



Town of
KERNERSVILLE
Fire Rescue Department



2021 Annual Report

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Message From The Chief



R. Scott Alderman

Fire Rescue Chief

This annual report is dedicated in memory of Chief Robert Stuart. Sadly, Chief Stuart died on January 6, 2022.

Chief Robert Stuart's father, Ned R. Stuart, led efforts to organize the department in 1923. Ned was elected as the town's first Fire Chief, a position he held for 40 years. Also in 1923 the town purchased its first motorized triple combination pumper for \$6500 from the American LaFrance Firetruck Company. The Stuart family was personally responsible for upkeep and repair of the pumper truck. The pumper truck was stored in the Stuart Motor Company building on Mountain Street, the same location where the Fire Department held meetings and trainings, until a permanent fire station was built in 1928.

Alongside his father, Chief Robert Stuart served with the fire department for several years and during the 1960's he served as Interim Fire Chief from 1961 to 1963 and as the Fire Chief in 1963. When Robert stepped away from the fire department he never truly left. He proudly carried around his Fire Chief's badge and was very proud to show it to you. Through the years he loved to visit the firefighters at the fire station and share stories about the past. He will be greatly missed.

“ I am very proud and thankful for the men and women of our department. The information contained in this report serves as a testament to the professionalism and dedication of our staff.

While the substance in the annual report focuses on details and data from the Fire Rescue Department's services, projects, and performance it is the citizens, and our staff, that is at the heart of our mission.

We are very blessed and appreciative for the tremendous support we receive from our town, Mayor, Board of Alderman, town departments and other agencies that we work with. We could not do what we do without everyone's assistance and support.

Command Staff



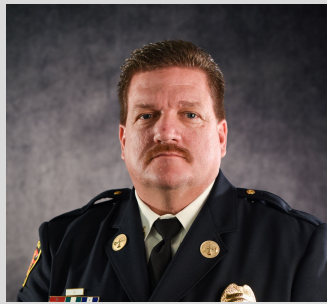
Suzanne Murray

Deputy Chief Support Services Division



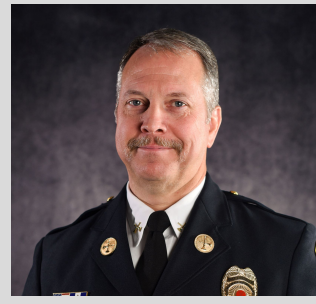
Ronald Boles Jr.

Deputy Chief Operations Division



Barry McLean

Battalion Chief A-Shift



Brian Creason

Battalion Chief B-Shift



Jason Robinson

Battalion Chief C-Shift



David Willard

Battalion Chief Training

Mission, Vision & Values

Mission

The Kernersville Fire Rescue Department is an all-hazards organization dedicated to protecting life, property and the environment through prevention, education and mitigation of fire, medical and rescue risks for the citizens and visitors of the Town of Kernersville.

Vision Statement

The Kernersville Fire Rescue Department will exemplify excellence in all-hazard response through education, courteous and professional service, prevention, strategic planning, community partnerships, and a diverse, well –trained workforce.

Values

The Kernersville Fire Rescue Department values:

TEAMWORK - Confidence in our team to prevent harm and mentor others.

