



**KENTWOOD FIRE DEPARTMENT**

**2021**

**ANNUAL REPORT**



# **KENTWOOD FIRE DEPARTMENT 2021 ANNUAL REPORT**



## **MESSAGE FROM FIRE CHIEF BRENT LOOMAN**

**It is my honor and privilege to present the Kentwood Fire Department Annual Report. 2021 continued to present challenges as we faced a persistent COVID-19 pandemic and a record number of calls for service, while learning how to treat and communicate with patients in our multi-cultural community. The dedicated members of the Kentwood Fire Department have met each challenge with compassion, determination and professionalism as they continue to provide excellent service to our citizens. They are our greatest asset as they continue to adapt to demands and go above and beyond in meeting the needs of our community. Even in the face of uncertainty and personal risk, Kentwood fire fighters are committed to ensuring that every call for help is answered.**

**Thank you again to Mayor Stephen Kepley and City Commissioners for providing the support and resources that allow us to achieve our mission, vision and core values in responding to all hazards and protecting the City of Kentwood at the highest level.**

**The following pages provide information on the activities of the Kentwood Fire Department in 2021: personnel, statistics and highlights. We hope you find it informative and useful.**



## MISSION AND VISION

- MISSION

- Preserve life, property and protect the environment; promote public safety; and foster economic growth through customer service, leadership, professional development, management, and actions as an all risk, all hazards life safety response provider.

- VISION

- Lead in providing public safety and emergency services to the customers of the City of Kentwood as part of a dynamic and professional team.
- Dedicated to our Core Values and committed to creating a diverse workforce reflective of the community we serve with our training, policies and procedures that are free from bias and discrimination.
- Be our best to one another, the City and our customers.



## CORE VALUES

- Serve with integrity, honesty and trust
- Effectively communicate with stakeholders
- Safeguard use of fiscal and natural resources
- Serve customers with excellence

*VISION - FOCUS - COMMITMENT*

# KENTWOOD FIRE DEPARTMENT 2021 ANNUAL REPORT



## YEAR AT A GLANCE

**49**

Employees

- 🔧 10 Promotions
- 🔧 6 Resignations
- 🔧 6 New Hires

**5,061**

Responses

- 🔥 164 Fires
- 🚑 3,601 EMS
- 🚒 1,296 Other

**267**

Construction  
Plan Reviews

**308**

Smoke Alarms  
Installed

**782**

Business  
Inspections

**58**

CO Alarms  
Installed

**7,542**

Training Hours

**1,724**

Overlapping  
Incidents

**31**

Fire  
Investigations

**2,544**

Training Classes

**183**

Aid Given

**0**

Fire Deaths

**57**

Aid Received



## PERSONNEL

Employees are our most important asset and are critical to the success of the Kentwood Fire Department. We are fortunate to have a team of dedicated professionals. 2021 saw an unusual number of retirements and resignations, leading to promotions and new hires.

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Paid on Call Fire Fighters, laid off in March 2020 due to COVID restrictions and funding limitations, were terminated in May 2021 and the program officially ended.

Thank you to the following for their service to the City of Kentwood:

👤 Chris Abel

👤 Donovan Druart

👤 Handsome Henderson

👤 Scott Noorman

👤 Aaron Densborn

👤 Craig Hall

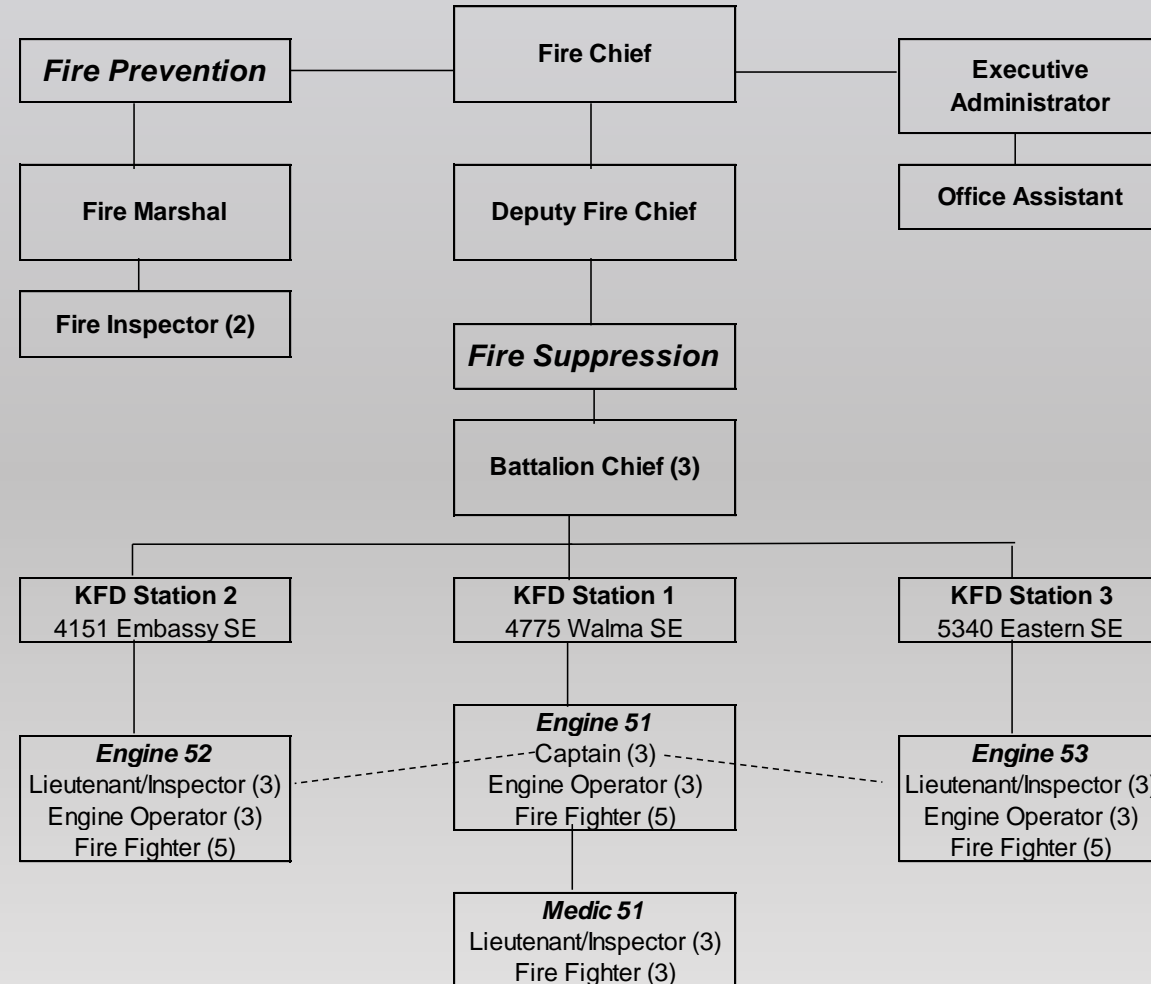
👤 Otis Moore

👤 Hayden Straw

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## ORGANIZATION CHART (total personnel)



# KENTWOOD FIRE DEPARTMENT

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- Applicants for the Kentwood Fire Department must be certified as Michigan Fire Fighter II with Hazardous Materials Operations and be licensed by the State of Michigan as an Emergency Medical Technician (EMT) or higher. The hiring process includes a written test, oral interview, physical agility test, background investigation, medical and psychological evaluations.
- Promotions generally come from within the department following a competitive process including a written test and oral interview or, for Engine Operator, a practical examination.

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## PROMOTIONS

**MARC OLIVER**

**Fire Inspector – July 17**



**DEAN KRUEGER**

**Engine Operator – July 17**



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**BRIAN JOHNSON**  
Engine Operator – July 31



**PAT QUICK**  
Fire Marshal – August 28



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**STEVE SANDHOLM**

**Battalion Chief – September 11**



**JEFF HUGHES**

**Captain – September 11**



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**STEVE HOVING**

**Fire Inspector – October 9**



**PHIL AUTSEMA**

**Lieutenant/Inspector – October 23**



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**NICK HARKES**

**Lieutenant/Inspector – November 6**



**PAUL SCHEMPER**

**Engine Operator – December 4**



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## NEW HIRES

**DANIEL RECK**  
February 13



**CRAIG VANDEZANDE**  
April 3



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**LEVI CALDUCH**  
**August 14**



**KYLE GABRIELSE**  
**August 15**



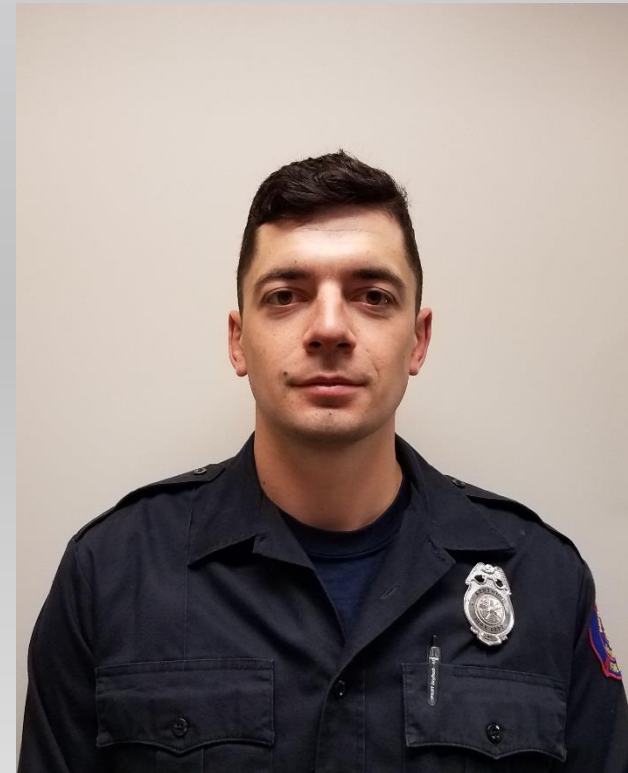
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**MICHAEL NAIL**  
**August 16**



**MATTHEW NEWMAN**  
**October 23**





## RETIREMENTS AND RESIGNATIONS

**MARK HERRON**  
April 8 – 34 years



**BILL MEADE**  
September 10 – 31 years



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**MICHAEL NAVETTA**  
November 5 – 30 years



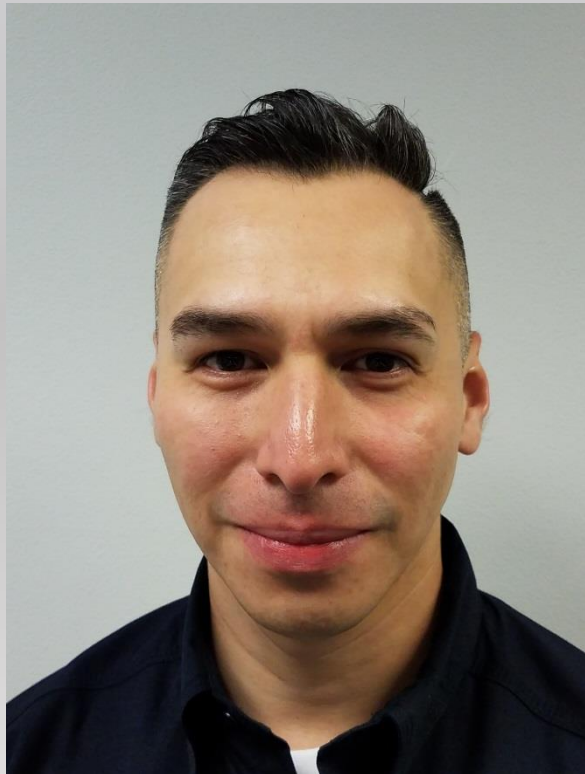
**BRYAN LYNCH**  
August 19 – 19 years



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**JUAN MARTINEZ**  
March 9 – 1 year



**KYLE GABRIELSE**  
December 14 – 4 months





## TRAINING

In 2020 the median experience level was 15 years of service. In 2021, that number dropped to 8.5. To ensure that we continue to provide the highest level of service to the community, we provide comprehensive and continuous training to our members.

