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Sioux Fall Fire Rescue (SFFR) is committed to protecting the people and property of our community from hazards and emergencies through education, risk reduction, and emergency response. We were able to meet this mission in 2018 with 208 dedicated and professional members.

The SFFR team is committed to providing fire prevention, safety, emergency management, training, preparedness, and community involvement through innovation and industry best practices. Our goal is to ensure the residents and visitors of this community feel protected and safe when we are called to handle your emergency.

As you read through this annual report, I am confident you will see the commitment and ownership of our six divisions to the Sioux Falls Fire Rescue Core Values, which include Respect, Integrity, Service, and Excellence.

The following are the most significant achievements for 2018:
Reorganization of Leadership Structure

SFFR worked through a process to identify the most efficient organization of our leadership team to better align with the growing needs of our community and the department, which lead us to the following organizational divisional assignments:

EMS and Special Operations
Division Chief Mark Bukovich

Fire Operations
Division Chief Jay Titus

Professional Standards and Training
Division Chief Steve Fessler

Administration
Division Chief Jeff Helm

Community Risk Reduction
Fire Marshal Dean Lanier

Emergency Management
Emergency Manager Regan Smith

These six divisional leaders work collaboratively to help accomplish all the great services SFFR provides and ensures every member of SFFR has what they need to accomplish their mission. This structure utilizes more defined roles and responsibilities highlighting their strengths and talents.

BHAGs

Working with the Mayor’s Office, SFFR identified three Big Hairy Audacious Goals (BHAGs). Mayor TenHaken challenged all departments to identify goals that are grand in nature, focusing on ideas that are very innovative and bold. The following are those three BHAGs for SFFR, along with The One Sioux Falls Category, Problem, Solution, and Measureable components of the BHAGs.

1. Enhance Community Risk Reduction (CRR)

Category: Safety and Health

Problem: There are several opportunities for SFFR to infuse the Community Risk Reduction model into our service delivery.

Solution: Embrace and improve CRR into SFFR’s enforcement, engineering, emergency response, economic incentive, and education.


2. Enhance Community and Workforce Efforts

Category: Engaging People, Safety, and Health

Problem: There are several opportunities for the SFFR team to further engage with the public, including our community’s diverse populations.

Solution: Increase and improve public engagement and exposure to better connect with our diverse communities and improve lives of the underserved. Expand and better understand the recruitment, diversity, and inclusion efforts.

Measurable: Increase community contacts at ten per day through changes to crew movement. Implement a full-time Health and Safety Battalion Chief in 2020. Train SFFR personnel on cultural competency by 2020. Increase new hire diversity numbers. Track outreach efforts.

SFFR CORE VALUES

RESPECT
- For yourself and the profession
- For all Life
- For Diversity

INTEGRITY
- Do the right thing, always and everywhere
- Ethical, moral, and honest

SERVICE
- Answer the needs of our community
- Commitment to our organization and community
- Embrace the job
- Professionalism

EXCELLENCE
- Safety
- Teamwork
- Proficiency
Public Safety Training Center

Category: Safety and Health

Problem: The current Public Safety Training Center was built in the 1970s and has surpassed its useful life. It has structural and environmental challenges, as well as access issues through the SD Air National Guard Base due to its location at the Sioux Falls Regional Airport.


Measurable: Design and build a new Public Safety Training Center by 2021.

Pre-Alert Dispatching

SFFR worked with Metro Communications to develop and implement a pre-alert dispatching protocol for the following call types: chest pain, stroke, and breathing problems. By pre-alerting the stations as Metro begins processing these three call types, the crews begin their out-of-station response sooner, reducing overall response times by approximately 50 seconds on 25 percent of our EMS calls, which as a result, reduces our overall response time a full 10 seconds.

Health and Safety Program Improvements

Working through a constant improvement model, we had advancements in all Health and Safety programs, including our Health and Safety Committee, Peer Wellness Group, Peer Support Team, Local Assistance State Team, Wellness Coaching Series, Personal Protective Equipment, Fire Chaplain Group, and the Diversity and Inclusion Committee. All focus on creating a healthy and happy career environment while ensuring our members are physically and mentally prepared to handle emergency incidents when they are called upon by members of this community.

SFFR does not operate alone, but embraces a collaborative environment with many other public safety agencies and City departments. SFFR appreciates the continued support of the Mayor’s Office, other City departments, and the City Council, which has allowed us to build on our own successes. We also thank our many community partnerships that have allowed us to be involved in several well-received programs.

Accreditation

The SFFR team put an incredible amount of energy into the accreditation process in 2018. Preparation for a site visit in June ultimately resulted in a recommendation from the Peer Review Team for reaccreditation, and it resulted in an opportunity to have a hearing in front of the Commission on Fire Accreditation International (CFAI) in March of 2019. This constant improvement model has tremendous value to our organization, members of our community, and the City of Sioux Falls by ensuring, through third-party evaluation, that all of our programs meet best practice standards—and that we are constantly evaluating and improving our service delivery. SFFR has been an accredited agency since 2003.
TEAMWORK AND COLLABORATION

The Administration Division is responsible for a broad range of services that support, enable, and partner with all divisions to meet the mission of SFFR. These include promotional and hiring processes, information technology and data analytics, department budgeting, planning, purchasing, facilities maintenance, liaison with fleet apparatus and their maintenance, grants, contracts, and agreement oversight.

