

Franklin Fire Rescue 2021 Annual Report



Success is not the key to happiness. Happiness is the key to success. If you love what you are doing, you will be successful. – Albert Schweitzer

JANUARY 19, 2022

FRANKLIN FIRE RESCUE
Authored by: Chief Ben Ormond





Franklin Town Council 2022

Jack Horton	Mayor
Joe Collins	Vice Mayor
Stacy Guffey	Council Member
David Culpepper	Council Member
Rita Salain	Council Member
Mike Lewis	Council Member
Adam Kimsey	Council Member
Amanda Owens	Town Manager



2021 ANNUAL REPORT

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- CHIEF'S MESSAGE -

On behalf of the dedicated members of the Franklin Fire Rescue Department, it is my pleasure to present our annual report for 2021. The purpose of this report is to provide our community and visitors a glimpse of the services we provide. The data before you is presented in an unbiased manner to ensure you are provided an accurate representation of our department. The intent is to clearly illustrate just how hard our members are working to keep everyone safe!

Our goal is to exceed the expectations of our community, while continuing to adapt to the ever-changing demands of our industry. Only through the dedication and motivation of our selfless members are we able to accomplish this mission. Even after occupying my position for a year now, I continue to be impressed by our group of courageous firefighters that never hesitate to put it all on the line. These men are your friends and neighbors, and I encourage you to thank them whenever you see them out and about. I would also like to personally thank them for their service, and making my job easy.

Our work requires continual adaptation and creativity as we work to overcome each challenge. Every emergency poses its own unique risks, and 2021 was filled with them. These risks have continued to be exacerbated by COVID-19, as we survived another pandemic year. National and local numbers are at an all-time high, with no relief in sight. Through it all, our crews have remained on the frontlines, fighting this enemy we cannot see. There has been no hesitation as we continue to adapt and overcome. The COVID-19 Operations Plan we deployed last year has helped minimize risk, while conducting business as usual and keeping us safe.

Rest assured, no matter the situation, you have a well-trained, dedicated group of firefighters standing ready to serve. It is truly my honor and privilege to serve alongside this motivated group of professionals, and be a part of the team. This past year has been a joy, and I look forward to many more years of serving *YOU*, with them!



- MISSION – VISION – VALUE -

MISSION

Our mission is to save lives, prevent harm, and protect property – by providing a professional and compassionate team, that strives to exceed the expectations of our community and organization. This mission requires our members to act at all times with Courage, Honor, and Integrity, being focused on “Preserving the Past and Protecting the Future” of those we serve.

VISION

Franklin Fire Rescue will serve as the example for progressive, innovative, and dynamic emergency services, committed to excellence in all that we do.

- We will strive to protect and enhance the lives of our citizens and visitors.
- We will work collectively with our local and regional partners to improve emergency services.
- We will continually strive for improvement, through employing industry best practices.
- We will be a driving force for positive change within the community, leading by example, and with enthusiasm.

VALUES:

Honesty & Integrity – We understand the trust our citizens place in us is hard earned and easily lost. Our community is the reason for our existence, and we will honor that trust with all that we have.

Respect – Through empathy, consideration, and a willingness to help, we will be dedicated and patient with our community and each other.

Professionalism – We are committed to excellence, through a positive attitude and having pride in our work, while conforming to the highest standards of conduct.

Teamwork – Through individual commitment to a group effort, we produce exemplary results, valuing our members and their ingenuity.

Excellence – Realizing there is no such thing as perfection, we still strive for it daily, expecting excellence as a result. When duty calls, we must always be at our best!



- EXECUTIVE SUMMARY -

The Franklin Fire Rescue Department has been serving the town of Franklin and surrounding citizens of Macon County since 1911. This makes 110 years of honorable service! We are a full-service fire department providing structure fire response, wildland fire response, technical rescue response, hazardous material response at the “Operations” level and emergency medical response under an Emergency Medical Technician certification.

We provide services to the incorporated town of Franklin, and outwards, up to six miles in certain directions. Our service area is approximately 37.5 square miles, and has a live-in population of 14,932 residents. Broken down, that is 32.48 square miles in our rural district with 10,782 residents, and 5.02 square miles with 4,150 residents in town.

To better meet the demands of actual structure fires and other emergencies, and better serve the citizens of Macon County, we have automatic and mutual aid agreements with several surrounding fire departments. These include Burningtown-Iotla, Clarks Chapel, Cowee, Cullasaja, Mountain Valley, and West Macon. In the event of a fire, a minimum of two of these fire departments respond initially, with additional assistance available on request. All of these departments work and train together for the betterment of the communities they serve. One Team; One Mission!

This year brings forth a historical moment as we open our newly completed sub-station. Since its inception, Franklin Fire Rescue has operated out of a single station, with our current station located at 49 Maple Street, in Franklin. Station 2, located on NP and L Loop, was completed late last year, with us receiving our Certificate of Occupancy in December. The county has updated our response district map, improving the ISO ratings for 913 parcels. Our citizens in this affected area should see their insurance rates improve by this summer, as we are currently scheduling the final inspection from the Office of The State Fire Marshall.



Our main station will continue to be staffed 24 hours a day, 7 days a week, 365 days a year, by a combination of full-time and part-time paid staff, as well as our volunteers. Our duty crews work 24 hours on-duty/48 hours off-duty, on a rotating “A”, “B”, or “C” shift schedule. Station 2 will serve as a strategic staging point for apparatus, and will not be staffed in the near future. Our volunteer members responding from that side of our district will deploy the apparatus as needed, facilitating a faster response time on the northeast side of our district.