# KENTWOOD FIRE DEPARTMENT

## 2021 ANNUAL REPORT



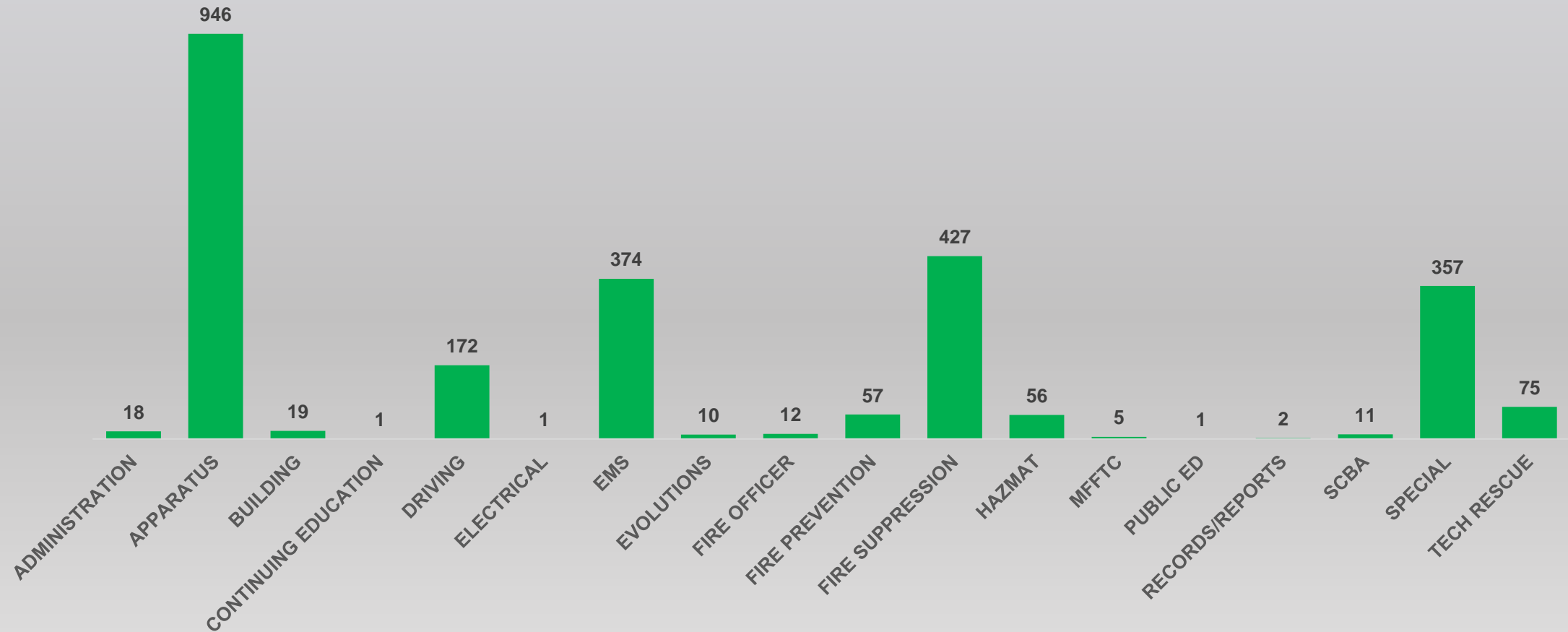
COVID-19 presented obstacles to in-person, multi-station training, but the Fire Department adapted with expanded use of online and virtual trainings. When those were not adequate for teaching vital skills, small hands-on classes were held in person.

Fire fighters participated in over 2,500 class hours involving more than 7,500 personnel hours. Not surprisingly, the most training was done on maintaining readiness of fire apparatus, fire suppression, and emergency medical services.

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## TRAINING CLASS HOURS



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Water rescue at East Kentwood High



Technical rescue



Flow path



Recruit training at Wyoming training center



Aero-Med helicopter



Forcible entry prop - Wyoming



## EMERGENCY RESPONSE

We experienced a record number of calls for service in 2021—the first time in the City’s history we exceeded 500 calls in one month and 5,000 calls for the year.

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## INCIDENTS BY TYPE

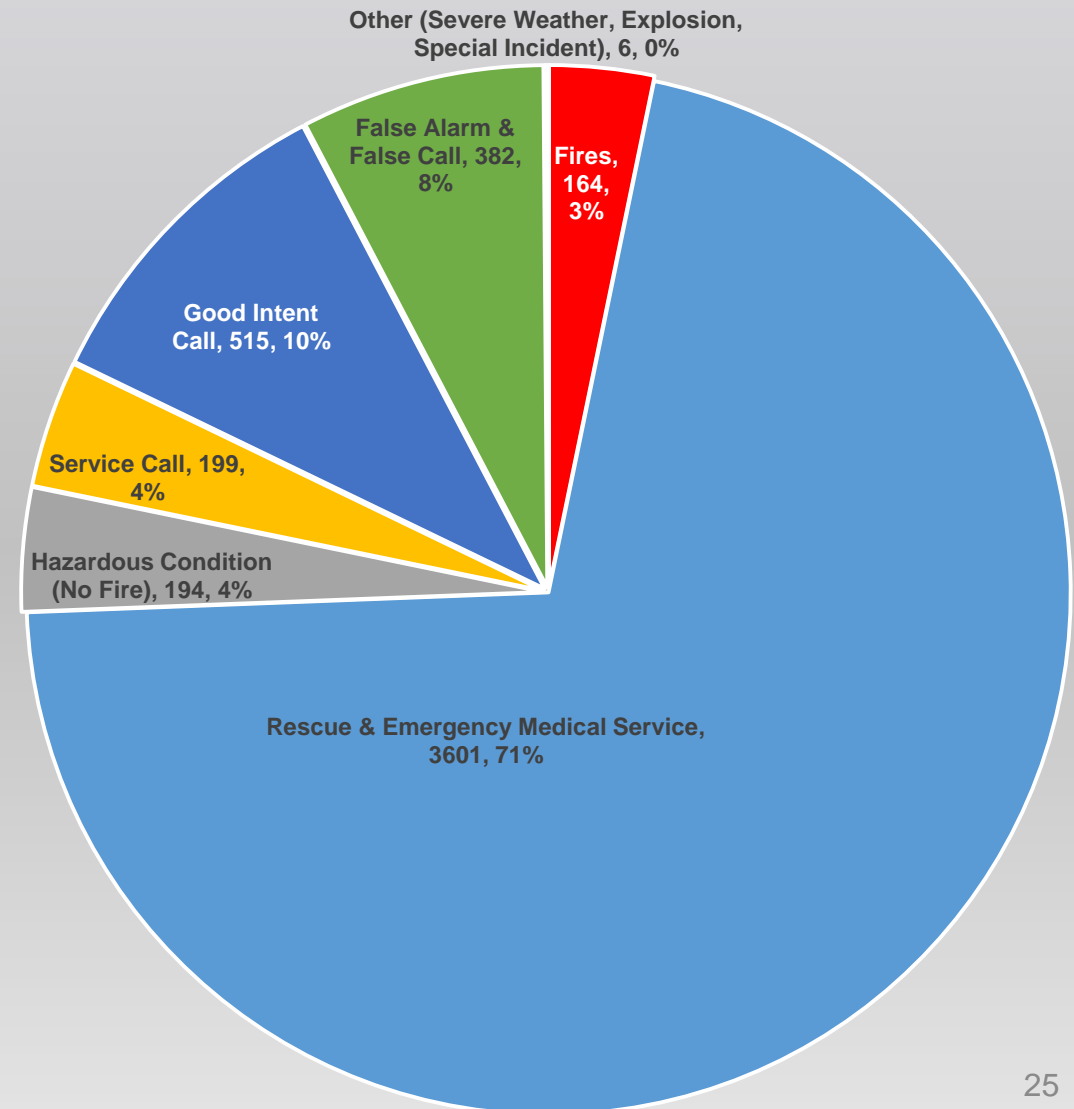
Every response is documented in an incident report in compliance with the National Fire Incident Reporting System (NFIRS). Major incident types are shown in the categories illustrated in the graph.

Like most fire departments who also provide emergency medical services, the majority of calls for service involve medical or rescue responses.

Good intent calls, such as steam mistaken for smoke, controlled burns, medical calls where patient has been transported, and incidents where apparatus is dispatched and cancelled en route are a distant second.

Only 3% of calls for service were for fires.

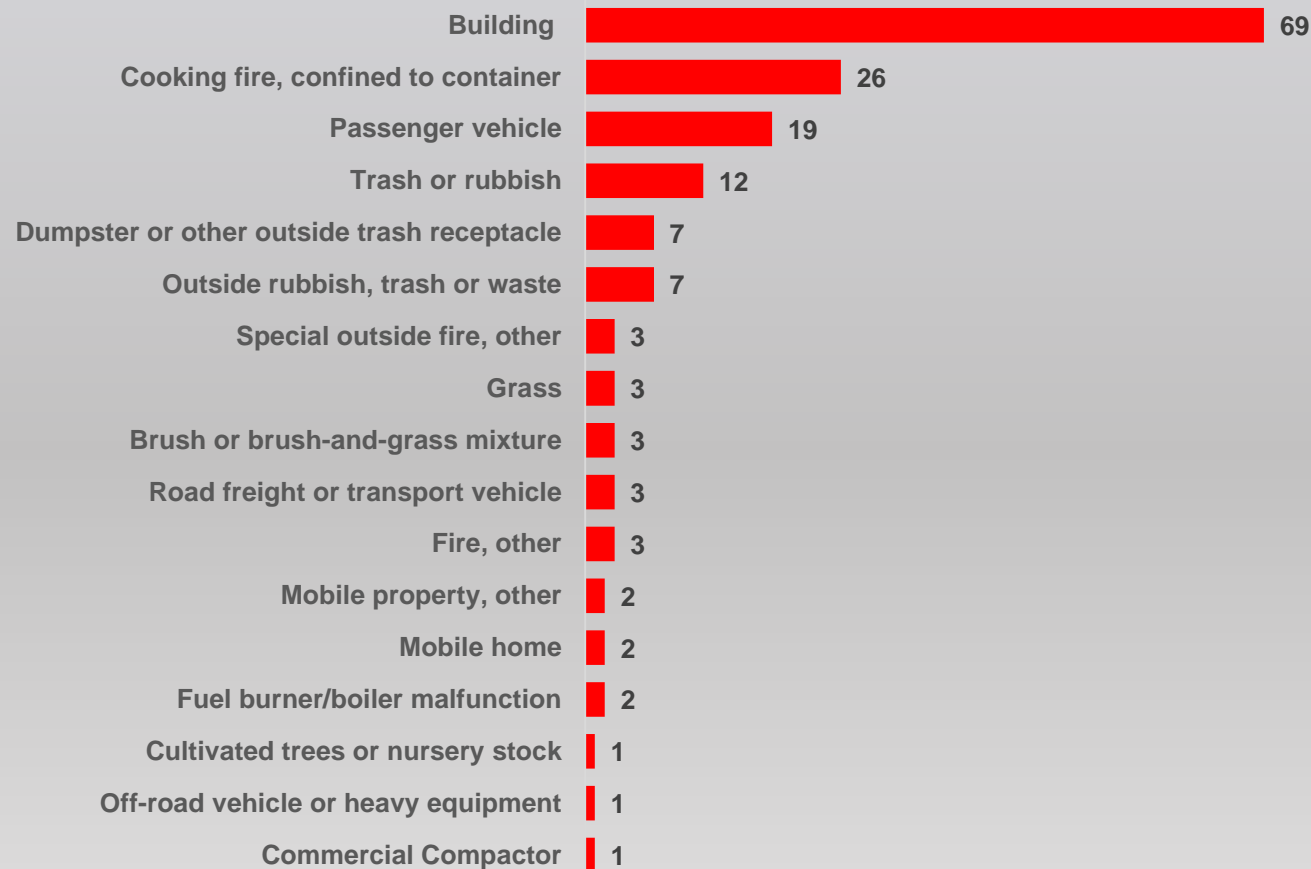
A more detailed breakdown follows.



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## FIRES



Total estimated value of properties and vehicles that had fires was estimated at \$59,134,096. The amount saved through fire suppression efforts was \$57,597,360.

Among the fires were two barns—unusual in our suburban community.