- With 208 positions within SFFR, Administration was busy working with support services such as Human Resources to ensure the hiring and promotions of qualified individuals in order to meet the demands of a growing community.

- Keeping all 11 stations functioning, updated, and running smoothly requires planning and budgeting. The City’s oldest fire station, Central, required parking lot improvements that were completed in 2018.

- The Public Safety Training Study was presented to the City Council and Mayor to provide a third-party assessment of the current training facility and the recommendations for a new training center to meet the needs of the community for both Fire and Police.

Teamwork is the key to success, and the department continued to work collaboratively with all City departments and support services. Having relationships with all frontline departments and support departments ensures that the city and its members and visitors are being served.
as efficiently and effectively as possible. The 2018 budget saw a very modest increase to match a growing community and provided for personnel costs and all operational and program needs.

SFFR is one of only 73 agencies in the nation that has both an ISO 1 designation and accreditation through the Center for Public Safety Excellence (Commission on Fire Accreditation International (CFAI)). Both achievements work together and require continuous evaluation and self-assessment to ensure that the City’s Fire Rescue services meet the highest standards and that the department is continually working toward improvement and best practices. Meeting annual compliance reports is part of the administrative responsibilities, but the continued evaluation and compliance requires the entire team’s commitment to meet the standards set forth through our accreditation process. In 2018 we continued to meet accreditation standards and remained committed to continuing the self-assessment into the future. Every five years, a site visit is necessary to re-evaluate and to be eligible for Commission on Fire Accreditation International (CFAI) accreditation. The department hosted the required site visit in 2018, which brought four independent peer assessors to our city to evaluate all aspects and programs of SFFR’s services. Through this process and as part of continued improvement and assessment, the department discovered a need for data improvement. The department implemented steps to verify and validate response time data sets. The peer assessment team, after an in-depth evaluation, and the department’s data validation work, recommended reaccreditation to CFAI, in which SFFR went in front of at the accreditation hearings in March of 2019.

A new computer-aided dispatch (CAD) system went live in February. The CAD system is utilized for dispatch to 911 incidents by all emergency agencies in Minnehaha County. Step upgrades in technology, such as this new CAD system, are implemented with the goal of enhancing the department’s and the City’s ability to not only dispatch to emergency incidents, but to use data and technology to help make decisions.

The year 2018 brought both together union leadership representing the firefighters of SFFR and the City leadership team. Together they formally, collectively, and successfully developed the 2019–2020 agreement between the City of Sioux Falls and Local #814 International Association of Firefighters. This process has been beneficial for the entire team to work together to find solutions that are in the best interest of all involved, and ultimately meet the common mission of the highest service to the City of Sioux Falls.

The office team at Fire Headquarters and Fire Prevention had another busy year in support of the department and its members through customer service, payroll, purchasing, data collection, quality assurance, and clerical support. These dedicated members of the department are the backbone to ensuring the mission and the interactions with customers on a daily basis are successful.
In 2018, SFFR responded to 12,863 various emergency situations. Major fire responses and loss included fires at 101 North Harlem Avenue ($1,859,975 property and contents), 1900 West Russell Street ($1,059,159 property and contents), and 1220 East Eighth Street ($500,000 property and contents). The city of Sioux Falls incurred $8,285,303 of fire loss in 2018, and $218,369,354 worth of property and contents were exposed to fire. SFFR saved 96.32 percent of all the property and contents that were exposed to fire.

As the growth of the city continues, SFFR now provides services to 187,200 citizens and covers 78.94 square miles within the city of Sioux Falls. The population of the city grows by an additional 25 percent during the daytime as workers commute into the city. The Operations Division is tasked with emergency response and is responsible for the management of day-to-day activities of the 181 personnel assigned.

During 2018, SFFR responded to 90 percent of all Priority 1 and 2 emergencies (lights and sirens) with a travel time of 5 minutes and 3 seconds. This time starts when a station responds and ends when they arrive on scene. Keeping low response time is a key component of maintaining our status as an internationally accredited fire department and maintaining our ISO rating of 1.

The division is divided into two battalions: they are the North Battalion and the South Battalion.

Other than the Operations Division Chief, all personnel work a 24-hour schedule. Emergency response included responding to and mitigating medical calls, injury accidents, fire notifications and related incidents, technical rescue, and hazardous material incidents. In addition to standard mutual aid agreements, SFFR has agreements in place with counties for response to urban search and rescue incidents, weapons of mass destruction incidents, and hazardous materials incidents in the region. A contract has been signed with the South Dakota Wildland Division to assist with wildland fires and prescribed burns in eastern South Dakota.

SFFR has locations identified as target hazards within Sioux Falls for which we have set up specific response levels. In addition to these locations, we have designated locations that have a high life-safety concern, are critical to the infrastructure of Sioux Falls, or pose a serious threat to the surrounding area. These are plotted on mapping software. In the event of a major disaster (such as a tornado), the incident commander or our crews will follow a predesignated route through their territories to rapidly assess the amount of damage to these sites. Our initial response level is dictated by the risk assessment.

SFFR personnel helped fight the Buffalo Mountain fire in Colorado.

