



Bondurant Emergency Services 2022 year-end report

Call statistics:

We had a total of 875 emergent calls originating from Polk County Dispatch 911 center and 1,143 total incident calls in 2022 (this number includes the 911 calls for emergent service as well as non-emergent calls for assistance). These numbers continue to trend upward, as to be expected, as our once small town continues to evolve into a much more populated and commercially developed metro community. Many of the calls for emergent services from the 911 dispatch center were medical in nature 58.91%, with rescue calls being the next highest at 14.44%, then confirmed false alarms at 9.43%, public assistance calls via a call to the 911 center was 9.08%, confirmed working fire assignments came in at 6.28%, hazardous materials calls came in at 1.63% and finally coming in with 0.23% being a natural disaster response. The remaining 268 calls that came directly into the station via office or cell phones were things such as assistance in replacing smoke detector batteries, helping to track down a suspicious smell inside and outside of residents, assisting law enforcement with lighting or traffic control in various areas, and others similar in nature (not necessarily an emergency 911 call, but still an ask for assistance).

My advice to the public is that if you think it is an emergency (or if you simply do not know), call 911. The dispatchers at the call center can assist you and get the process started to get you the assistance you need faster than if you call our department or any other local fire department directly. This is because all our internal systems are designed to be call center activated. Even if you call us directly, we must call the dispatch center via phone or radio to have a run generated for our department or the appropriate department. By calling 911 directly, you can get immediate assistance and minimize the time spent with us calling it in. Also, for added security when calling 911 the calls are all recorded so if there is any question concerning an address or type of issue going on, the call taker can listen to the original call again, when calling us directly if we misinformation we have no means of replaying it.

Staffing:

On July 1, 2022, we added a fulltime Fire-Medic position to work from 8 PM – 6 AM Wednesday through Sunday morning. This position provides stability to our schedule during the overnight hours of operation and allows for a smother continuation of operations when paid-per-call and part-time staff are transitioning through the various individual work schedules. We are staffing the station with an ambulance crew (two members) and can staff two ambulances or one ambulance and one basic engine company approximately 50% of the time with staff in the station, the rest of the time we have on-duty crews that respond to the station from home thus slowing our response time. Our goal is to continue to drive the response time delays down, with the continued transition from fully volunteer to a true combination department by having staff in-station as much as possible.



Equipment:

We were able to purchase a refurbished cot/load system through the ambulance manufacturer with funding from a Prairie Meadows Grant, for one of the three ambulances. The \$15,000.00 load system has been beneficial in reducing the potential for back injuries of our staff as well as fatigue in lifting patients in and out of the ambulance. It also assists in creating a safer loading environment for the patient by eliminating the potential for human error when manually lifted in and out of an ambulance on a cot. We are currently waiting for the manufacturer to receive in two additional load systems, which would be good candidates, for refurbishment for our other two ambulances. (One of the additional systems will be paid for as part of the Prairie Meadows Grant award and the third was funded through a budget adjustment from city council.)

The Department ordered a new Tahoe, for our inspection and prevention department. This unit is a basic State of Iowa bid vehicle that will be upfitted with a basic NFPA minimum light package for emergent response to scenes. This fleet addition will allow the current 2014 Tahoe to be utilized by the on-duty officer at the station to respond to calls in as a command vehicle. The current Tahoe has the command center already installed inside of the rear compartment, the new Tahoe will not have a command box or additional command equipment. We are expecting this unit to arrive sometime around May / June of this year and once upfitted, delivered to us mid-summer to go in-service.

The Department also received a Grant through Polk County to update all the mobile data terminals in all the vehicles (the grant was received at the end of 2021, but the program truly gained some speed in 2022). This new system allows dispatch to track our vehicles and to page specific units to events based on the current location of the vehicle. How this new system is different, if an ambulance is on the way back from a hospital and headed back to town, the dispatcher can see it on the monitor and could dispatch that unit to a call if it was the closest unit. Currently, one of our other units would be selected by dispatch to respond from the station and the two units would pass each other on the way to and from. The goal of the new system is to get to a closest available unit dispatch model, thus decreasing travel times and increasing logistics for each response. The system will be able to account for drive miles when road construction is an issue in any given area and send the closest unit based on traffic flow calculations rather than simply based on miles alone. Currently, all our fleet has been updated and functioning with the new system. Countywide, not all departments have been transitioned over, with the expected date of that transition to be complete sometime in early May. Once the entire county has transitioned, then the closest unit model will be built out over the next year. Although challenges still exist, we are getting closer to seeing that dream slowly become a reality.

We also purchased Ballistic PPE for the members to use. We were able to put ballistic vests in all three of our ambulances and all three of our duty vehicles. Although the hope is to never need the equipment, the reality is that we have already been involved in multiple situations that, if we had it, we would have been wearing it. The Ballistic gear consists of a helmet, vest, and eye protection. We have had the opportunity to train with it along side of our law enforcement partners in a firsthand training scenario, functioning as a rescue task force.



We placed an order for two new pumpers after working with multiple truck builders and engineers. These two pumpers will be built in Florida and then shipped to Wisconsin for additional systems to be added before delivery to us. They are designed to be identical units, built on Freightliner M-102 chassis with four person cabs. They will have a standard 1250 gallon per minute Waterous pump. Each will have approximately 2,000 gallons of water onboard and be outfitted with a quick dump system to allow them to function as tenders. The units are being shipped to Wisconsin after the initial build to have an Ultra High-Pressure System added to each of them. The projected build time is 31 months. These are basic pumper/tenders, being built with the intent of many years of frontline service and ease of maintenance by utilizing as few custom parts as possible. This kept the overall expense down and will hopefully keep the maintenance costs down in the future.

Major accomplishments:

The department has hired a consulting firm to assist us in building a Strategic Plan for the future. This will allow us to have direction in decision making with a strategic plan as the focus point as we grow internally and externally. The strategic plan will help us identify areas of immediate and long-term needs based on the national standards.

The city purchased land for a city campus. This will allow room for growth for multiple city departments. For the Emergency Services department, it means we will be able to build a station that better serves our needs and the needs of the community. The current Public Safety Building was built in 2008, with the overall goal of serving the community for approximately five years before needing to be expanded. However, that expansion expense was determined to not be as cost effective as repurposing the current station and moving into a more modern station designed for what the department has grown into, and the city needs. The current building served as a volunteer station well, however we have outgrown the building. We look forward to the campus, station design, and build process.

2022 Highlights:

Four members received a lifesaving accommodation, with bars to wear on their dress uniforms.

The fire department lost another water fight at the library against the children of Bondurant in the Summer reading program. (We will never win the water fight against such tactics and resolve the children of Bondurant have, but we win the battle every time we are able to participate in the water fights.)

We had members of the department complete their master's degrees, become Paramedics, become an advanced EMTs, become certified EMTs, become certified interior firefighters, and so much more. However, **the best highlight of 2022 is that every member made it home** to be with their respected families after every call to service in 2022.



My hope for 2023 is for successful outcomes, continued growth, and for everyone to be healthy and safe. My mission is to make the same remarks next year at this time and every year beyond, everyone made it home.

Respectfully submitted,

Aaron Kreuder

Chief of Emergency Services