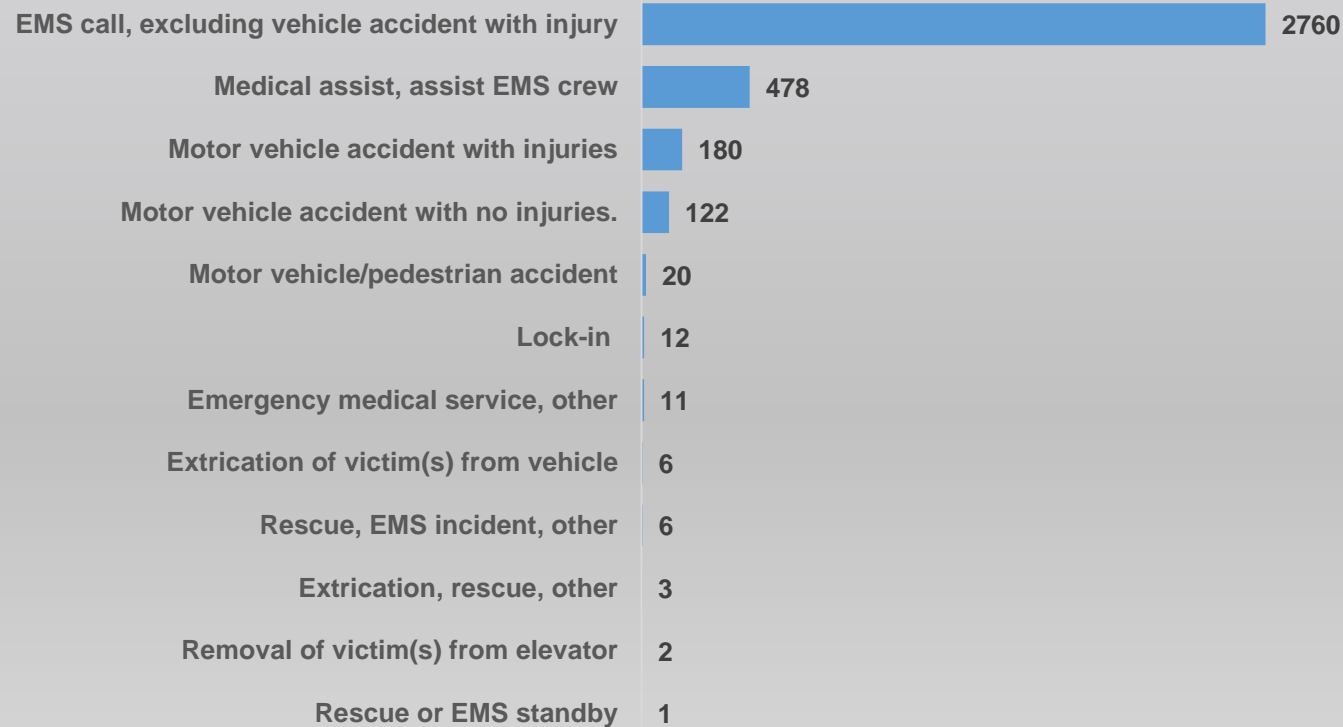
The largest loss fire involved the barns at the 3 Two Ranch on 32<sup>nd</sup> St. in May. Fortunately none of the horses that usually occupy the barn was injured.

A March fire destroyed a barn on the historic Heyboer farm on 52<sup>nd</sup> St.

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## EMERGENCY MEDICAL SERVICES



All Kentwood Fire Fighters are cross-trained and licensed as Emergency Medical Technicians (EMTs) or higher. They provide basic life-saving treatment and stabilize the patient until they can be transported by private ambulance.

Complaints of breathing problems, falls, traffic incidents, and chest pain accounted for just over half of the EMS responses.



## FALSE ALARMS



A false alarm is activation of an alarm system when an emergency situation does not exist. Malicious or weather-related alarms are not considered false alarms.

Years ago, in an effort to reduce false alarms, the City adopted an ordinance that penalizes alarm users that have three or more false alarms in a year.

Further, people must call the fire department before working on a fire system to avoid an unnecessary response.

These measures have proven successful in reducing the number of false alarms.

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## OTHER

The fire department is trained to respond to all hazards. The “other” incidents are listed here.



Water leak on 28<sup>th</sup> St.

Dispatched & cancelled en route	303
No incident found on arrival	93
Smoke scare, odor of smoke	61
Power line down	52
Good intent call, other	45
Carbon monoxide incident	45
Gas leak (natural gas or LPG)	40
Police matter	34
Assist invalid, person in distress	30
Assist police or other governmental agency	28
Unauthorized burning	26
Lock-out	16
Public service	15
Water problem	15
Electrical problem	15
Smoke or odor removal	12
Service Call, other	9
Electrical wiring/equipment problem, other	9
Steam, vapor, fog or dust thought to be smoke	8
Animal rescue, problem	8
Vehicle accident, general cleanup	8
Hazardous condition, other	7
Chemical, toxic hazard	6
Gasoline, oil or other liquid spill	5
HazMat release investigation w/no HazMat	4
Cover assignment, standby, moveup	3
Ring or jewelry removal	3
Overheated motor	3
Citizen complaint	2
Building or structure weakened or collapsed	2
Accident, potential accident, other	2
Excessive heat, scorch burns with no ignition	2
Wind storm, tornado/hurricane assessment	1
Authorized controlled burning	1
Overpressure rupture, explosion, overheating	1



## RESPONSE TIMES

Response times are a vital component in outcomes in an emergency. A better result occurs with faster responses.

Brain death can occur in 6 minutes or less in a cardiac arrest and a house fire can be untenable within the same time frame.





## AVERAGE EMERGENCY RESPONSE TIME

The Kentwood Fire Department emergency response time goal is 5 minutes and 20 seconds (5:20) for the first arriving fire department vehicle with the potential to mitigate the situation.

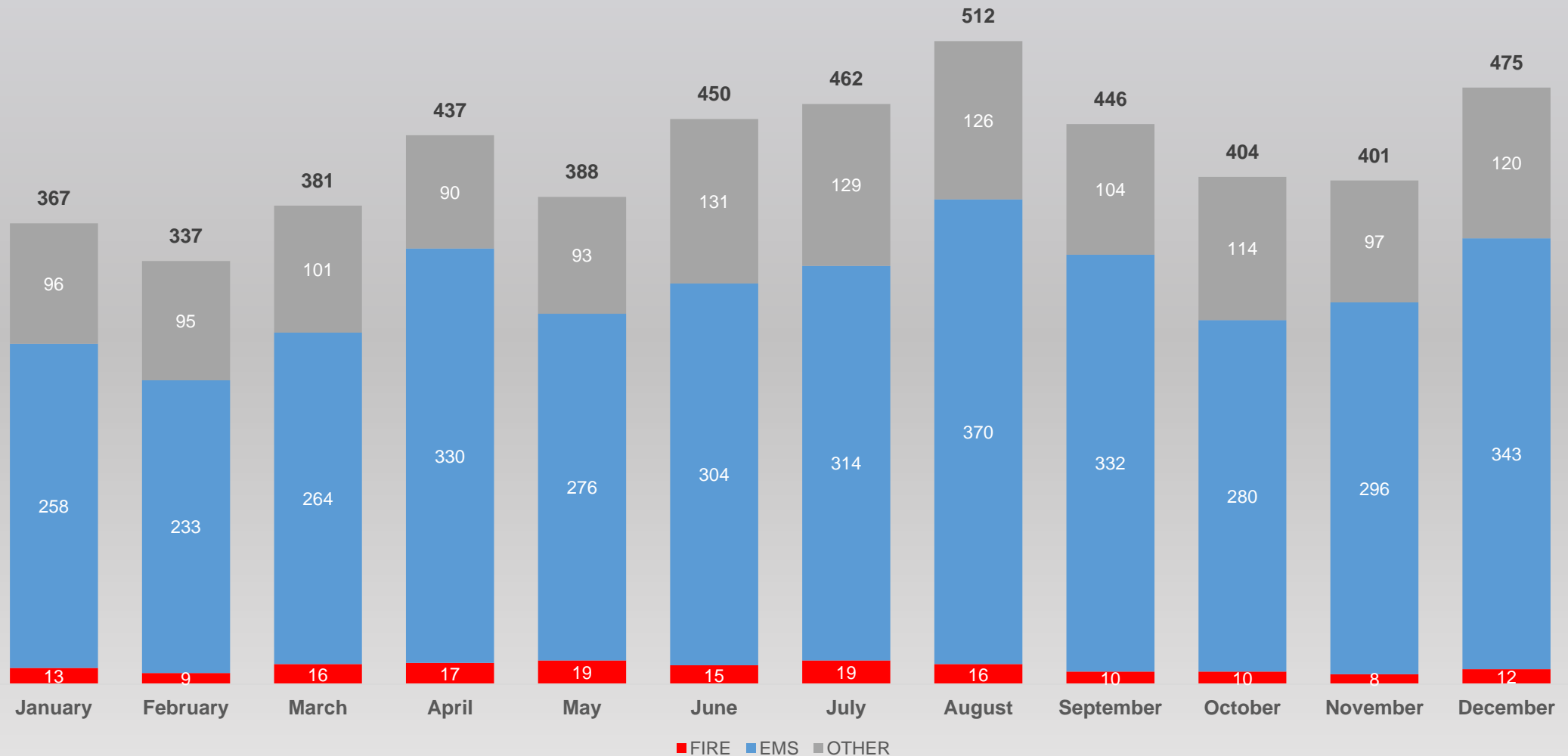
*Note: Medic 51 has a large first response area that overlaps station response areas. Even so, the medic is faster than the engine(s).*

➤	<b>Overall average</b>	<b>5:08</b>
🔥	<b>Overall fire</b>	<b>4:47</b>
	• Building Fire	4:38
	• Cooking Fire	4:46
🚑	<b>Overall medical</b>	<b>5:02</b>
	• Station 1 Engine	5:07
	• Station 1 Medic	4:52
	• Station 2 Engine	5:31
	• Station 3 Engine	4:58

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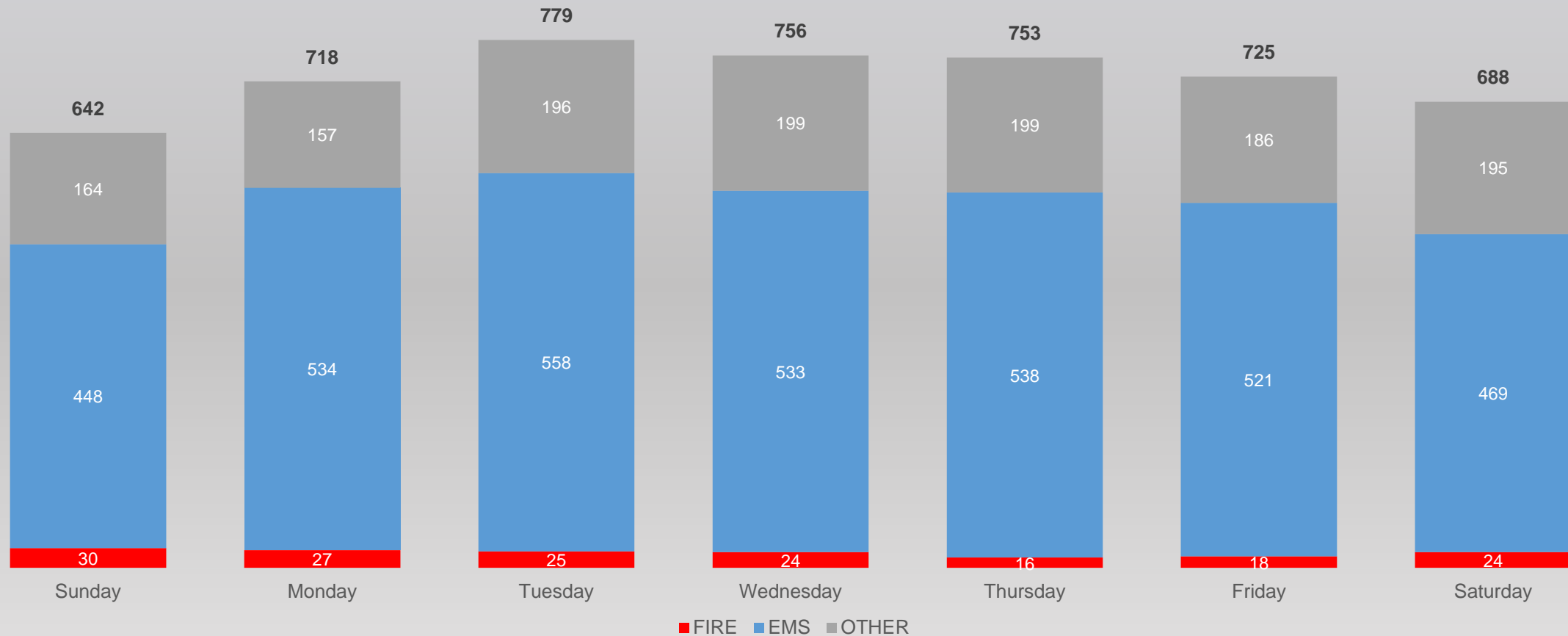
## CALLS PER MONTH