Division Chief of Operations

Jay Titus

5,100 business inspections in 2018

SFFR saved 96.32 percent of property and contents exposed to fire

Firefighters attended 94 public relations events
of each of these target hazards. For example, the initial response may vary from 4 apparatus and a command vehicle (17 personnel) to 6 engines, 1 truck, 1 support vehicle, and 1 command vehicle (30 personnel). SFFR uses ESRI software to collect target hazard and pre-incident planning information. This vital information is available to all members of our department via an onboard data terminal when responding to one of these locations. Personnel in operations conducted over 5,100 business inspections last year. The inspections also help crews become familiar with the businesses in their response area. Crews assisted the Risk Reduction Division with installing smoke detectors in residential homes and with the department’s fire safety house program, which teaches elementary students on how to exit their home during a fire.

Crews spent many hours gathering information about different businesses. This process is called preplanning. Preplanning gives personnel information that assists during emergency responses. An example would be where a building’s fire sprinkler connection is located.

Firefighters, according to our data, participated in 94 public relations events in 2018. Public relations events can range from parades to the successful Heroes Behind the Badges campaign. This is a friendly competition between Sioux Falls Fire Rescue and the Sioux Falls Police Department on who can donate the most blood. This event is held when blood supplies are usually critically low.

Public education is a critical component in our department’s risk reduction efforts. Public education can consist of fire safety practices, first aid training, and a myriad of other subjects. In 2018, operations personnel conducted 232 public education events.

The Operations Division of SFFR strongly believes that our responsibility to be ready for all emergencies never ends. We will continually prepare ourselves to help our fellow citizens in their time of need.

A-OX INDUSTRIAL FIRE

Shortly after 5 p.m. on May 17, 2018, SFFR was dispatched to a report of a fire involving multiple propane tanks at A-OX Welding Supply Company, Inc., at 101 North Harlem Avenue in Sioux Falls. Responding crews reported seeing columns of smoke and flame as they left their stations.

On arrival, SFFR crews noted multiple large explosions coming from the rear of the building with rapid expansion of the flames. Crews staged at a safe distance and sized up the scene for safety. Reports from employees on site advised all personnel were safely out of the building. With no life-safety concern inside the building, SFFR began defensive operations using aerial water towers and master stream devices to cool adjacent uninvolved tanks of flammable liquids. The fire from the exploding flammable liquid tanks continued and subsequently spread to five semitrailers with more tanks stored inside them, eventually reaching the cab of one of the trucks. As the fire involved the diesel fuel tank of the truck, it produced heavy black smoke as it burned off the fuel.

The area immediately around the incident was evacuated with assistance from Sioux Falls Police, Minnehaha County Sheriff’s Department, and the SD Highway Patrol as a precaution against subsequent explosions and exposure to toxic fumes from the burning fuels.

After the explosions stopped and most of the fuel had been burned off, SFFR utilized a drone to fly over the fire area to check conditions inside the tank storage area. Deeming it safe, a crew advanced hose lines into the adjacent lot and in conjunction with the live feed from the drone were able to direct a master stream onto the remaining burning debris in the tank yard. Multiple spot grass fires in a wooded area adjacent to the fire and the bike path were extinguished using a wildland fire unit.

SFFR responded with six fire trucks, three support vehicles, four chief officers, and SFFR Emergency Manager with a total of 36 personnel. There were no reported injuries to civilians or firefighters.
FIRE LOSS TRENDS DOWNWARD

The mission of the Fire Prevention Division is to save lives and protect property in the city of Sioux Falls through the strategies of fire code enforcement, public education, investigation, and engineering. The division’s effectiveness is measured through trend analysis of the incidents and circumstances of fire causes and analysis of fire behavior resulting in dollar loss, injury, or fatalities within Sioux Falls.

During 2018, fire prevention made strides in reducing fire dollar loss and fatalities. Overall trends for fire loss continue to decline, and fire incidents have fallen over the last three years. SFFR conducted fire safety training for 11,992 gradeschool students, fire reviews for over 655 projects, and fire inspections on 7,500 occupancies.

Despite this workload, Fire Prevention Division continues to seek ways to develop collaborative relationships with other local charitable and other organizations to provide community risk-reduction efforts, leverage technology, streamline processes, and gain new efficiencies—all in an effort to provide outstanding fire and life-safety services to the community.

**Code Enforcement**

Enforcement of adopted fire code is the responsibility of all Firefighters. SFFR provides fire and life safety services to the community through comprehensive code enforcement activities, including operational licensing and recurring inspections. This year, 2018, is the second year the division used a fully electronic solution for all code enforcement processes. Every inspection with ongoing fire code violations initiated notice of violations letter to the building or business owner and all uncorrected violations ended with citations issued. All follow-up inspections that are requested also follow the same process. The electronic code enforcement capability is already causing a drop in violations across the city and greatly enhances life safety in all inspected buildings and businesses.

**Public Education**

SFFR provides a variety of fire safety and injury education programs.

- Working in conjunction with American Red Cross, Good Samaritan Society, Live Well,

**Fire Marshal**

Dean Lanier

EFO, BS

and other public safety organizations, our community-based risk reduction strategy continues to thrive. This public/private partnership effort also included blood pressure checks and emergency preparedness tips.