In 2021 our crews responded to 1,821 requests for service. Of those, 73% were emergency medical incidents, with the remaining 27% being fire, rescue, hazardous materials, or good intent/citizen assist calls.



- PERSONNEL -

The Franklin Fire Rescue department is a combination department consisting of one full-time Fire Chief, three full-time Captains, three full-time firefighters/driver operators, 7 part-time firefighters, and 30 volunteers. In a combination department, our limited full-time staff is on duty around the clock protecting the citizens we serve. In our organizational model, a Captain and firefighter are on duty 24/7, with the Fire Chief responding to major events after business hours. Shift coverage is supplemented by our part-time and volunteer staff, with volunteers responding to the station or scene from their homes for all calls. In addition to emergency calls for service, our members provide training, public education, maintenance, and other community-related services.

Full-Time Staff

Fire Chief	Ben Ormond		
Captain	Henry “Bo” Garrison	FF/Chief Engineer	Greg Day
Captain	Tim Chavis	FF/Engineer	Chuck Norton
Captain	Gabe McKay	FF/Engineer	Killian Carpenter

Part-Time Staff

FF/Engineer	Benji Johnson	FF/Engineer	Julio McWilliams
FF/Engineer	Kyle Southard	FF/Engineer	Nathan Breedlove
FF/Engineer	Chad Hand	FF/Engineer	Matt Breedlove
FF/Engineer	Jacob Bingham		



Volunteers

Keith Allen – Safety/Training Officer

Alexander Andreu

Cheyenne Carson

Michael Gerra

Pete Haithcock – (Retired Chief)

Max Houston

Nathan Hursey

Levi Ledford

Zach Ledford

Tim Lynn

Billy Olvera

Matt Pruett

Justin Setser – Assistant Chief, PIO

Joe Templeton

Rick Westerman

Steve Anderson

Dennis Carpenter

Corey Duval – Recruitment/Retention Officer

Jacob Gribble

John Hook

Brad Hovis

Ryan Hursey – Assistant Chief

Luke Ledford

Brian Leopard – Member at Large

Sean Moore

Carey Patton – Captain

Dave Rusch

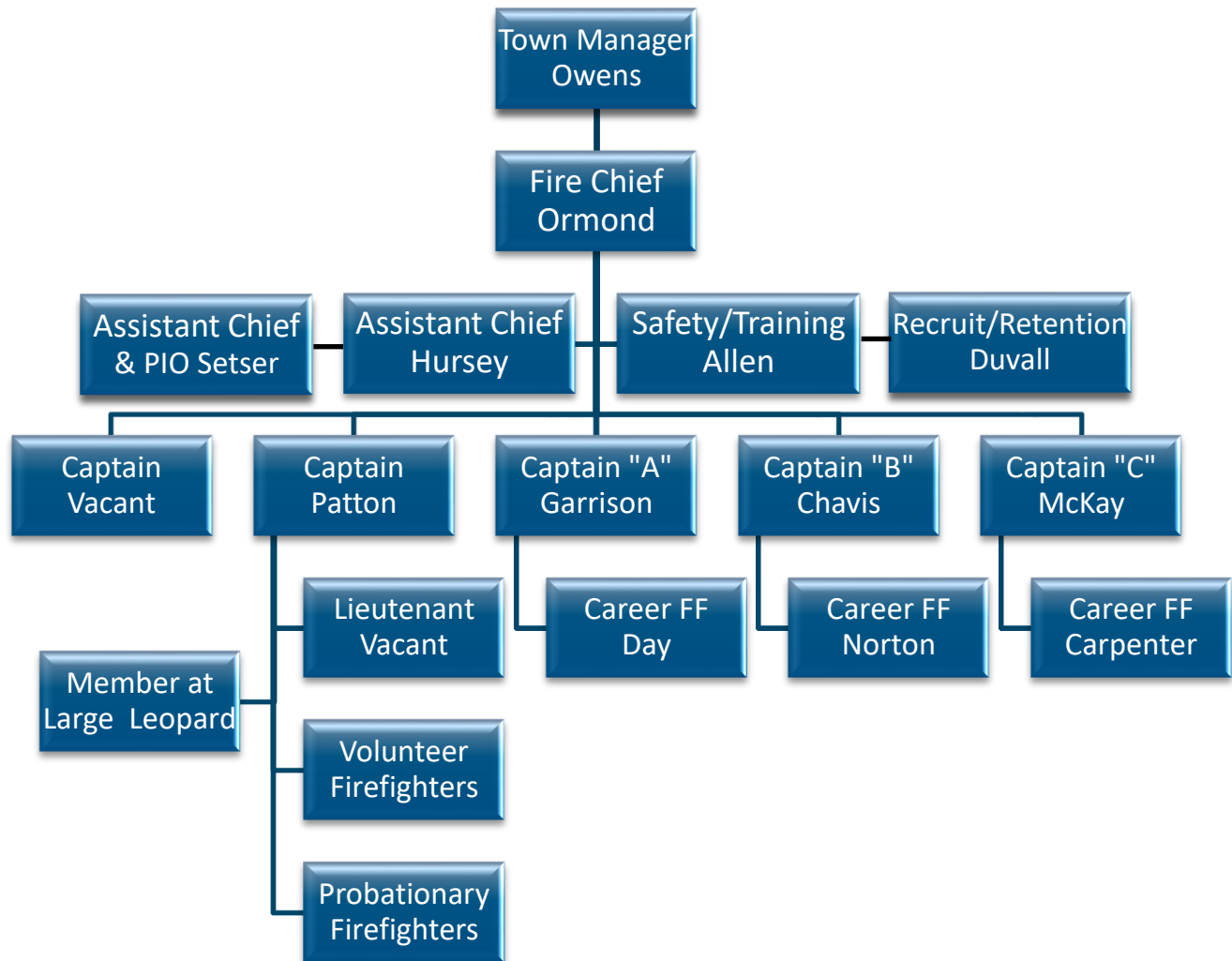
Mark Stanfield

William Templeton

Jerry Wright



- ORGANIZATIONAL CHART -



- APPARATUS -



1137 1937 Chevrolet Darley Pumper

This truck was one of Franklin's first firetrucks. It was restored by the members of the Franklin Fire Department and runs today. It is driven in parades and other community events.