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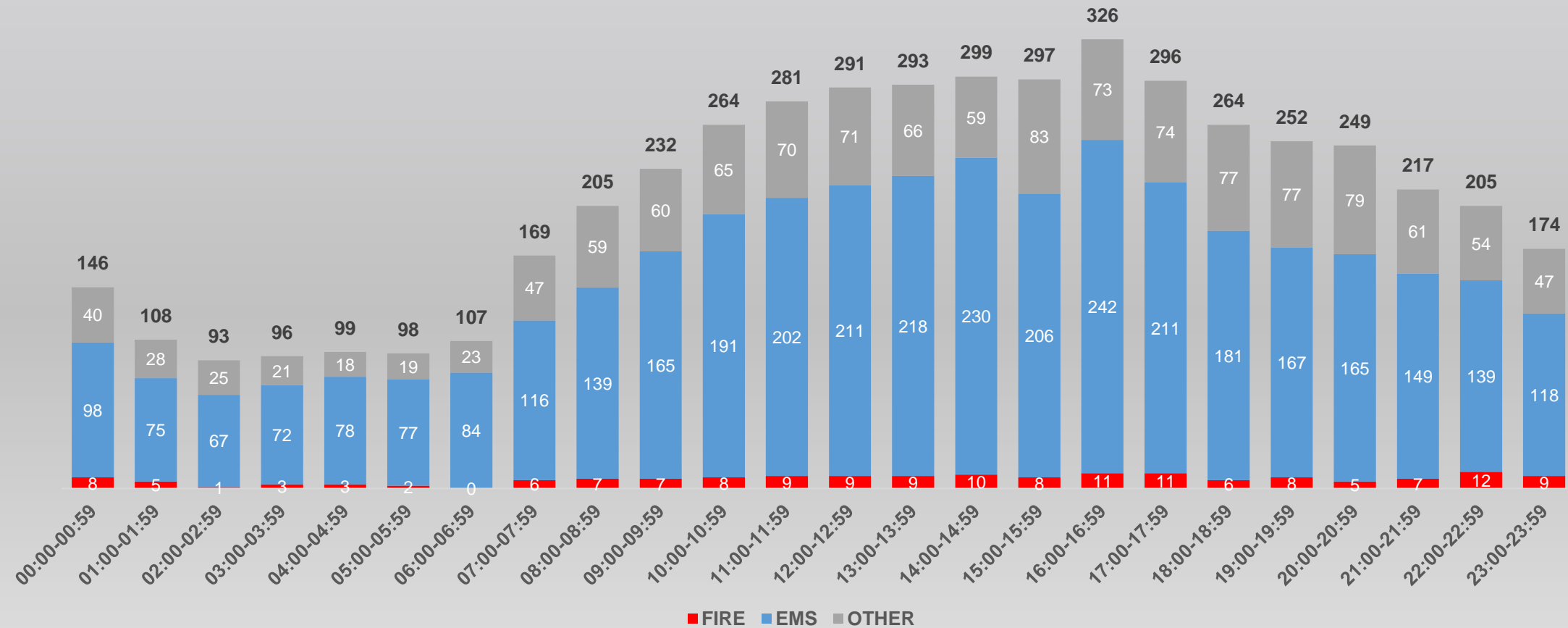
## CALLS BY DAY OF WEEK



# KENTWOOD FIRE DEPARTMENT 2021 ANNUAL REPORT



## CALLS BY HOUR OF DAY

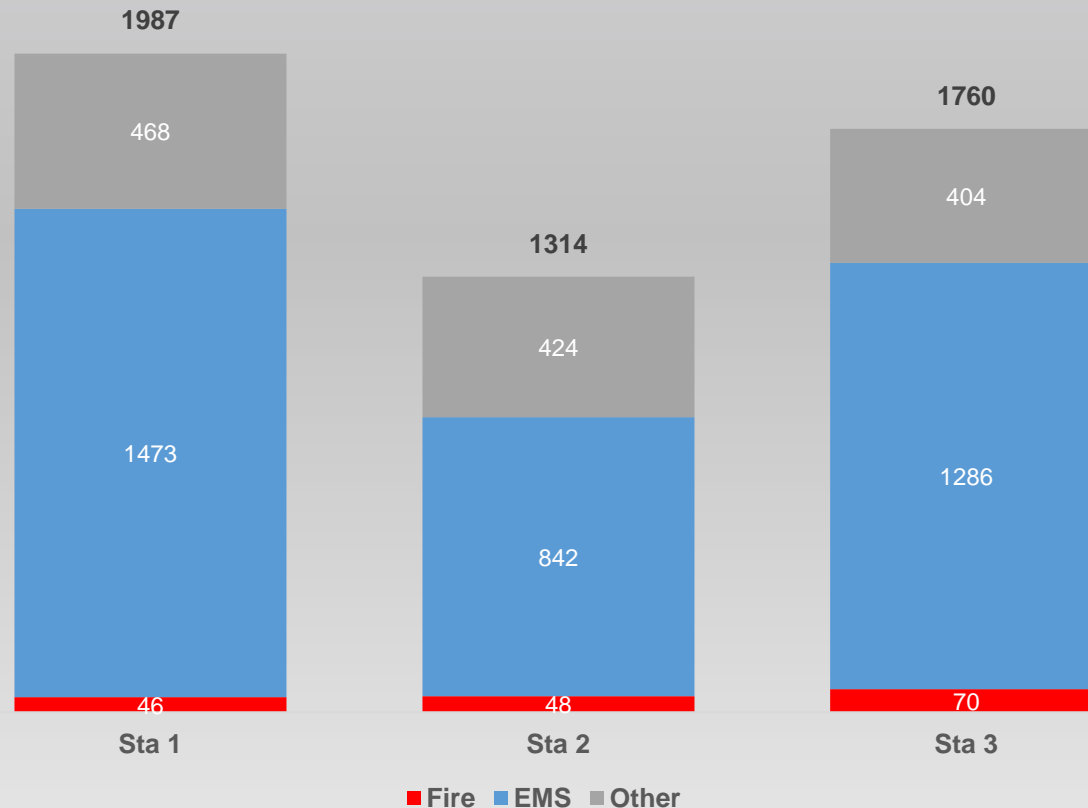





# KENTWOOD FIRE DEPARTMENT 2021 ANNUAL REPORT

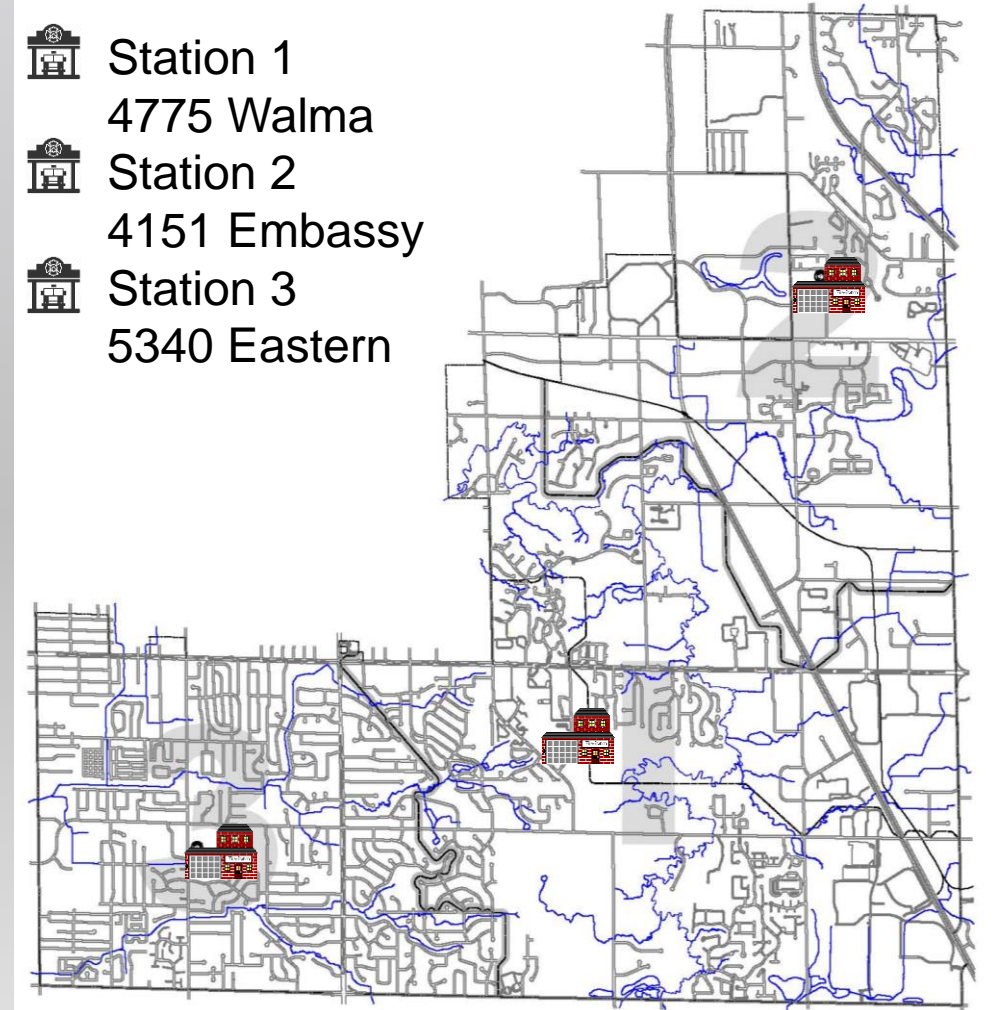


## INCIDENTS BY STATION

Fire stations are strategically located to provide optimal and equitable coverage to all of Kentwood, and resources are allocated to best serve the community.



-  Station 1  
4775 Walma
-  Station 2  
4151 Embassy
-  Station 3  
5340 Eastern





## OVERLAPPING INCIDENTS

A review of incidents indicates that 1,724 incidents overlapped during the year. This means that there was more than one incident occurring simultaneously approximately 1/3 of the time.

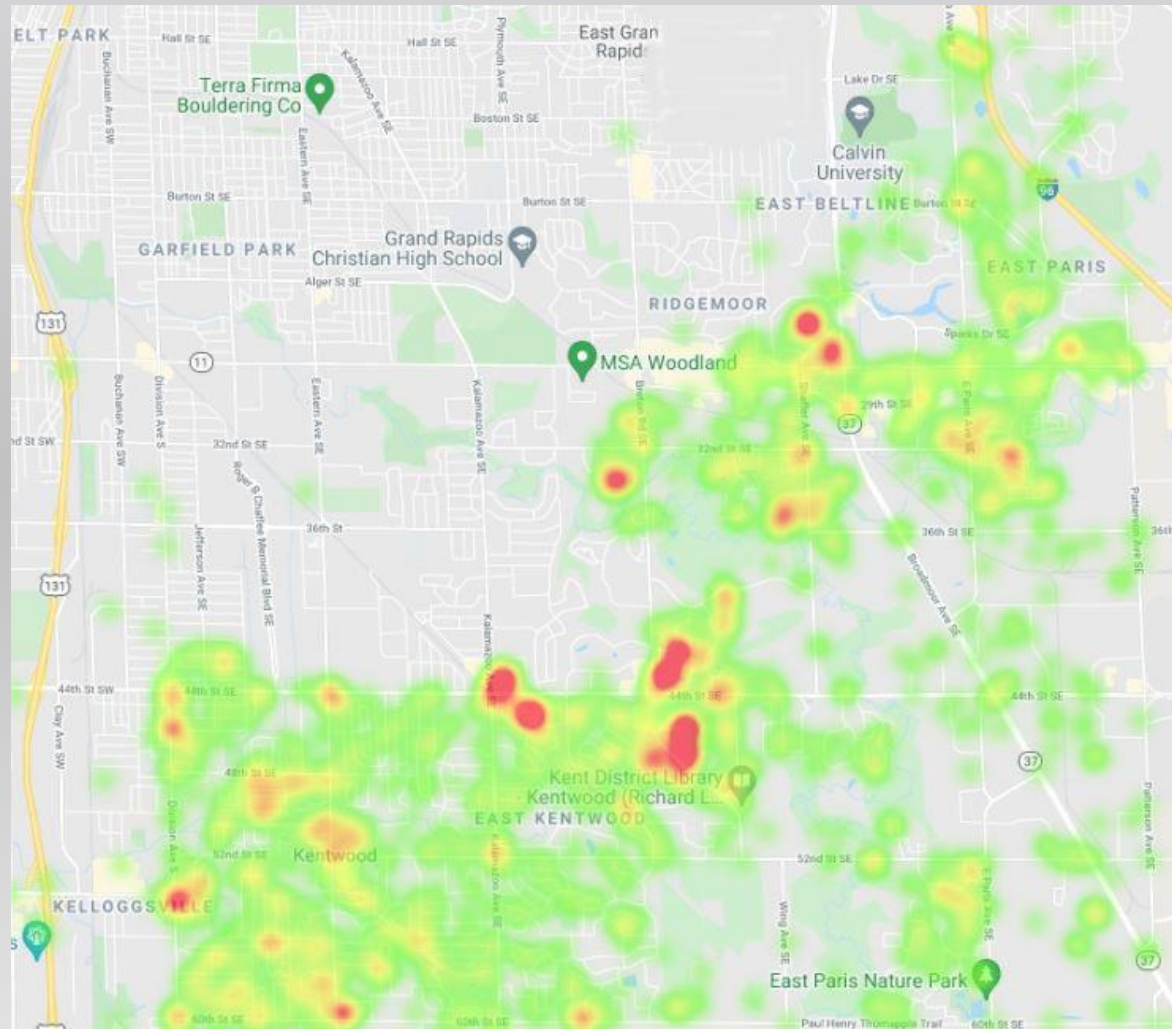
This often requires personnel and apparatus from another fire station to handle the second and subsequent calls, delaying the incident response.

In August and November the overlaps were over 40%.