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**Fire Prevention**

Smoke alarm numbers for 2018

- **339** Homes were visited.
- **994** Alarms installed.
- **291** Batteries installed.
A new opportunity continued through 2018, with a collaborative effort with Good Samaritan Society. Volunteers from Good Sam installed combination smoke and carbon monoxide alarms in homes of elderly citizens during their founder’s day of service.

Number of homes visited: 339
Alarms installed: 994
Batteries installed: 291

Each grade in the public/private school system consists of approximately 1,700 students. In addition, there are over 420 licensed day cares and preschools in Sioux Falls. Many of these facilities are involved with in-service training to meet the state requirements. The Fire Prevention Division provides an instructor and the training content for these in-services.

Fire stations in Sioux Falls host approximately 175 tours per year as requested by citizen groups.

CityLink, which is a City-owned cable television station, runs PSAs and prevention information frequently.

Trade show booths, mall exhibits, and speaker’s bureau-type presentations are common in the community.

At the end of October each year, the annual Change Your Clock, Change Your Battery campaign reaches homes in targeted areas.

SFFR’s grade school education is conducted through programs focusing on kindergarten through fifth grade, with program content tailored to specific audiences. As a new function, Fire Prevention added additional capabilities by providing online scheduling for grade school fire safety programs. In 2018 a new Fire Safety House was purchased, and the old house retired. In collaborations with Avera Health and Homebuilders of the Sioux Empire, graphics were added, recognizing our shared goal for maintaining home safety. As the community grows, public education programs are continually evaluated for content and effectiveness to enhance future delivery.

FIRE PREVENTION/COMMUNITY RISK REDUCTION

Fire Investigation
Fires occurring within the city of Sioux Falls are required by state law and the adopted fire code to be investigated for origin and cause. These determinations are necessary to define whether the fire was incendiary, accidental, natural, or undetermined. This determination provides the framework for developing strategies to minimize future fire occurrences and injuries. When a fire is determined to be accidental in origin, investigation results are used to eliminate or reduce future occurrences through fire code revisions and public education programs. If a fire is determined incendiary, investigators work in conjunction with Sioux Falls Police and other investigative agencies to conduct full investigations with the goal of prosecuting those responsible.

Engineering
A centerpiece of fire engineering within SFFR is conducting plan reviews on infrastructure and fire protection features for new construction and renovations. As the City continues to annex in undeveloped property, key fire code provisions of vehicle access and hydrant layout are reviewed for compliance during the planning process. New structures are reviewed for required fire protection features, including fire sprinklers, alarms, and special extinguishing systems. Implementing new land management software has proven to be a critical asset, as 2018 was the sixth consecutive record year in construction valuations. Implementing new technology will continue to be a focus in 2019: online permitting applications, reviews, and inspections all move toward becoming a digital process. These enhancements will hopefully bring improved focus to customer service and streamlined processing for future projects.

A new fire safety house/trailer is purchased in 2018.
SFFR Organization and Resources

SFFR is 1 of 12 major organizational units of the City of Sioux Falls. The department is led by the Fire Chief who reports to the Mayor. The department is divided into six divisions: Administration, Operations, Fire Prevention/Community Risk Reduction, Professional Standards and Training, EMS and Special Operations, and Emergency Management. This report contains sections from each division.

The department had an operating budget of $27,077,707 in 2018 used to provide services in the areas of fire suppression, emergency medical basic life support, technical rescue, hazardous materials mitigation, fire prevention, public education, and to maintain 11 fire stations and 24 response apparatus. The department has 208 personnel assigned to it, with 181 of those working in the Operations Division.

Fire Statistics

SFFR looks at National Fire Protection Association statistics to measure the department’s performance to either national averages or regional (Midwest) data if available. This provides the department with quantifiable performance indicators for self-assessment and quality improvement.

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<th>Incident Type</th>
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<th>2017</th>
<th>2016</th>
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<td>64</td>
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<td>3</td>
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<td>5</td>
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<td>All Other Residential</td>
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<td>3</td>
<td>2</td>
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<td><strong>Total Residential Fires</strong></td>
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<td>Public Assembly</td>
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<td>5</td>
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<td><strong>Total Nonresidential Fires</strong></td>
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<td>Cars, Trucks, and Buses</td>
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<td>76</td>
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<td>Planes, Trains, and Special Use</td>
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<td>Outside Storage, Crops, etc.</td>
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<td>Grass and Wildland Fires</td>
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<td>26</td>
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<td>Rubbish</td>
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<td>Emergency Medical and Rescue</td>
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<td>False Alarms</td>
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<td>Mutual Aid</td>
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<td>Hazardous Materials</td>
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<td>338</td>
<td>749</td>
<td>760</td>
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<td>Other Hazardous Responses</td>
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<td>All Other</td>
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<td><strong>Total Nonfire</strong></td>
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<td>12,650</td>
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<td>Total for All Incidents</td>
<td>12,863</td>
<td>12,830</td>
<td>12,932</td>
<td>12,366</td>
<td>11,417</td>
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</table>

In 2018, Sioux Falls had zero deaths from fires, keeping the five-year average to .2 compared to the national average of 1.59, and the Midwest region average of 3.74 per 187,200 people.

Sioux Falls had 292 fires and fire loss was $8,285,303 in 2018. Our five-year average is $4,977,829. According to national statistics, a city the size of Sioux Falls can expect to have 469 fires and a fire loss of $8,367,840 annually.