Ladder-11 2011 75' Pierce -

2,000gpm Waterous pump, 500 gallon tank, Harrison 10kW generator, rescue hooks on ladder. Used on all commercial structure fires and residential structure fires. Also available for rescue and service calls.



E-11 2012 Pierce Responder Engine -

1,000 gallon tank, 2kw generator, and 1250 GPM Waterous pump with pump and roll capabilities. Primary engine for residential fires, secondary for commercial.



1150 1996 Ford E One Pumper - 1,000 gallon Tank and 1250 GPM Hale Pump. It is used on structure fires.





1151 1993 GMC TopKick EEI Pumper
750 Gallon Tank and 1250 GPM Hale Pump.
It is used on structure fires.

1152 2004 Pierce Pumper Tanker

2,000 gallon tank and 1250 GPM Waterous pump. It is used on structure fires and mutual aid calls.



1153 2006 Chevrolet 5500 4x4

300 gallon tank, Waterous pump, dual winches and front mounted deluge gun. It is used on rescue calls and brush fires.

1154 2004 Pierce Custom Cab Pumper

500 gallon tank and Hale 1500 GPM pump, and light tower. It is used on Commercial fire calls and automobile accidents.



- OPERATIONS -

Due to our limited amount of on duty staff, we “cross-staff” these vehicles. This means that based on the information we receive from dispatch, we select which apparatus will respond to the emergency, and we move our firefighter turnout gear from truck-to-truck as required.

Cross-staffing is not ideal as it increases our out-the-door times, thus lengthening our overall response times as we move our turnout gear from one truck to another. Cross-staffing also limits the number of resources we can initially send to an emergency incident.

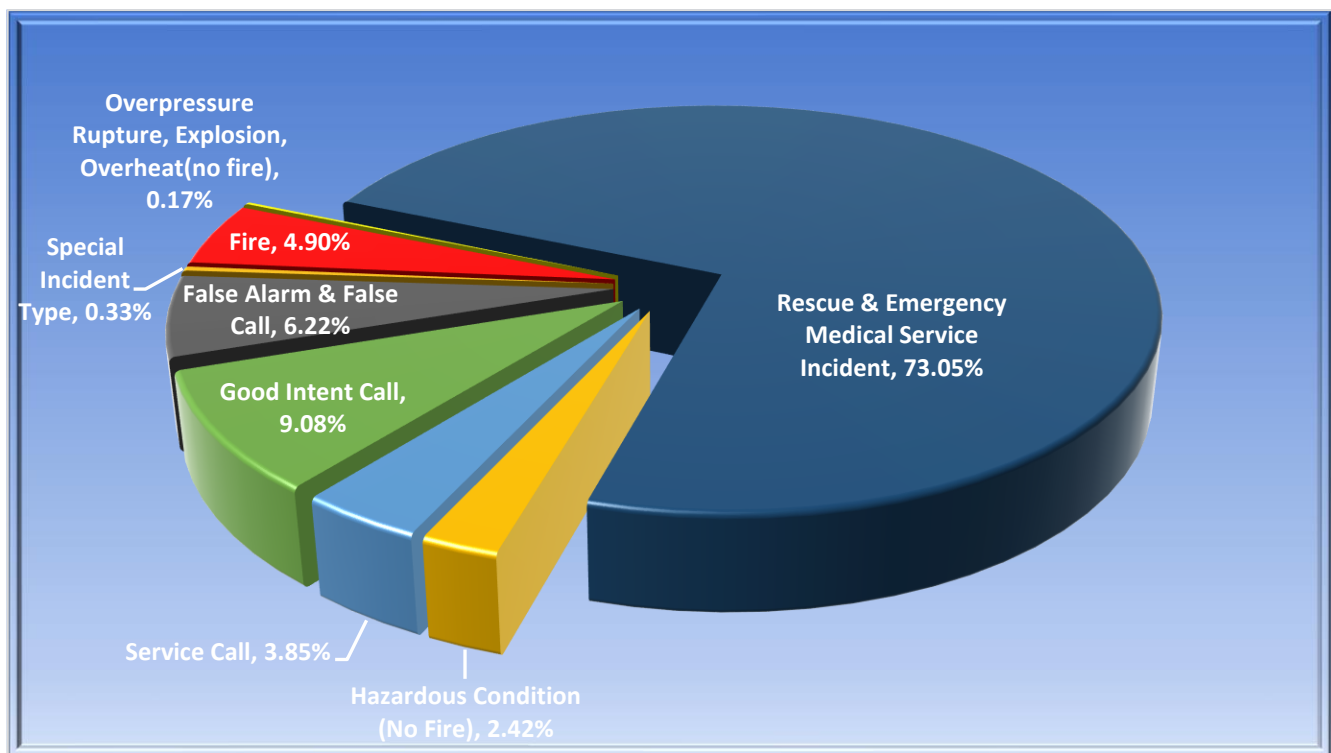
Fire/Rescue departments are typically structured in a paramilitary fashion, and operations predicated on a “team” response. Our response is scalable, based upon the size and complexity of the “Call for Service” (CFS).