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## HOT SPOTS



### Top response locations

➤ 4352 Breton (Azpira Place)	87
➤ Leisures (Acres/East/South)	84
➤ Wingate Apts.	82
➤ 4740 Breton (Summer Haven)	82
➤ 4320 Kalamazoo (Greentree)	80
➤ Woodland Creek Apts.	79
➤ 4520 Bowen (Tamarisk)	67
➤ 4550 Breton Ct. (Wellington Woods)	64
➤ 3195 28 <sup>th</sup> (Woodland Mall)	57
➤ 2500 Breton Woods (Holland Home)	51
➤ 2701 East Beltline (Hawthorn Suites)	48
➤ Pheasant Ridge Apts.	45

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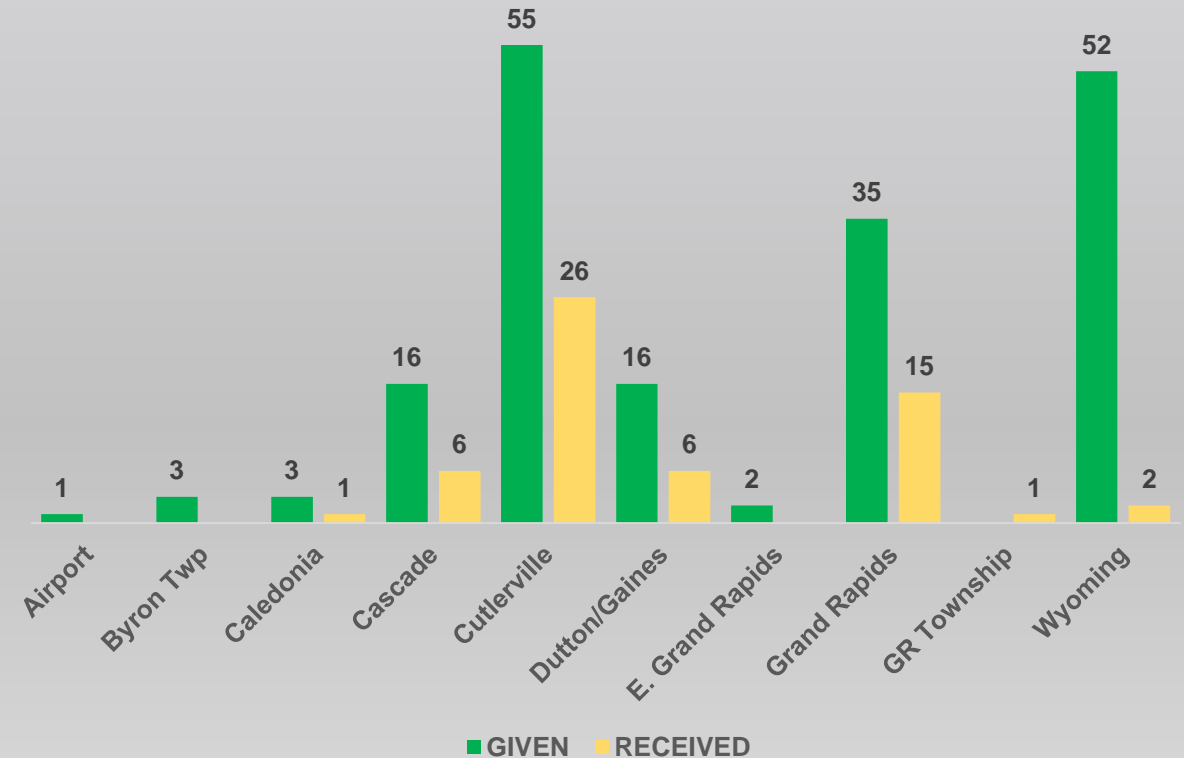


## AID

No fire department is able to mitigate all emergencies independently. Agreements exist to give/receive aid when necessary.

 Mutual aid – Requested as needed throughout Kent County

 Automatic aid – Dispatched automatically on structure fires (only) in specific geographic areas by agreement with Grand Rapids, Cutlerville, Dutton, Airport





## FIRE PREVENTION & CODE ENFORCEMENT

A fire prevention program is the most effective method of keeping the community safe from fires. While COVID-19 and staff vacancies limited in-person contacts, personnel remained busy with other activities. Business inspections gradually resumed, but fire station tours and school visits were not possible.

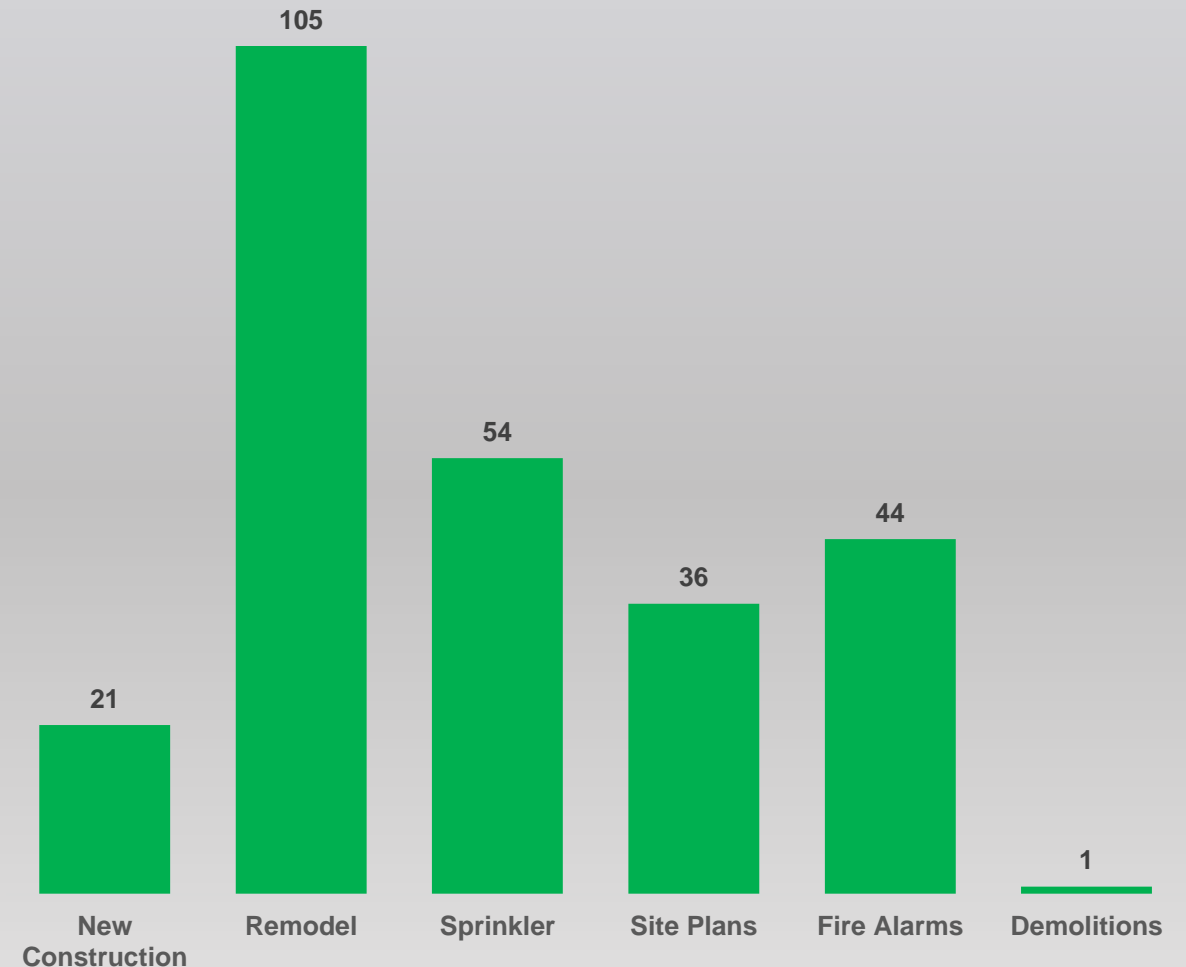
# KENTWOOD FIRE DEPARTMENT 2021 ANNUAL REPORT



## PLAN REVIEW

The Fire Prevention Bureau reviews plans for new construction, additions, or remodels of commercial and industrial buildings. This is important not only for the safety of the occupants, but for fire fighter safety and emergency operations.

Certified fire inspectors examine site, architectural, fire alarm, sprinkler system and commercial kitchen hood suppression plans.

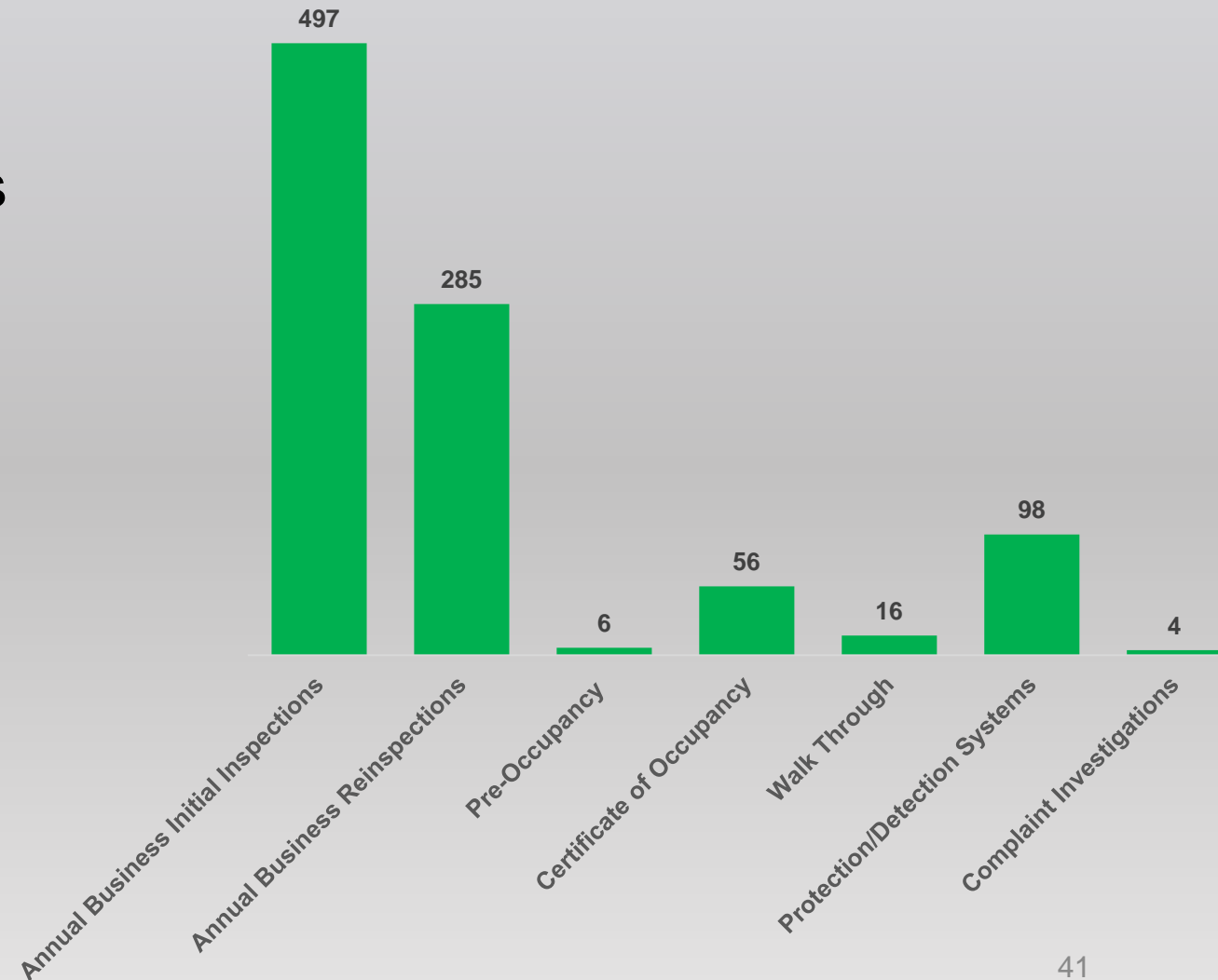




## INSPECTIONS

Inspectors remain involved in the project, working closely with other city inspectors, to verify that work is done in compliance with approved plans and adopted codes.