Insurance Rating

The Insurance Services Office (ISO) rating is important because it is the basis for property insurance for most insurance companies. It has a direct bearing on insurance costs for our citizens. The rating is based on the fire department, water delivery system, and emergency communications dispatch system. SFFR was designated a rating of 1 in November 2015.
The mission of Emergency Management is to lessen the loss of life and reduce injuries and property damage during natural and man-made incidents through mitigation, preparedness, response, and recovery.

Major Emergency Management Efforts for 2018

Preparedness

▶ Disaster Exercises
  ▶ Heart Hospital Evacuation Full-Scale Exercise—January 30
  ▶ Regional Healthcare Coalition Activation—March 15
  ▶ Fire Operations Center/Chief Officers Tabletop Exercise—March 20
  ▶ Empire Mall Active Shooter Tabletop Exercise—March 22
  ▶ State Tornado Drill—April 25
  ▶ Post Office Bio Detection System Exercise—June 12
  ▶ Airport Tabletop Exercise—June 14
  ▶ Dow Rummel Tabletop Exercise—July 9
  ▶ Avera McKennan Active Shooter/Mass Casualty Exercise—September 20

▶ Training
  ▶ ICS 300—April 16–17
  ▶ ICS 400—April 18–19
  ▶ FEMA Liaison Officer Course—January 23–24
  ▶ NWS Spotter/Weather Awareness Training—April 30
  ▶ SD Emergency Management Association Conference—September 10–13

▶ Outdoor Warning Sirens: Emergency Management maintains a system of 77 outdoor warning sirens to alert the public in the event of tornadoes threatening the community.

Major Incident Responses

▶ A-OX fire and evacuation
▶ Christmas Day aircraft incident
The Training/Professional Standards Division is responsible for a broad range of services that support and enable the mission of SFFR. These include oversight of the training center, its staff and training programs; professional development credentialing and qualifications of SFFR members; annual strategic plan review; accreditation management; post-incident analysis; internal and external communications such as social media and the #WeAreSFFR newsletter; and community partnerships.

**V.L. Crusinberry**

**Fire Training Center**

The mission of the SFFR Training Center is to practice and promote excellence in fire service instruction. The training center is committed to and responsible for providing relevant, challenging, and evidence-based training. Our service supports the greater mission of SFFR and our core values while honoring the traditions of our past. The training center team is composed of all the members of the Training/Professional Standards Division. The team had another outstanding year where training and education was appropriately aligned with current fire service trends and comprehensive topics. The entire year of training was diverse in nature and extremely well-received by the members of SFFR. The SFFR Training Team is comprised of three training officers: Captain Todd Lowe, Fire Apparatus Operator Ben Tracy, and Firefighter Jon Randby. EMS Educators Amy Marsh and Jeremy Robertson are also part of this team. Throughout the past year they expanded on best practices and produced innovative 21st century training for the firefighters of SFFR. Focus was placed on firefighter health and safety along with building construction with modern materials. Fire Protective Equipment Technician (FPET) Mike Ackerman also continued to enhance programs for personal protective equipment (PPE) cleaning, care, and maintenance.

The training team was led by Battalion Chief Mark Bukovich until early November, when he was promoted to the Division Chief of EMS and Special Operations position. Members of SFFR traveled to Indianapolis to participate in the annual Fire Department Instructor Conference (FDIC), where they brought back a myriad of training and education ideas, innovative thinking, modern firefighting tactics, and strategies for the personnel of the SFFR organization. Captain Todd Lowe, Training Officer Jon Randby, and Firefighter Mike Olson utilized the training and education they received at FDIC to develop fire drills for the members of SFFR. Once again, several outside agencies utilized the SFFR Training Center campus to improve upon their skills for public safety. Some of these agencies included:

- Sioux Falls Police Department
- Sioux Falls Police Department SWAT
- Sioux Falls Police Department Bomb Squad
- Sioux Falls Police Department K-9
- Minnehaha County Sheriff’s Department
- SD Air National Guard Fire Department

The interagency training has proven to be a significant benefit for all agencies, to not only improve their own strategies and tactics, but to enhance the positive relationships that have developed among agencies.
The local volunteer fire departments that utilize the SFFR Training Center campus were:
- Hartford Fire Department
- Colton Fire Department
- Renner Fire Department

Below is a list of the courses that were delivered by the SFFR Training Center this past year:
- USAR—Trench Rescue
- USAR—Structural Collapse
- NFA—Residential Fire Sprinkler Plan Review
- Hazmat Operations—Train the Trainer
- Inspector/Investigator I Course
- ICS 400: Advanced ICS for Complex Incidents
- ICS 300: Expanding Incidents
- Fire Apparatus Operator Course
- Incident Safety Officer
- Resiliency Training
- SFFR Resilience Sustainment Specialist Training
- Fire Instructor I
- NFA—Health and Safety Officer
- Fire Officer I
- How to Brief the Hazmat IC
- Drill 1: Disaster Response
- Drill 2: Emergency Scene Operations
- Drill 3: Firefighter Emergencies and Basement Fire Tactics
- EMS Quarterly Drill 1: Triage and Mass Casualty Incidents
- EMS Quarterly Drill 2: Special Populations
- EMS Quarterly Drill 3: Pit Crew CPR/Lucas Training
- EMS Quarterly Drill 4: CPR and FF/PD Officer Down
- 2018 RT 130 Wildland Refresher

**Strategic Plan Review**

SFFR’s current 2018–2022 Strategic Plan was issued in June 2017. SFFR reviews the Strategic Plan on an annual basis to maintain a living document status in which improvements and/or changes that have been made on behalf of the Strategic Plan are recognized and reported upon.