- A call for service is any response; emergent or non-emergent, ranging from service calls to large structure fires, vehicle extrications, technical rescues, or hazardous material incidents.
- Each CFS is answered with a minimum of a team of two personnel.
- On reported structure fires, our two full-time staff respond in two separate apparatus, knowing that additional volunteer firefighters will join us on scene.
- Additional apparatus are brought to the scene by volunteers as needed.
- The Fire Chief responds to all significant emergencies.



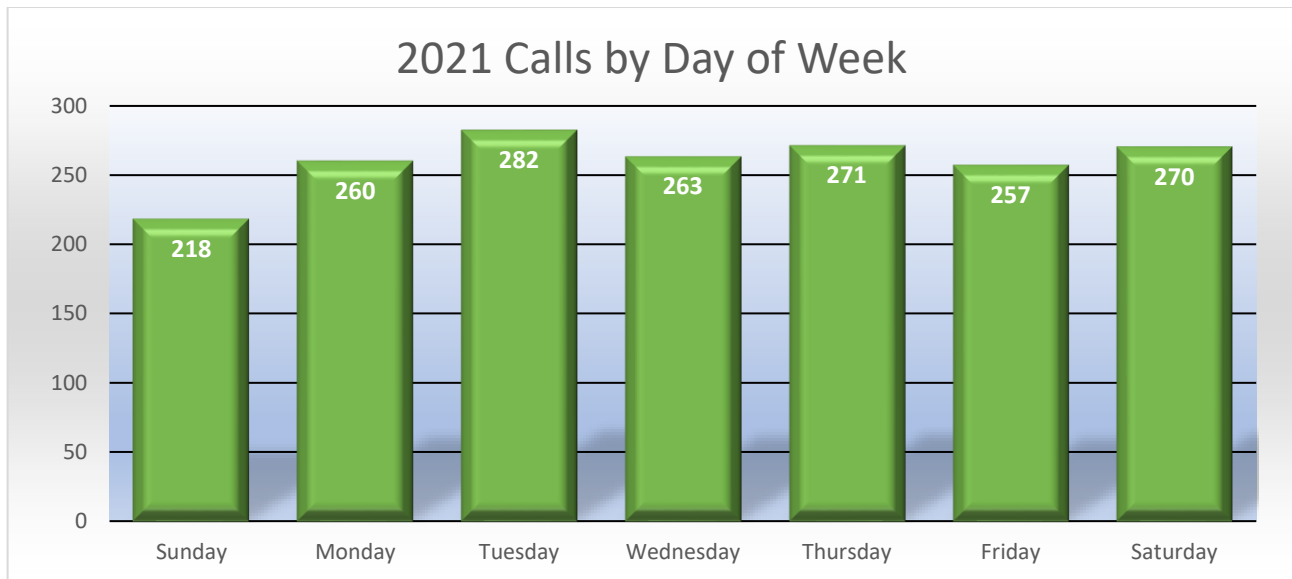
MAJOR INCIDENT TYPE	NUMBER OF INCIDENTS	% of TOTAL
Fires	89	4.90%
Overpressure rupture, explosion, overhear - no fire	3	0.17%
Rescue & Emergency Medical Service	1328	73.05%
Hazardous Condition (No Fire)	47	2.42%
Service Call	70	3.85%
Good Intent Call	165	9.08%
False Alarm & False Call	113	6.22%
Special Incident Type	6	0.33%
TOTAL	1821	100%