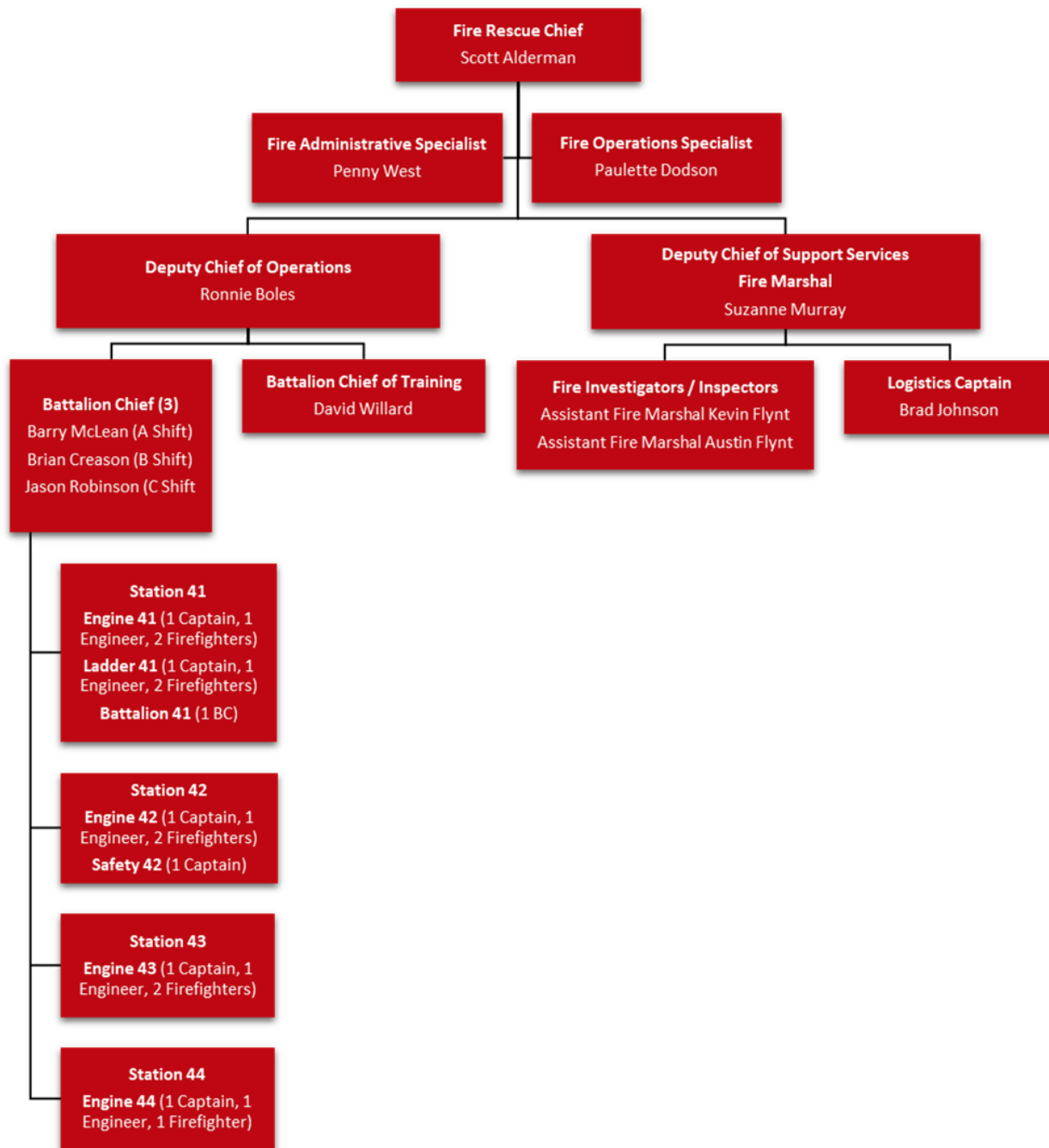
RESPECT – Respect for ourselves guides our morals; for others guides our manners.

UNITY - We are committed and accountable to each other because our lives depend on it.

SERVICE - With commitment, bravery and integrity when called upon by our community to perform our duties.

TRADITION - Continue to honor our legacy while we prepare for our future.