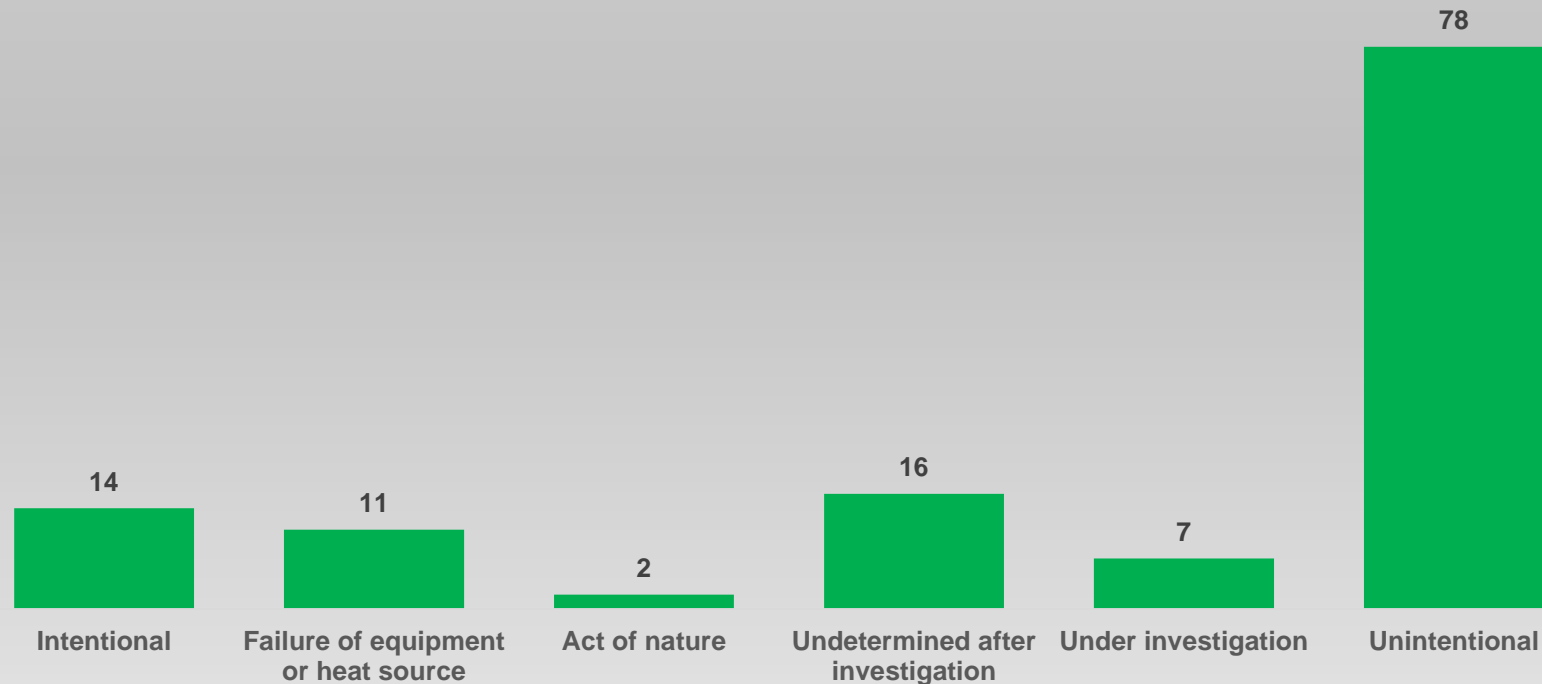
Inspectors and on-duty Lieutenant/Inspectors also conduct fire safety inspections of local businesses during the year.





## FIRE INVESTIGATIONS

Fire suppression officers are able to determine the cause of most minor fires. Fire Prevention Bureau members are certified fire investigators who examine more complex incidents, sometimes joined by private insurance investigators. The Prevention Bureau conducted 31 formal investigations.

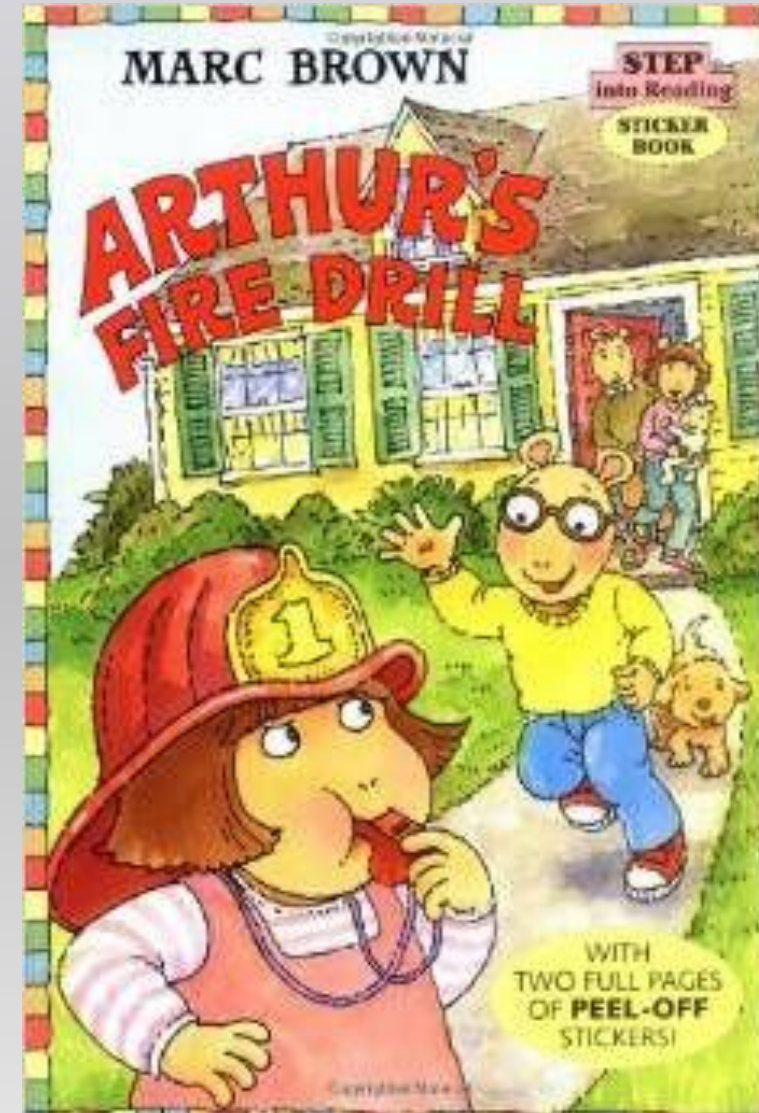




## PUBLIC EDUCATION

In a typical year Fire Department personnel present fire safety programs in elementary schools throughout the month of October.

Due to continuing COVID restrictions, instead of in-person visits books were distributed to classrooms for the teachers to read to the students.





## SMOKE AND CO ALARMS

With budgeted funds and supplies from the State of Michigan, the Fire Department was able to continue the program to install life-saving home smoke and carbon monoxide alarms at no charge to residents.

Fire Fighters installed 308 smoke alarms and 58 carbon monoxide alarms.

Kentwood homeowners may contact the Fire Department to schedule an appointment for installation.





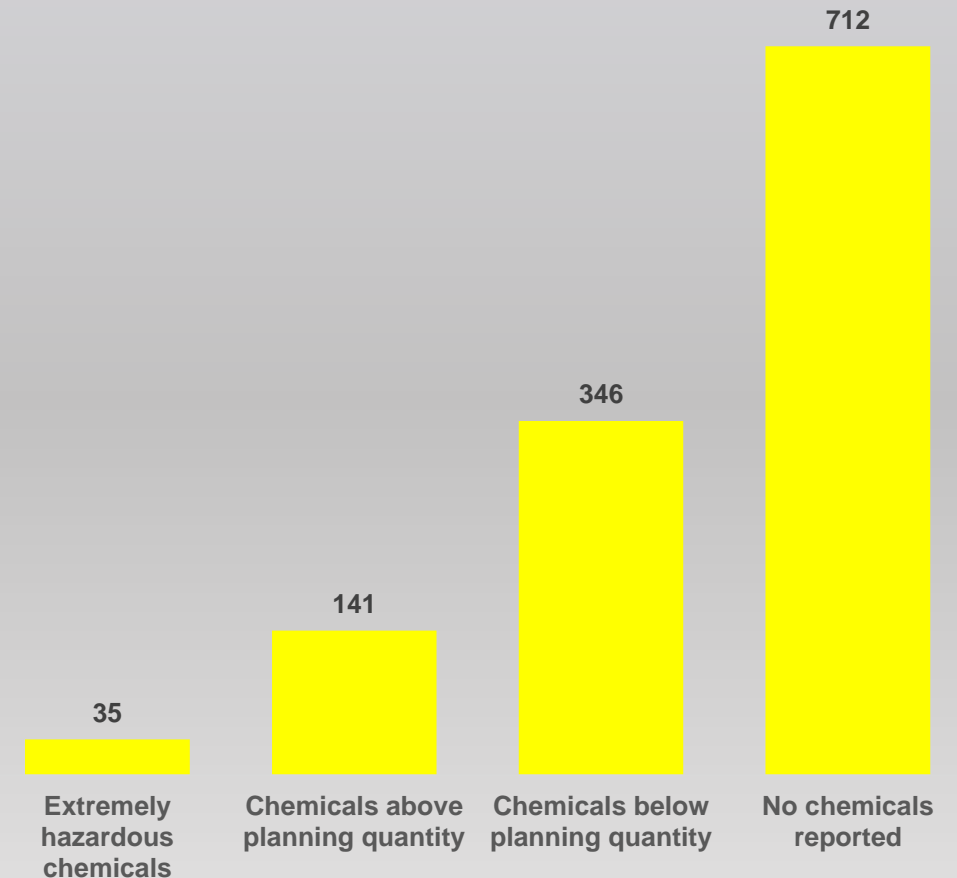
## PRE-INCIDENT PLANNING (PIP)

State and federal laws require that fire departments prepare response plans for certain facilities to make it safer for responders and the community.

Every business that uses, produces or handles hazardous materials must complete an annual chemical inventory survey.

Surveys were received from 1,237 businesses and 5 pre-incident plans were completed or revised.

PIPs are accessible on the computer in each fire vehicle.

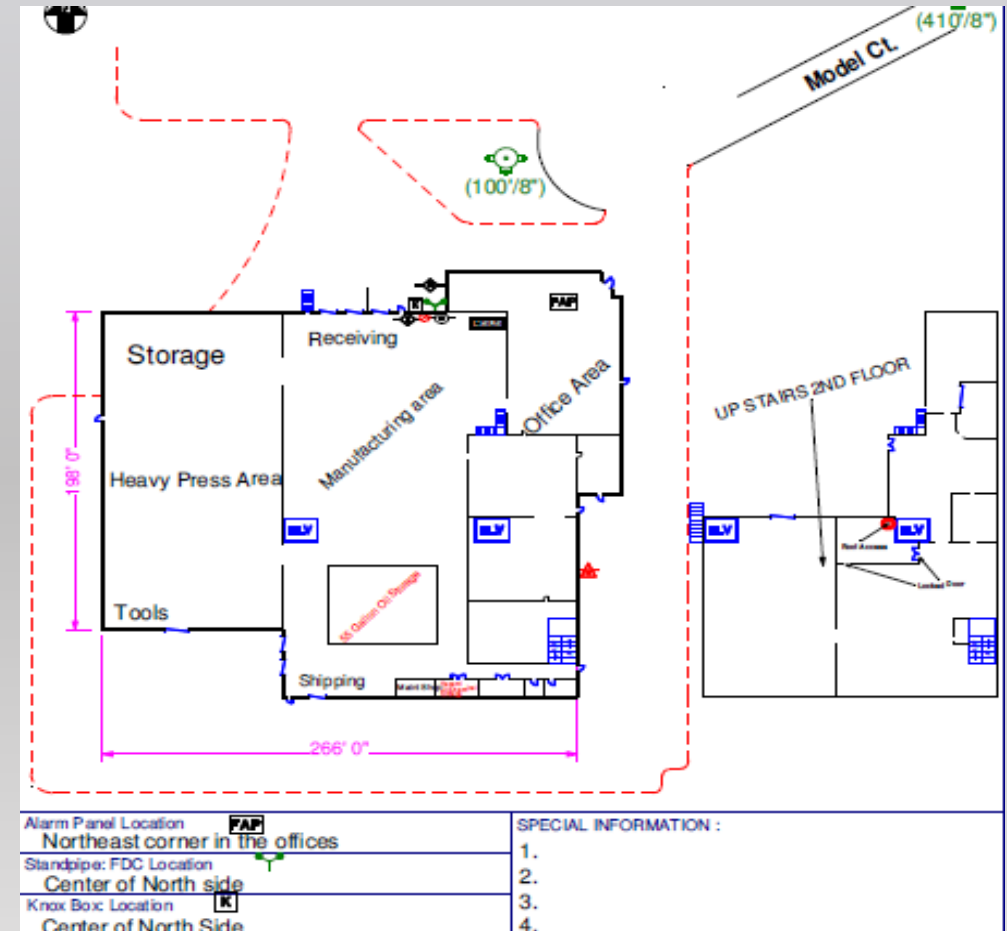


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Pre-incident plans include:

- ◆ Building construction
- ◆ Contact phone number
- ◆ Site plan
  - Access roads
  - Hydrants
- ◆ Building floor plan
  - Gas and electrical shutoffs
  - Roof access
  - Doors
- ◆ Hazardous chemicals on site
- ◆ Fire flow required





# 800 MHZ RADIOS

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In 2016 Kent County voters approved a 9-1-1 surcharge to fund an 800 MHz digital radio system to improve communications for emergency responders, especially in incidents that involve multiple agencies. The system is part of the statewide system operated by the Michigan Public Safety Communication System (MPSCS).