Response Type by Category

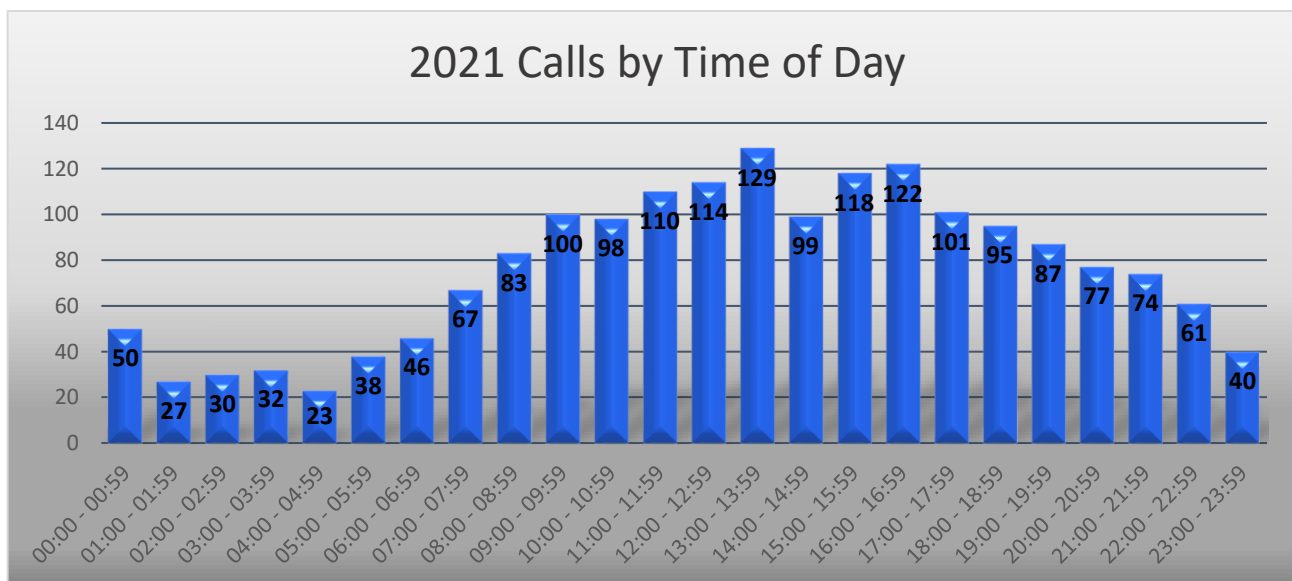


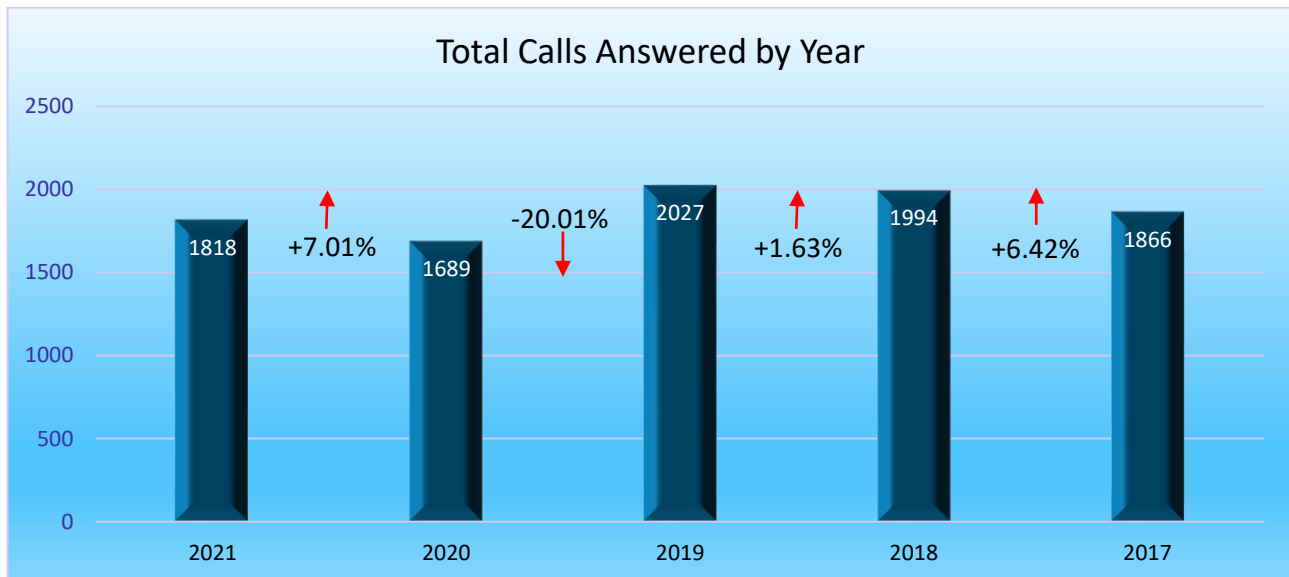
According to the NFPA 2019 statistics, the average percentage of medical calls for fire departments is 64%.



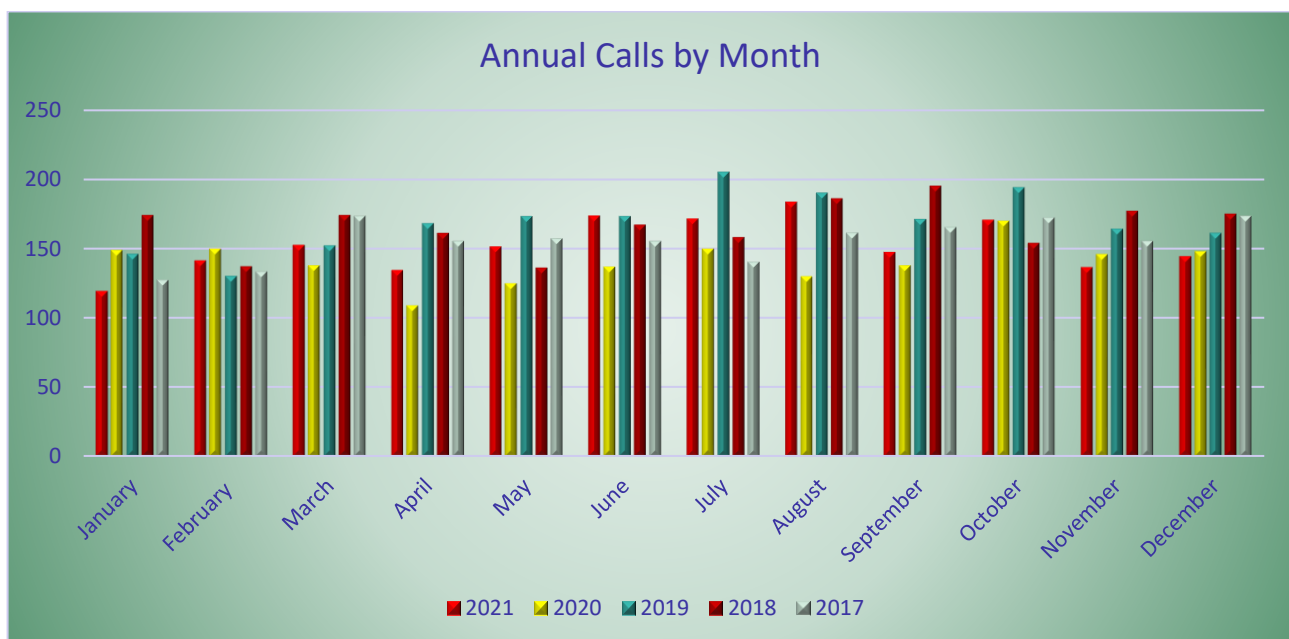


As represented above, our crews are busy seven days a week, with us averaging 5 calls per day in 2021. The chart below shows how our CFS are distributed throughout the day. As expected, our busiest times of day are during waking hours as many incidents are the direct result of human error, or inattention.