An addendum was written and incorporated the SFFR BHAGs which were developed in conjunction with the Strategic Plan and shared with City administration. Goal statements are as follows:
- Enhance Community Risk Reduction (CRR)
- Enhance Community Workforce Efforts
- Public Safety Training Center

An external stakeholder’s survey was conducted, and the following results are from a group of community members who followed a 45-question process and objectively prioritized SFFR services (one to ten).

1) Fire Suppression (any type of fire extinguishment; i.e., buildings, vehicles, and natural cover)
2) Basic Life Support Emergency Medical Services (basic EMS)
3) Basic Rescue (vehicle extrication and machinery entrapment)

**Community Partnerships**

SFFR strives to be a community partner in many beneficial ways. Community service is our business and all areas of the department have a community focus. The annual Heroes Behind the Badges blood drive provided a fun and friendly event between SFFR and the Sioux Falls Police Department to support the Community Blood Bank and their mission to ensure enough blood is available for those in need during the holiday season. During the 23rd annual drive, blood donations between both agencies totaled 982 units, with the real winners of the event being the 2,946 patients positively affected by those donations.
PROFESSIONAL STANDARDS AND TRAINING
SFFR continued to adapt in order to maintain great customer service during growth and program expansion within our city and department. The creation of an EMS/Special Operations Division was an evolutionary innovation aimed at oversight of one of our largest areas of service, EMS, and our most critical teams involving Special Operations which include: Urban Search and Rescue, Hazardous Materials, and our joint partnership with the Sioux Falls Police Department with SWAT and EOD. This division is also responsible for wildland firefighting, along with apparatus and equipment for the entire department across all disciplines.

EMS
The Sioux Falls EMS System Leadership Team comprised of REMSA, Health, SFPD, SFFR, and Metro Communications developed a plan for system backup during times of call overload. All EMS systems experience system stress or overload when calls for service are larger or of higher frequency than normal, and

Sioux Falls is no different. The Leadership Team worked with SFFR to develop a plan to enhance the system. All levels of SFFR worked together to look at ways we could support and enhance the system as a true collaborative effort to gain ideas, knowledge, and perspective. This collaboration continues today and will be a model to follow in the future to shape and enhance the SFFR Advanced Life Support Enhancement Program—including ALS provider rollout in 2019!

SFFR continues to be a leader in EMS care, along with our partners. SFFR responded to almost 6,500 EMS calls in 2018. As our EMS call volume is consistently over 50 percent of our total calls for service. Through internal and external quality control and training efforts, we continue to enhance our care to patients. In 2018 all SFFR first-response EMS units were equipped with CPR chest compression devices (LUCAS) made by Physio-Control. Twelve units were purchased through the Assistance to Firefighters Grant (AFG) award to SFFR. The LUCAS CPR devices will help SFFR provide consistent and quality CPR to patients suffering from cardiac arrest.

Division Chief of EMS and Special Operations
Mark Bukovich
MBA

EMS units were equipped with Physio-Control LUCAS CPR chest-compression devices.
Wildland Fires

Twenty-Eighteen proved to be another busy year for wildland fires across the USA, including the Rocky Mountain region. SFFR deployed wildland crews to ten different large fires throughout Colorado, Utah, and Wyoming during 2018. SFFR responding resources varied from engines of various types to REM (rapid extraction module) teams. The partnership for REM between the Rapid City Fire Department (RCFD) and SFFR continues to be one of many successful partnerships SFFR routinely embraces. Our partnerships with other organizations like RCFD continue to enhance our capability and regional teams, and also enhances the service delivery citizens and visitors enjoy.

Apparatus and Equipment

We continue to update and upgrade our vehicle fleet, and in 2018 SFFR replaced the following units:

▶ Fire Safety House
▶ John Deere UTV for the training center
▶ Two FPB sedans

In addition to these replacements, SFFR added a second trailered traffic attenuator to the SFFR fleet, and it is located at Fire Station 11 with Wildland 11.

Looking forward into the middle of 2019 and beyond, SFFR will continue to adapt and adjust to changing needs of the community. In 2019 SFFR will introduce a heavy rescue engine to the fleet to make heavy USAR equipment and specialized personnel readily available for a quicker response. Along with the heavy rescue engine, SFFR will see a replacement of all hydraulic rescue tools to new-generation battery models to improve mobility and deployment.

HAZMAT

The Hazardous Materials Team (HAZMAT) continues to improve capability and replace equipment. In 2018 HAZMAT worked through purchasing to replace an aging inflatable decontamination shelter. The new shelter is larger and will allow three simultaneous decontamination lanes, thus increasing the number of victims SFFR can decontaminate in an hour.