The countywide project includes additional radio towers and distribution of approximately 5,000

portable and mobile radios to over 40 fire and police departments within the county.

The Kentwood Fire Department began the transition to the new system in 2021.





# **MAJOR LIFE-SAVING PURCHASES**



## CHEST COMPRESSION DEVICES

The City of Kentwood purchased four new Lund University Cardiopulmonary Assist System (LUCAS) chest compression devices to provide more consistent, high quality, and longer duration chest compressions than is possible with manual CPR. These devices have proven very effective in saving lives of Kentwood citizens suffering cardiac arrest. Also, use of the device allows responders to focus on other critical patient needs.



## EXTRICATION TOOLS

New rescue tools used to remove people from damaged vehicles were placed in service in the fall. The battery-operated set includes a cutter, spreader and ram.





## THERMAL IMAGING CAMERAS

Thermal imaging cameras are handheld sensors that convert heat radiation of people and objects to a visible image, allowing fire fighters to see areas of heat through smoke and low visibility conditions to help locate fire victims and hot spots.

Three cameras were ordered to replace obsolete units that are 8-10 years old.





# PHOTO HIGHLIGHTS



## BROADMOOR & BARDEN, FEBRUARY 16

A car struck a semi, causing a diesel fuel leak in a 75-gallon saddle tank. Fire Fighters slowed the leak with a patch, but could not stop it. They confined the leak to prevent fuel from reaching storm drains and used wading pools to capture nearly 20 gallons of fuel from the tank.

Young's Environmental was contracted by the trucking company to complete clean up.

The City of Kentwood used the hazmat cost recovery ordinance to reimburse fire department expenses.



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## 2474 52<sup>ND</sup> ST., MARCH 4

Kentwood and Dutton fire fighters battled a morning fire in a barn on the Heyboer Centennial Farm. Sadly, the damage was so severe that the historic barn had to be demolished.



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## 3224 32<sup>ND</sup> ST – MAY 26



Kentwood and Grand Rapids Fire Departments fought this wind-driven fire. No people or animals were harmed, but there were significant property and business losses. The cause remains undetermined after investigation.





## 2860 BRANSFORD, NOVEMBER 9



First arriving fire fighters found heavy fire from a rear window of the single family home, with smoke pushing from the eaves.

Kentwood Fire Investigators were assisted by a Kentwood Police Detective, Kent County Sheriff's canine officer and local ATF agent.

The fire was ruled as incendiary.

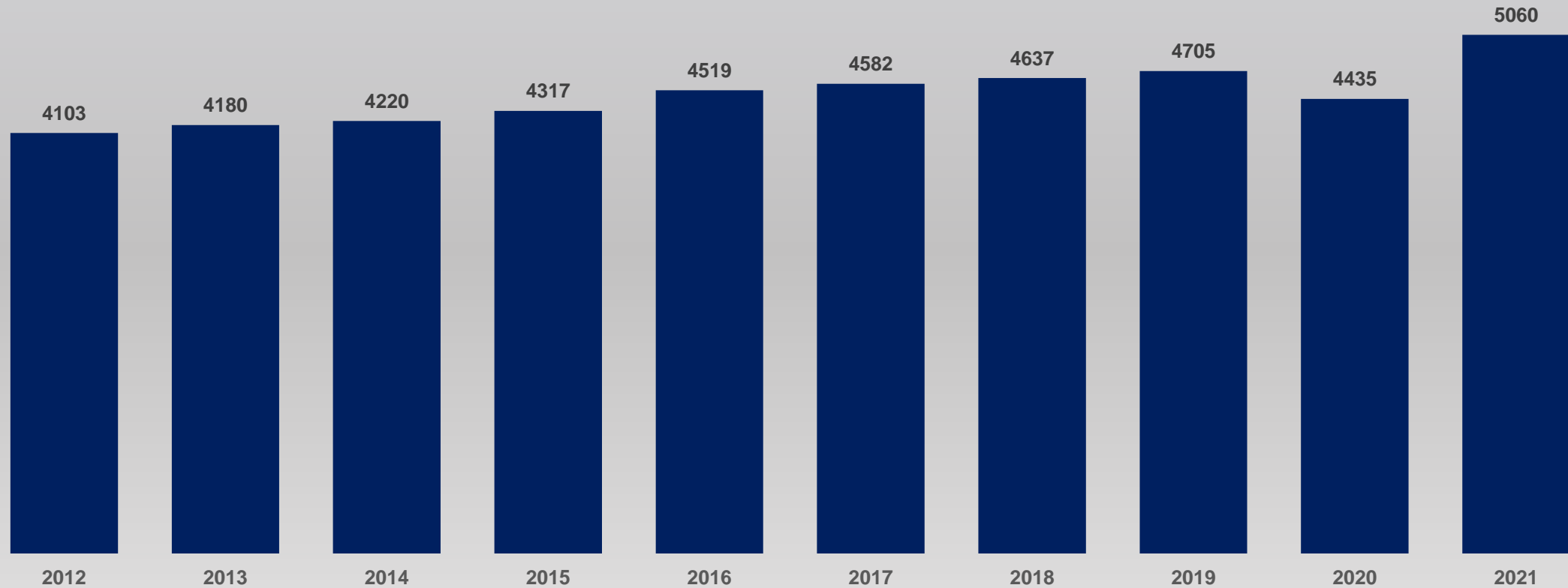


# TRENDS (10 YEARS)

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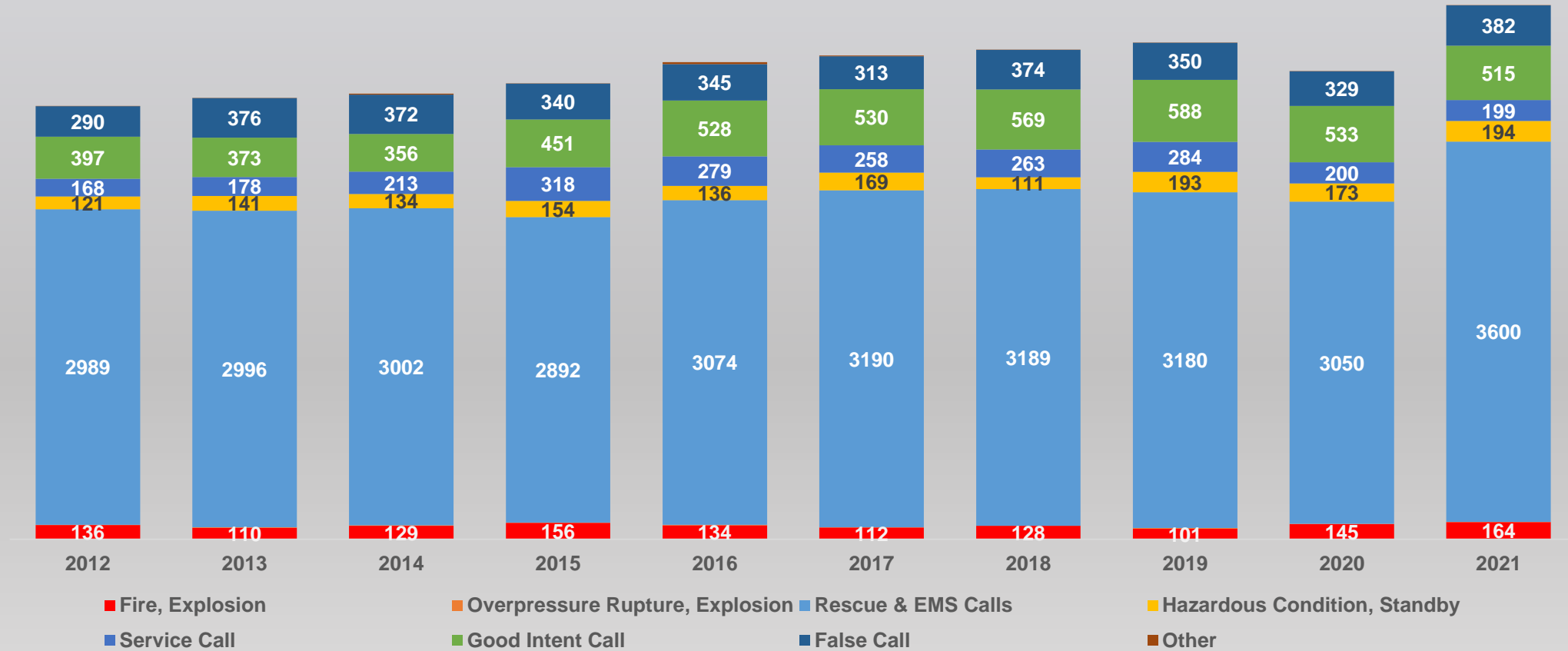
## TOTAL CALLS



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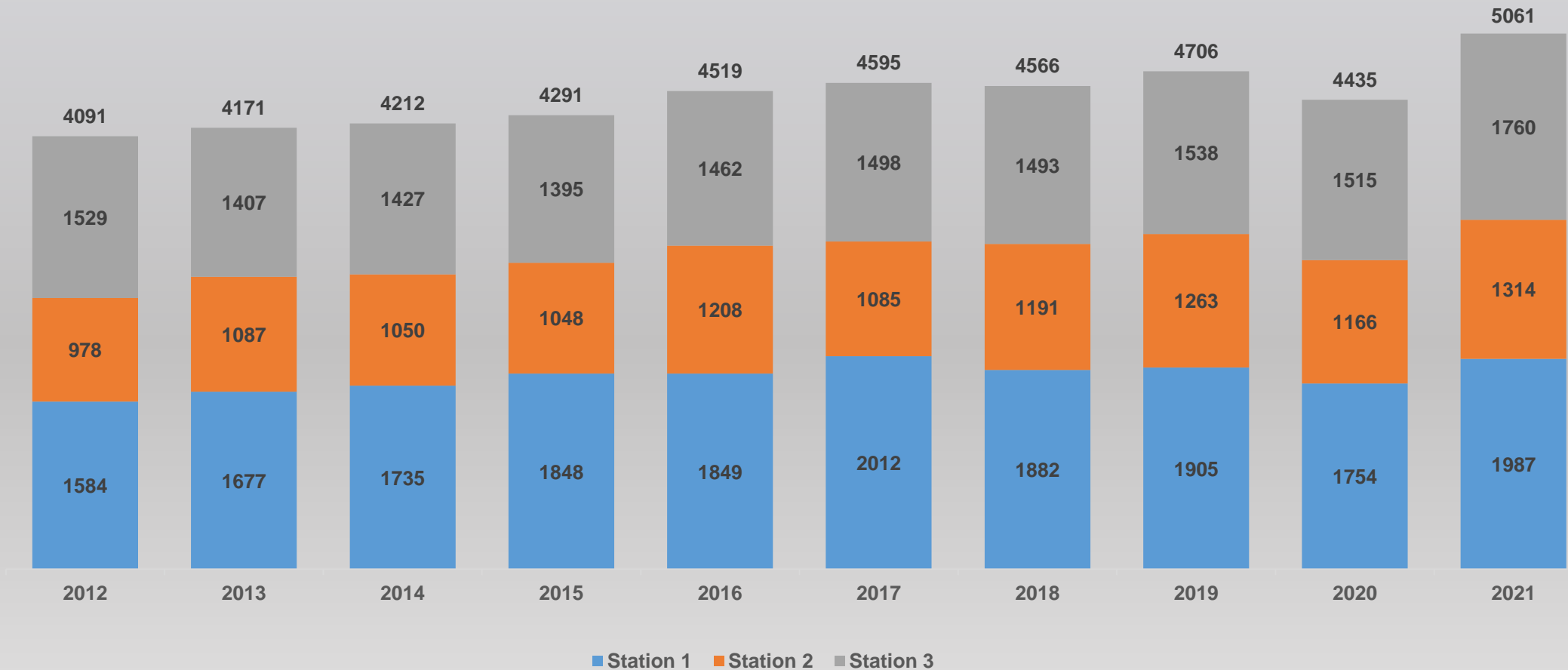
## INCIDENTS BY TYPE