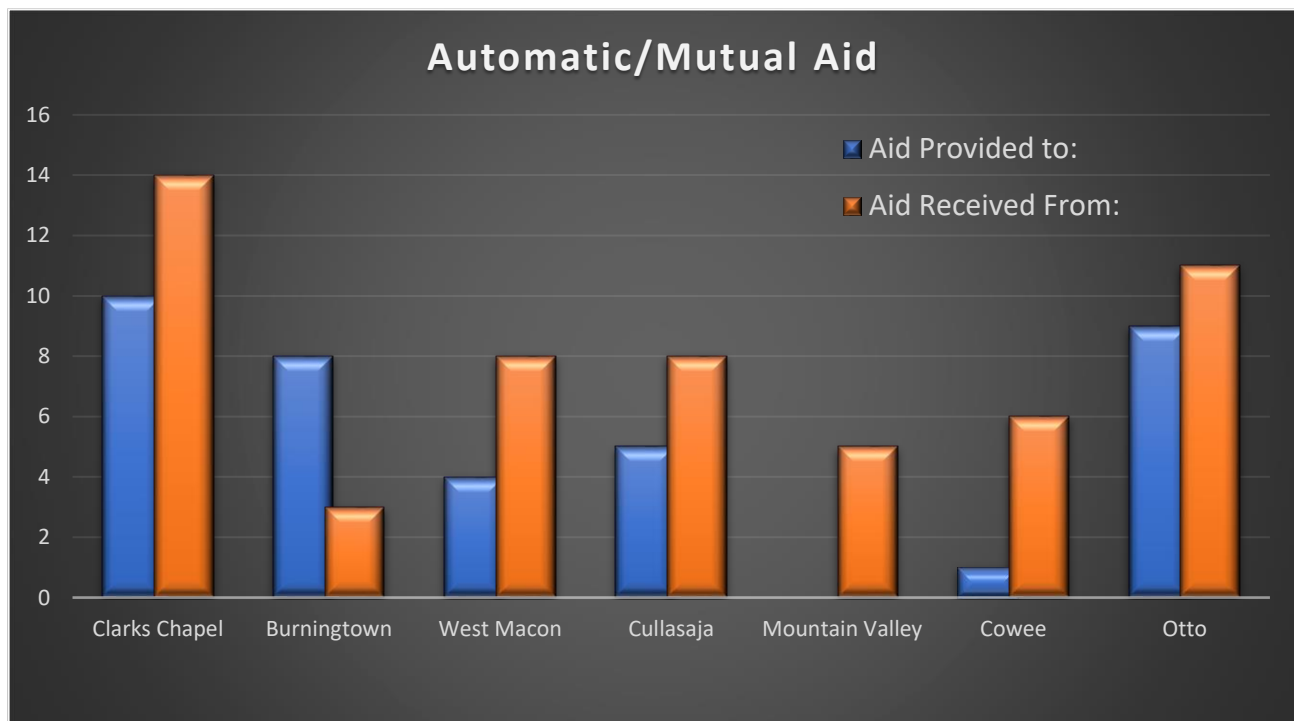


In 2020 we had a significant decrease of 20% in total calls for the year, which directly coincided with the timeline of our pandemic. The chart below identifies an upward trend in 2021, whereas our monthly calls started surpassing our previous years decline in March. However, in October we see this trend stall and numbers drop below the previous year's record lows for the remainder of the year. Although it cannot be proven, this aligns with the emergence of the Omnicron variant, and our COVID numbers started to soar once again.



- AUTOMATIC/MUTUAL AID -

Franklin Fire rescue continues to work cooperatively with our neighboring departments throughout the county, state, and region as part of an automatic/mutual aid system. The purpose of this system is to increase the speed and efficiency of aid responses for major incidents, and to improve the interoperability of fire departments area wide. These agreements define minimum requirements for fire company personnel and apparatus. The participating departments agree to send a predetermined apparatus and number of personnel when dispatched to the primary community experiencing the incident. For any possible structure fire dispatched in Macon County, two additional departments are dispatched along with the primary fire department whose district the CFS originates. These agreements not only cover structure fires, but may also include technical rescue, mass casualty incidents, hazardous materials response, and natural disasters. Additional resources and departments may be requested by the incident commander depending on the size and scope of the event.



- NFPA 1710 -

The National Fire Protection Agency (NFPA) Standard 1710 Standard for the Organization and Deployment of Fire Suppression Operations, Emergency Medical Operations, and Special Operations to the Public by Career Fire Departments gives fire departments nationwide response standards for fire and emergency medical responses, to include response times to these incidents.

Per the standard, we have 6 minutes from the time the call is received at the Macon County 911 dispatch center to the time we arrive on scene for emergency medical responses.



For single-resource (one fire engine or one ladder truck) fire responses, we have 6 minutes and 20 seconds to arrive on scene from the time the call is received at 911.

For full assignment responses (two engines, one ladder truck, and one chief), we have 10 minutes and 20 seconds to have the entire assignment on scene from the time the call is received at 911.



Agencies must be compliant with these standards 90% of the time.