Ahead

SFFR adapted to the new and varied challenges of 2018 and will continue to adapt up in 2019. As we usher in new technologies and deployment strategies, we will enhance our services and care to the community. We will work together to make 2019 even better!
Personnel Recognition and Changes

**RETIREES**

Hartmann, Dan ................................................................. August 24, 2018
Seten, John ................................................................. November 11, 2018

**RESIGNATIONS**

Brannan, Payton ............................................................ January 9, 2018
Van Beek, Jason .............................................................. August 1, 2018

**PROMOTIONS**

Bosler, Bill—Fire Apparatus Operator ................ November 5, 2018
Bukovich, Mark—Division Chief ............................. November 5, 2018

**NEW EMPLOYEES**

Boysen, Mitch—Emergency Vehicle Technician .......... July 2, 2018

**FIREFIGHTERS OF THE QUARTER**

Marzolf, Jason ........................................................... First quarter
Cox, Ryan .................................................................. Second quarter
Skiles, DJ ................................................................. Third quarter
Bartz, Eric ................................................................. Fourth quarter

**FIREFIGHTER OF THE YEAR**

Cox, Ryan

**CREW OF THE YEAR**

Fire Training: Todd Lowe, Ben Tracy, Jon Randby, Amy Marsh, and Jeremy Robertson
Personnel

Ackerman, Mike .................................................FPET
Alberico, Stephen ...............................................FI
Alvey, Jon ..............................................................FF
Anderson, Scott ..................................................Capt
Ashley, Matthew ..................................................FF
Backer, Kurt .........................................................MFF
Baier, Andrew ......................................................Capt
Balzer, Todd ..........................................................FF
Bartz, Eric ............................................................FAO
Bauers, Michael ....................................................FAO
Beckman, Cole ......................................................MM
Bivens, Anthony ...................................................FF
Boden, Andrew .....................................................FAO
Boe, Trent ...........................................................Capt
Boorman, James ...................................................Chapl
Bosler, William .....................................................FAO
Boysen, Mitch ......................................................MM
Brannan, Payton ...................................................FF
Brunette, Steven ...................................................BC
Bukovich, Mark .....................................................DC
Burdick, Guy ........................................................FAO
Buys, Nathan .......................................................FF
Carlson, Heather ..................................................Capt
Carlson, Rick .......................................................Chapl
Carman, Brittany ..................................................FF
Caven, Sara ..........................................................Clerk
Christensen, Robert ..........................................FAO
Christiaansen, Brian ........................................BC
Clark, Dennis .......................................................FPE
Clark, Dylan ..........................................................FF
Clarke, Jason .........................................................FF
Clauson, Michael ..................................................BC
Clauson, Woody ..................................................Chapl
Cory, Johnathan ..................................................FAO
Cox, Darin ...........................................................FF
Cox, Ryan ............................................................Capt
Davis, Ryan .........................................................Capt
DeBoer, Clint .......................................................Capt
Deck, Darryn .......................................................MFF
Dieren, Eric ..........................................................FF
Dirksen, Harlan ....................................................FAO
Donelan, Patrick ..................................................Capt
Dose, Shawn ........................................................Fi
Douglas, Matthew ...............................................FF
Duffy, Patrick .......................................................FAO
Dulaney, Garrett ..................................................Capt
Dykstra, Robert ....................................................Capt
Eggink, Stephani ..................................................FF
Enalls, Harvey .....................................................FF
Engberg, Eric .......................................................FF
Engdahl, Eric .......................................................Capt
Evertse, Mitchell ..................................................FF
Farland, Randy .....................................................Capt
Farsdale, Ryan .....................................................FF
Fedders, Tim .......................................................FAO
Fessler, Steven ...................................................DC
Fischer, John .......................................................FF
Flannery, Robbie ..................................................FF
Fluit, Nathan .......................................................FAO
Foster, Rocky .....................................................Capt
Fraker, Terry .......................................................Chapl
Frick, Adam .........................................................FF
Funke, Joseph .....................................................FF
Galbreath, Shannon ............................................FF
Gayetaye, Samuel ..............................................Chapl
Gilmour, Garret ..................................................MFF
Gortmaker, Joy ...................................................FA
Grahnick, Michael ..............................................Capt
Greer, Shawn .....................................................FF
Groen, Josh ........................................................FF
Harbar, James ....................................................Capt
Hallstrom, Allen ................................................Capt
Hanson, Anthony ................................................FF
Hanssen, Tony .....................................................FF
Hartman, Dan ......................................................MM
Havlovic, Michael ..............................................MFA
Helm, Jeff ...........................................................DC
Herrboldt, Kent ...................................................FAO
Herther, Adam ....................................................FF
Hill, Jeremy .........................................................FAO
Hill, Matthew .....................................................FF
Hilsenroth, Jr, Donald .......................................FF
Hoekman, Timothy .............................................FAO
Hof, Chris ..........................................................FF
Irsfeld, Christoph ...............................................Capt
Isaak, Michael ....................................................FAO
Jacobsen, Jordan ...............................................FF
Jensen, David .....................................................Capt
Johnson, Curtis ..................................................Fl

Chief Goodroad presents Captain Ryan Cox with the Firefighter of the Year award.
The Crew of the Year award goes to the Training Center Training staff: FAO Ben Tracy, EMS Educator Amy Marsh, Firefighter Jon Randby, and Captain Todd Lowe.