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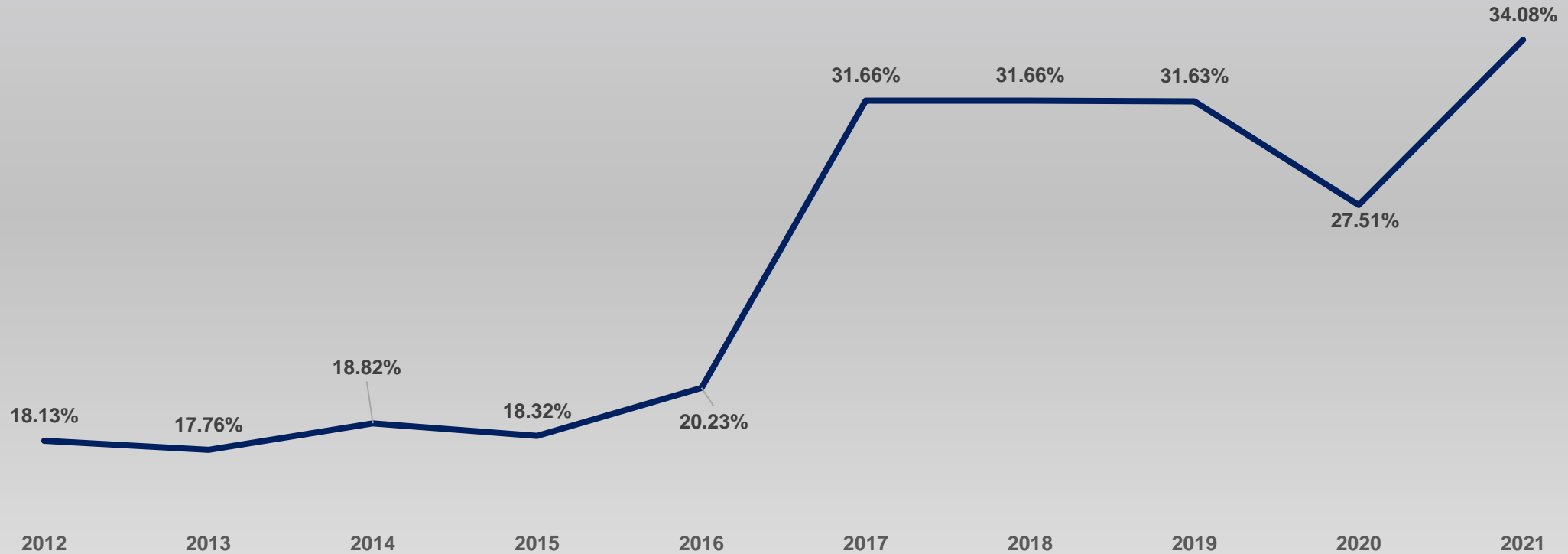
## INCIDENTS BY STATION



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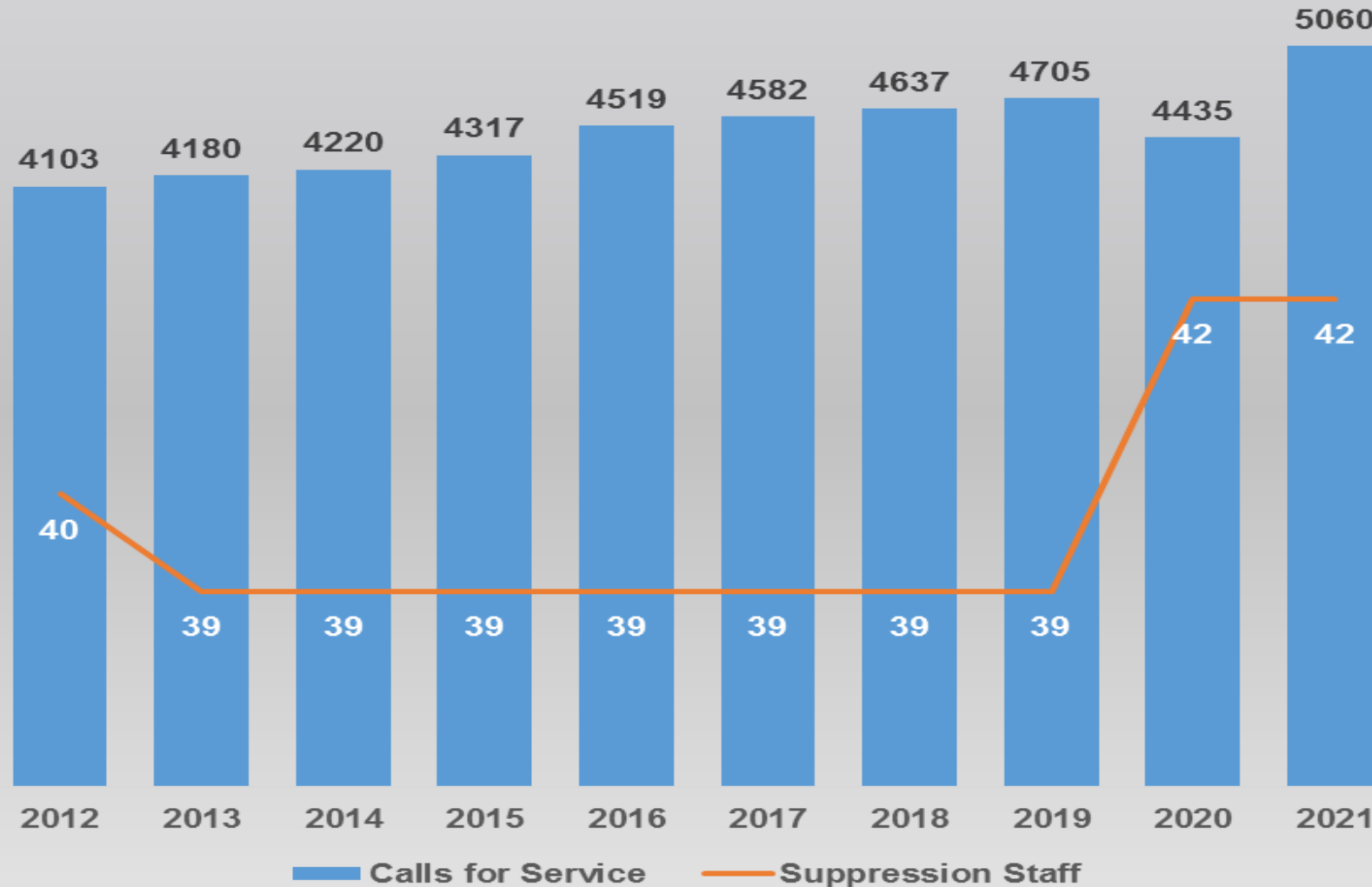
## OVERLAPPING INCIDENTS



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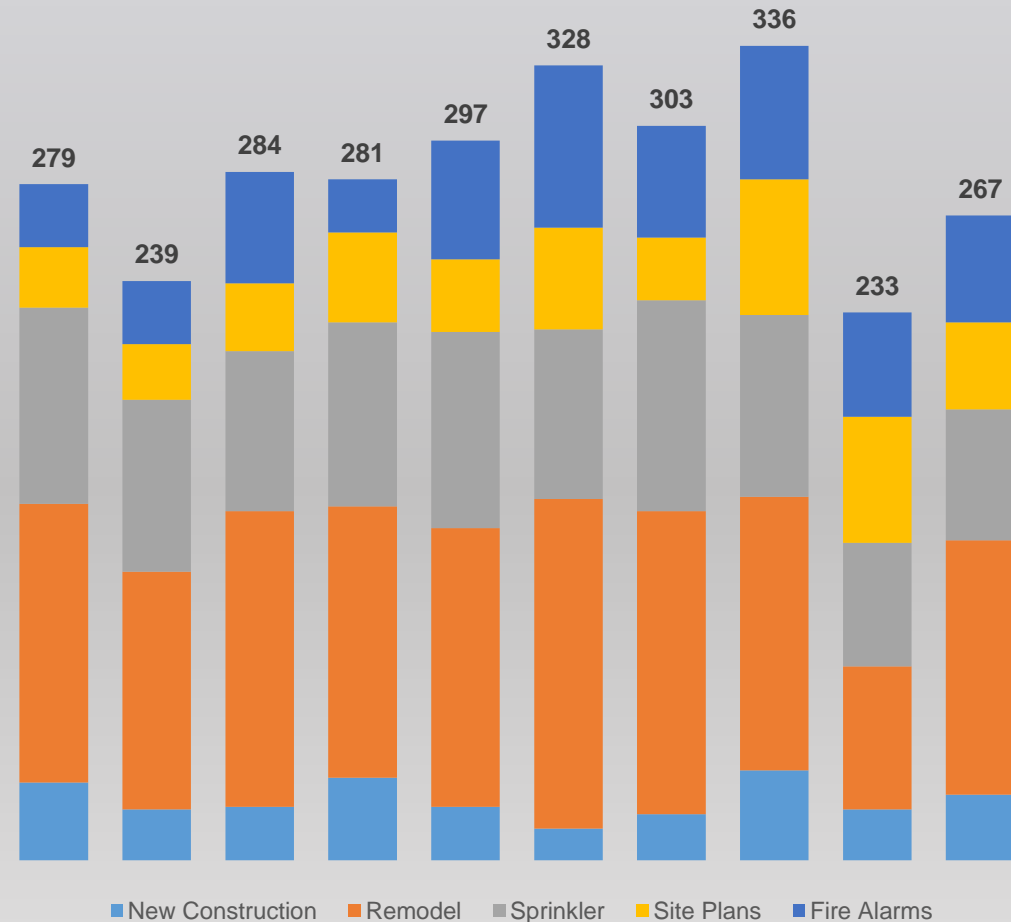
## INCIDENTS AND STAFFING COMPARISON





## PLAN REVIEWS

As Kentwood continues to grow and develop, fire prevention personnel are engaged in reviewing site and construction plans. Based on the number of remodel plans alone, it is apparent that businesses continue to find the city attractive.

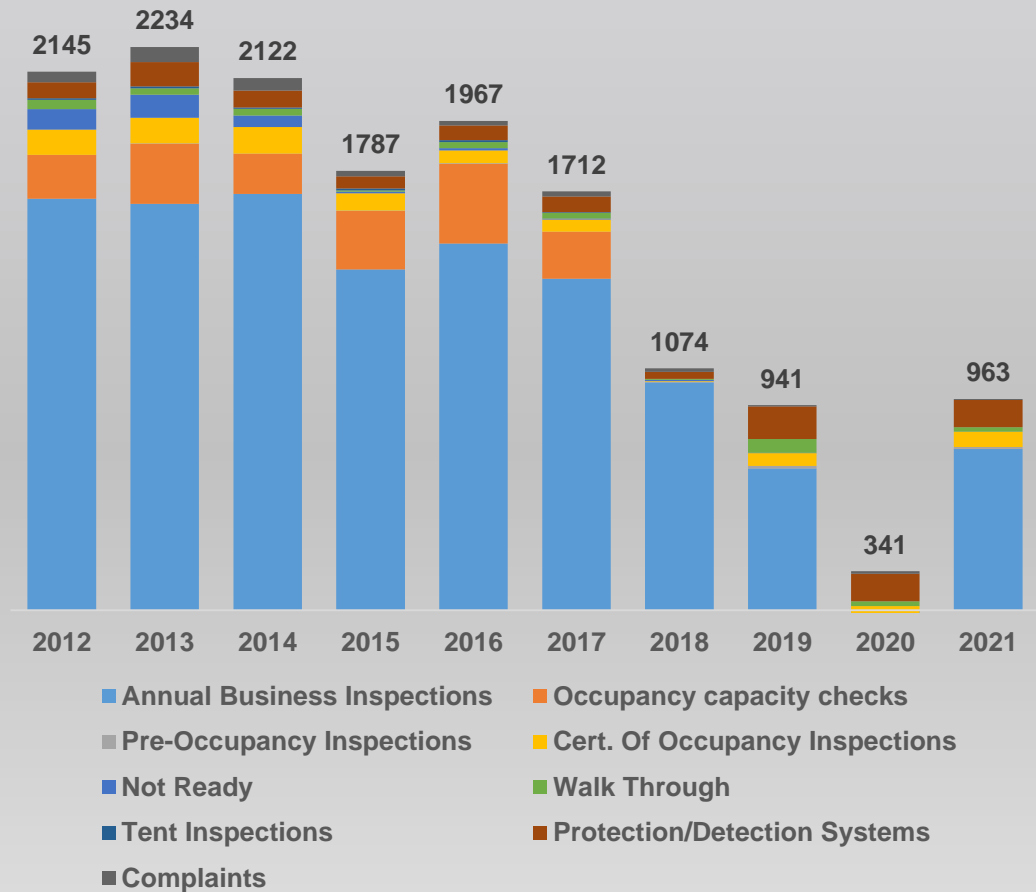




## BUSINESS INSPECTIONS

Fire Prevention staffing has been uneven in recent years. With vacancies, training new employees and recent Covid restrictions, the ability of personnel to conduct inspections has been limited.

The addition of a second inspector in 2021 and stabilized staffing should provide consistency.





# THANK YOU

Kentwood Fire Department  
4775 Walma SE  
Kentwood, MI 49512  
616/554-0800

[efire@Kentwood.us](mailto:efire@Kentwood.us)  
[www.Kentwood.us/fire](http://www.Kentwood.us/fire)