How compliant is Franklin Fire Rescue with these standards?

The following list breaks down our compliance percentage based upon the response requirements of the assignment.

- Medical – 62%
- Single Resource – 65%
- Full Assignment – 38%

Why did we not meet the 90% standard?

1. Operating out of one, centrally located fire station has proven to slow our response times in the outer reaches of our five and six mile areas. The addition of our sub-station on the NP and L Loop will not drastically affect these response times as that station will not be staffed. Response time delays are also further exacerbated by many of the narrow, winding mountain roads in the rural areas.
2. Our current staffing levels of 2 persons on shift hinder our ability to initially respond more apparatus on a full assignment. To obtain a full complement of apparatus, our duty crews respond with two apparatus, anticipating volunteers arriving on scene, and we must wait for automatic aid, or our volunteers to bring additional apparatus. The Fire Chief has begun strategic planning with town management of how and when to add additional paid staff.
3. Back-to-back or overlapping incidents quickly overwhelm our capabilities. With only 2 personnel on duty, a single incident depletes our coverage, leaving our citizens completely uncovered for an additional emergency. In which case we must rely solely on our volunteers and automatic aid partners. In 2021 13% of our CFS were overlapping, with 229 incidents. Along with the aforementioned planning meetings the fire chief is revising the strategic plan to address these concerns.



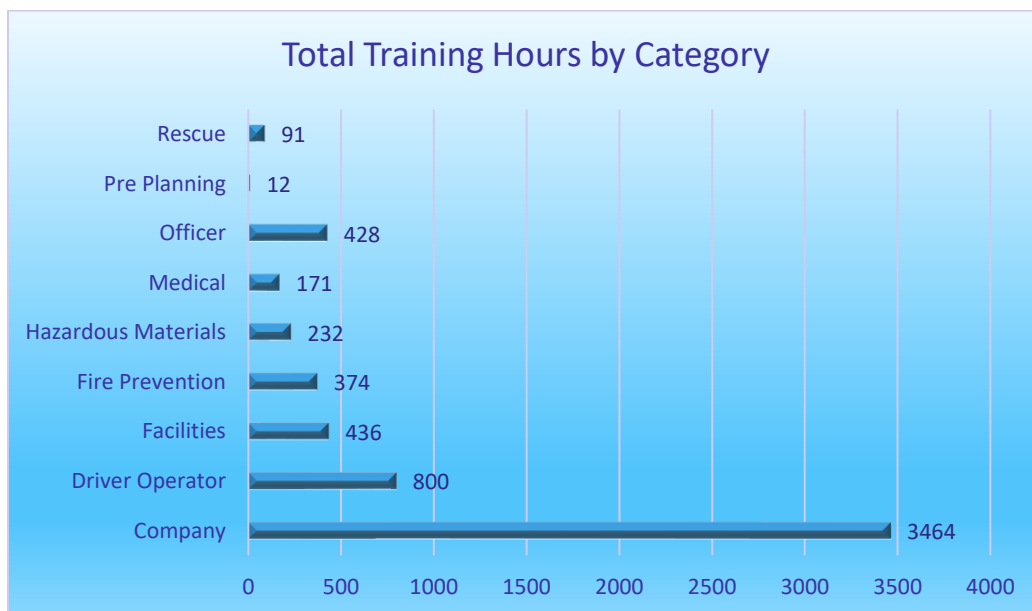
Why does this matter?

1. A typical house fire can double in size every 30 – 60 seconds! Newer construction homes fabricated with lightweight construction materials and filled with synthetic furnishings are burning hotter and faster than ever before. What starts as a small fire in a room can rapidly become a fully-involved structure fire.
2. When someone is not breathing (due to cardiac and/or respiratory arrest, allergic reaction, choking, etc.) brain tissue starts to die within as little as 4 minutes due to lack of oxygen being supplied to the brain. A patient's chance of surviving drastically decreases around 9-10 minutes of not receiving oxygen.

Seconds really do count when life and property are at risk!

- TRAINING -

The training demands for firefighters continue to be a challenge as the state sets standards that are geared towards large scale, city departments. For instance, to get full credit for training in an ISO inspection, a basic firefighter must obtain 216 hours of training a year. Advanced levels such as driver and officer have additional hours required. The state minimum to be classified as an active firefighter is 36 hours per year. FFR sets its standards higher than the minimum, at 60 hours per year. With the many other obligations our volunteers have, such as work, family, and life in general, even the 60 hours annual requirement can still be a challenge. However, the majority of our members still meet the mark. In 2021 our dedicated members logged 6008 total hours of training as broken down below. **This is a 47% increase in total training hours from last year!**



The aforementioned hours are continuing education hours, while becoming a certified firefighter is an entirely different endeavor. The NC Office of the State Fire Marshall (OSFM) is in the process of making changes to the certification process, with it taking nearly 500 hours to become a certified firefighter.



The below chart indicates the number of members we have certified in the main categories of firefighting. This year we had two personnel obtain their firefighter certification, and two earned their Fire Officer I certification. We also took on two new members that were certified firefighters and drivers. As one progresses into these advanced certifications, they continue to expand. Driver operator has several levels for various types of apparatus such as pumper, mobile water supply, and aerial. Fire Officer has levels I-IV, which progress from company level officer to chief officer. While not all of our members are certified firefighters, they have had substantial training, and are working diligently towards obtaining their certification.

