illinois Department of Transportation and the Child Care Resource and Referral Network partnered with Normal Fire Department again in 2019 to host Car Seat Safety Check events at Normal Fire Department Station #3. In addition to inspecting seats, income eligible households can receive proper seats for their children through the program. In 2019, 131 seats were distributed to families in need and 77 seats were brought in by families and were inspected and installed by certified technicians.

Social Media Outreach
Our active social media presence allows us to push timely and pertinent emergency and safety information to our followers. Over 11,000 people follow Normal Fire Department on Facebook, upwards of 9,100 are connected on NextDoor, over 3,000 follow NFD on Twitter, and we have nearly 1,300 followers on Instagram. These numbers continue to grow every day.

In conclusion, we are proud of the work we do in preventing fires and reducing preventable injuries within our community. Every day, we look for new and creative ways to reach new audiences with our messages and reach as many people as possible.

We know firsthand that prevention of fire or injury is the first step towards a safer community, and we look forward to providing quality education whenever possible.

Respectfully submitted,

Matthew Swaney
Fire Inspector / Public Information Officer
Normal Fire Department

![Graph showing 2019 Public Education Activities]
FIRE / EMS RESPONSES

Total Number of Emergency Responses in 2019:

**6,613**

- **Total Fire Runs:** 1,167
- **Total EMS Runs:** 5,446

Average Dispatch to On-Scene time: 3:56

82% of all responses were EMS related. The average patient was 51 years old. NFD Paramedics treated 4,207 patients on the scene and transported 4,054 of those to area hospitals.

It should be noted, that on higher priority medical calls, a fire engine crew is dispatched to provide additional manpower, lifting assistance, or other aid. This scenario is not counted as a fire run, and only counts towards the EMS run count.
EMS Calls by Nature

Fire Runs by Nature
Normal Fire Department personnel trained for a total of 27,467 man-hours in 2019. That is an average of 34.6 hours per firefighter per month.
FIRE DEPARTMENT ORGANIZATION

First Shift
Battalion Chief
Ed Collins

Second Shift
Battalion Chief
Jim Vaughn

Third Shift
Battalion Chief
Jon Hauge

2019 Annual Report prepared by Insp. Matt Swaney, Public Information Officer