Kaffar, Patrick.......................................................FF
Kolda, Kyle..........................................................FF
Koolmo, Graham.................................................FAO
Koopman, Michael ...........................................Capt
Kringstad, Brian......................................................Capt
Kurvink, Nicholas..................................................FF
Lacey, William.......................................................Capt
Langenfeld, Luke...................................................FF
Lanier, Dean............................................................FM
Lehr, Ryan...............................................................FF
Limesand, Ryan.......................................................FAO
Lohan, Chris............................................................FF
Lowe, Todd.............................................................Capt
Luebke, Dustin........................................................FF
Luther, Nick.............................................................Capt
Maag, Barry............................................................FI
MacArthur, Kathy...................................................Temp
March, Daniel.........................................................FAO
Marsh, Amy.............................................................EMS
Marzolf, Jason.........................................................Capt
Matthews, Denny......................................................MM
Mattson, Steven......................................................FAO
Mayfield, Colt..........................................................FF
McAleavey, Matthew.............................................BC
McGuire, Kevin.......................................................FAO
McManigal, Jay.......................................................FAO
McNamara, Andrew..........................Firefighter FF
Medema, Doug.......................................................Capt
Meier, Michael.........................................................FAO
Menage, Scott.........................................................FAO
Milner, Cameron...................................................FF
Morgan, Zachary.....................................................FF
Mortensen, Bo........................................................Capt
Mulder, Wade.........................................................Capt
Murphy, Kyle..........................................................FF
Murphy, Michael....................................................Capt
Murphy, Neal..........................................................FF
Mydland, Matthew..................................................FF
Neeb, Linda.............................................................Clerk
Neises, Jarud.............................................................Capt
Nelsen, Terry.............................................................Capt
Nelson, Darres........................................................FF
Nugteren, Timothy..................................................FAO
Nusbaum, Adam......................................................FF
O’Hara, Todd............................................................FAO
Olson, Anthony.........................................................FF
Olson, Mark.............................................................FF
Olson, Michael........................................................FF
Orth, Conley..........................................................FAO
Paszkiewicz, Phillip..............................................FF
Petersen, David......................................................Capt
Peterson, Bradley..................................................FAO
Peterson, Jackson..................................................FAO
Pontrelli, Mitchell................................................FF
Powers, James.........................................................BC
Puglise, Travis.........................................................FF
Rahm, James.........................................................FF
Randby, Jon...........................................................FF
Rangel, Kirk............................................................FAO
Rau, Ryan...............................................................FF
Reel, Thomas.........................................................FAO
Ridge II, John.........................................................Capt
Rieland, Scott.........................................................FAO
Robertson, Jeremy..............................................EMS
Ruml, Nathan.........................................................Capt
Sanders, Jonathan................................................FF
Scandin, Troy.........................................................Capt
Scherbring, Christoph............................................FF
Schillerstrom, Timothy..........................................Capt
Schmidt, Michael.................................................FI
Schneider, Dan.......................................................Capt
Schnetter, Troy.......................................................FAO
Schons, Timothy....................................................MFF
Schroeder, Adam....................................................FF
Schultz, Carla.........................................................AA

#WeAreSFFR

SFFR 2018
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Personnel

Chief Goodroad presents Division Chief Jeff Helm with the Chief Officer of the Year award.

Seten, John.................................................................MFA
Sharpe, Garrett......................................................FF
Short, Pat..........................................................Chapl
Siebenahler, Jordan.................................................FF
Skiles, Daniel.........................................................Capt
Skoglund, Christoph...............................................FAO
Skuza, Richard.......................................................FAO
Small, Robert.............................................................FF
Smidt, Luke............................................................FF
Smith, Charles..........................................................FI
Smith, Cody..............................................................FF
Smith, Jeremy............................................................FF
Smith, Joshua..............................................................Capt
Smith, Regan............................................................EM
Sona, Kevin..............................................................Capt
Spagnolo, Martell.....................................................Chapl
Sproles, Ken.............................................................Chapl
Stancer, Brendan....................................................FF
Stark, Ian.................................................................FF
Strasser, Nathan.......................................................FAO
Stratmeyer, Paul.....................................................FAO
Strom, Reed............................................................FAO
Sunde, David...........................................................FAO
Talley, David..........................................................Capt
Thier, Michael.........................................................Capt
Thom, Travis..........................................................BC
Titus, Jay.................................................................DC
Tjeerdema, Tyler......................................................Fl
Top, Michael............................................................BC
Tracy, Benjamin.......................................................FAO
Van Beek, Jason.......................................................MFF
Van Beek, Rachel....................................................FAO
Van Gundy, Brook....................................................FF
Van Riesen, Grant......................................................Capt
Van Zee, Jeff............................................................FF
Vanden Top, Matthew................................................FF
Vosburg, Bradley.......................................................FAO
Vosburg, Cody..........................................................FF
Voth, Kristian..........................................................FF
Wagner, Daniel........................................................FAO
Wagner, John..........................................................FI
Wall, Andrew..........................................................FF
Wallace, David........................................................FF
Ward, Kendall..........................................................Capt
Weber, Shannon.........................................................FF
Weisenburger, Zachary..............................................FF
Welbig, Timothy.......................................................FAO
Wentz, Russell........................................................FF
Willert, Travis........................................................FAO
Willis, Terry............................................................FAO
Wilson, Michael.......................................................FF
Wold, Randy............................................................MFF
Young, Chad.............................................................FF