NC FIREFIGHTER CERTIFICATIONS

24



Firefighter

11



Driver

9



Officer



- PUBLIC EDUCATION -

Despite pandemic times, COVID did NOT shut us down this year. In fact, in 2021 Franklin Fire Rescue was out in the public more than ever before! Our dedicated members logged 374 hours out in the public educating them on **MORE** than just fire safety. While we did focus on the basic fire prevention information for the kids during fire prevention week, the rest of the year we were also educating our citizens on such things as cooking safety, poisons in the home, fall prevention, and holiday safety.



Our members were set up with displays and literature at every event and function on Main Street. From the Heritage Festival, to Hometown Fall Market Day, to Pumpkinfest, to the Macon County Fair, we were there. In total, we impacted over 15,000 people, and aim to do more next year. It is important to us that our community not meet us for the first time during their worst time. When they call 911, we want it to be a friendly, familiar face showing up!



We also expanded our public education this year with social media. We revamped our Facebook presence, revived our Twitter account, and created an Instagram page. These FREE tools have been priceless in helping us educate our community. They get a peek behind the curtain, to see exactly what we are working on, from emergencies, to vehicle maintenance, and taking care of THEIR equipment. Additionally, we are able to keep them up to date on breaking information like storm warnings, and fire danger. On Facebook alone, we reached over 86,500 people this year, with nearly 4,000 followers in six countries. We continually get positive feedback about our social media presence, and how much the public appreciates it.



- SIGNIFICANT EVENTS -

Operations Division

- ❖ Experienced NO fire fatalities in 2021
- ❖ Sub-Station – Broke ground 10 March. Received Certificate of Occupancy 16 Dec.
- ❖ Received FEMA grant totaling \$48,961.90
 - AFG - To replace out dated extrication and rescue equipment. This will increase our efficiency and help keep our people safe.

Incidents

11 March, 2021 – A twin prop aircraft aborted takeoff, running off the runway and crashing through a fence, erupting into flames. All passengers safely self-evacuated. FFR personnel worked closely with neighboring departments, county EMS, law enforcement, and the FAA to mitigate the incident. It was a great team effort by all!



12 March, 2021 – A large fire at the landfill kept crews busy several hours into the night. Our mutual aid partners shuttled water to Ladder 11, and crews worked closely with landfill heavy equipment to extinguish the blaze. Another great team effort by all!



Personnel

- ❖ Firefighter of the Year Awarded to Joe Templeton
- ❖ Officer of the Year Awarded to Captain Gabe McKay
- ❖ Tim Chavis received his 20 years of service award
- ❖ Worked with Franklin Police to deliver two loads of donations to Haywood County Relief
- ❖ Worked with Franklin Police to establish Public Safety Chaplaincy Program
- ❖ Joe Templeton and Steve Anderson earned their Firefighter certification
- ❖ Gabe McKay, Matt Pruett, and Killian Carpenter earned their Fire Officer I certification
- ❖ Steve Anderson, Greg Day, Chuck Norton, and Ben Ormond earned their Fire Life Safety Educator I certification



Joe Templeton & Gabe McKay after receiving their awards with Chief Ormond

2021 Strategic Plan-related accomplishments

- ❖ Sub-station– Completed in December, awaiting final inspection from NC Office of State Fire Marshall.
- ❖ Continued to replace aging sets of Personal Protective Equipment (PPE)
- ❖ Removed five unproductive volunteers and added seven, strengthening our roster.
- ❖ Working strategic plans with town management to add three paid positions (One per shift), and develop fleet replacement schedule.



- OUR FUTURE -

It is not in the stars to hold our destiny, but in ourselves.

~William Shakespeare

Long before Benjamin Franklin's fire brigade was established in 1736, New Amsterdam (now Manhattan) established the colonies' first firefighting system in 1647. Fire wardens inspected the houses and chimneys, fining for potential hazard. An eight-man team called a rattle watch patrolled the streets at night. When a fire was detected, they shook large wooden rattles, then directed the responding citizens to form bucket brigades



17th Century Firefighting equipment, circa 1678.

As I wrap my first year on the job as your Fire Chief, I must report that I am simply amazed! The level of professionalism and dedication demonstrated on a daily basis by the members of Franklin Fire Rescue is second to none! They continue to impress me regularly, as they have embraced many changes this year, and found new ways to excel.

Over the past year our Executive Board of Officers has worked collaboratively to define our future, and plot our path forward. As Gandhi said, “The future depends on what you do today.”, and we are working each day to build a better tomorrow. It has been our goal since day one to continually improve the level of service we provide to our wonderful community, and continue to exceed your expectations. To do that, we decided to focus first on the core of our organization, the people.

We clearly defined expectations, set high standards, and held people accountable. More importantly, we led by example, setting our own standards even higher. These actions produced the perfect trifecta, as we weeded out unproductive members, boosted morale of our productive members, and brought in seven highly motivated new members, many of whom were already certified firefighters. They saw great things happening at FFR, and wanted to be a part of the team.



The Town manager and myself have begun working the logistics and finances to add an additional full-time firefighter to each shift, bringing our daily shift staffing level to three personnel. This will allow us to split crews on minor CFS, to better cover overlapping CFS, and deploy more apparatus on working fires. All of which improves response times, and our community's safety! Additionally, we have formed a truck committee to begin building and pricing new fire apparatus, as I work with the town to secure funding. Procuring NFPA compliant apparatus to better keep our members safe ranks high in priority.

In summary, while our vision for a better future is becoming clearer, it remains a moving target. As we continually evolve to improve our efficiency, effectiveness, and safety, our goals evolve with that. We are never satisfied, and strive daily to be better than we were the day before. As we move into the future, we continue to challenge ourselves to always provide a superior service with a compassionate and professional team!