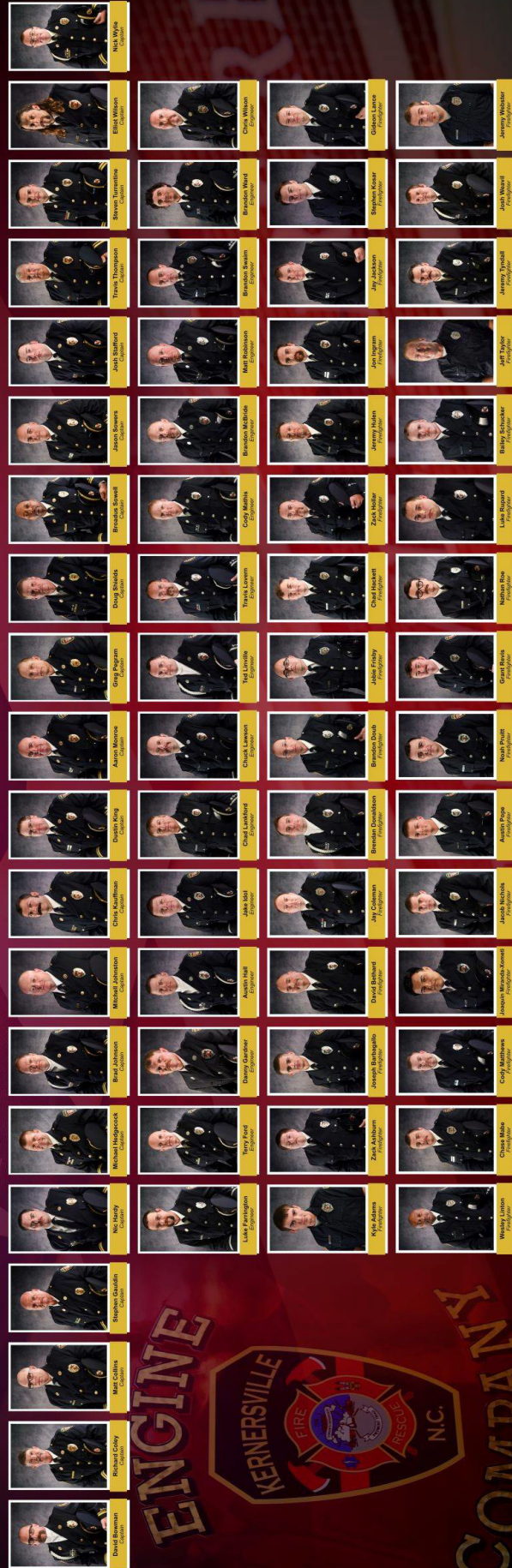
Organizational Structure





Town of KERNERSVILLE Fire Rescue Department

2021



Personnel Highlights for 2021

Annual Awards

Firefighter of the Year

Firefighter Jeremy Tyndall

Officer of the Year

Captain Aaron Monroe

New Employee of the Year

Firefighter Joaquin Miranda-Xometl

Chief's Award

Deputy Chief Ronnie Boles

Life Saving Award

CPR Save

Captain Chris Kauffman

Firefighter Jay Jackson

Firefighter Brendon Donaldson

Service Awards

Engineer Austin Hall

10 Years of Service

Captain Jason Sowers

20 Years of Service on

Engineer Brandon Swaim

10 Years of Service

New Hires

Firefighter Michael Cook

Firefighter Dallas Farmer

Firefighter Madison Hallman

Firefighter John Kuhlman

Firefighter Joaquin Miranda-Xometl

Promotions

Danny Gardner - Engineer

Jason Robinson - Battalion Chief

Elliott Wilson - Captain

William Ward - Captain

Jacob Nichols - Engineer

Career Ladder Advancement

Joseph Barbagallo - Firefighter II

Jay Coleman - Firefighter III

Brandon Doub - Firefighter III

Austin Flynt - Fire Inspector II

Jobie Frisby - Firefighter III

Chadwick Hackett - Firefighter II

Zack Hollar - Firefighter III

Jeremy Hulen - Firefighter III

Jay Jackson - Firefighter III

Austin Pope - Firefighter II

Josh Weavil - Firefighter III

Retirement

Captain Travis Thompson

Town Employee of the Year Finalist

Deputy Chief Ronnie Boles

Department Highlights for 2021

Telehealth Assistance Pilot Program

The department began participating in a Telehealth Pilot Program in conjunction with Forsyth County 911 and Forsyth County EMS. The purpose of the program is to divert lower priority medical calls, especially those that are held, off the 911 system by virtually connecting the caller with a medical provider. The department responds to assist with patient assessment as needed.

Reserve Ladder Truck

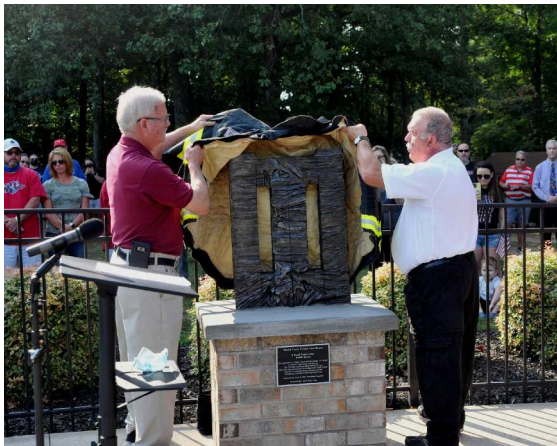
The department placed into service a Reserve Ladder Truck. Previously the department did not have a back up ladder truck to use when the frontline ladder truck was out of service for maintenance or repairs. The addition of the reserve ladder truck also provides additional ladder truck capability when there are multiple or large scale incidents.

First Responder Memorial

At the 9/11 Remembrance Service on 9/11/21 a section of steel from a core beam of the south tower of the World Trade Center was unveiled at the First Responder Memorial at the Fourth of July Park. D.H. Griffin Wrecking company donated the section of steel to the Town of Kernersville. Battalion Chief Barry McLean coordinated the donation and installation.

COVID-19 Impact

COVID – 19 disrupted staffing and operations at events and in the way the Department responds and operates every day.



Operations Division

Overview of the Operations Division Activity and
Performance Measures for 2021

Operations Division

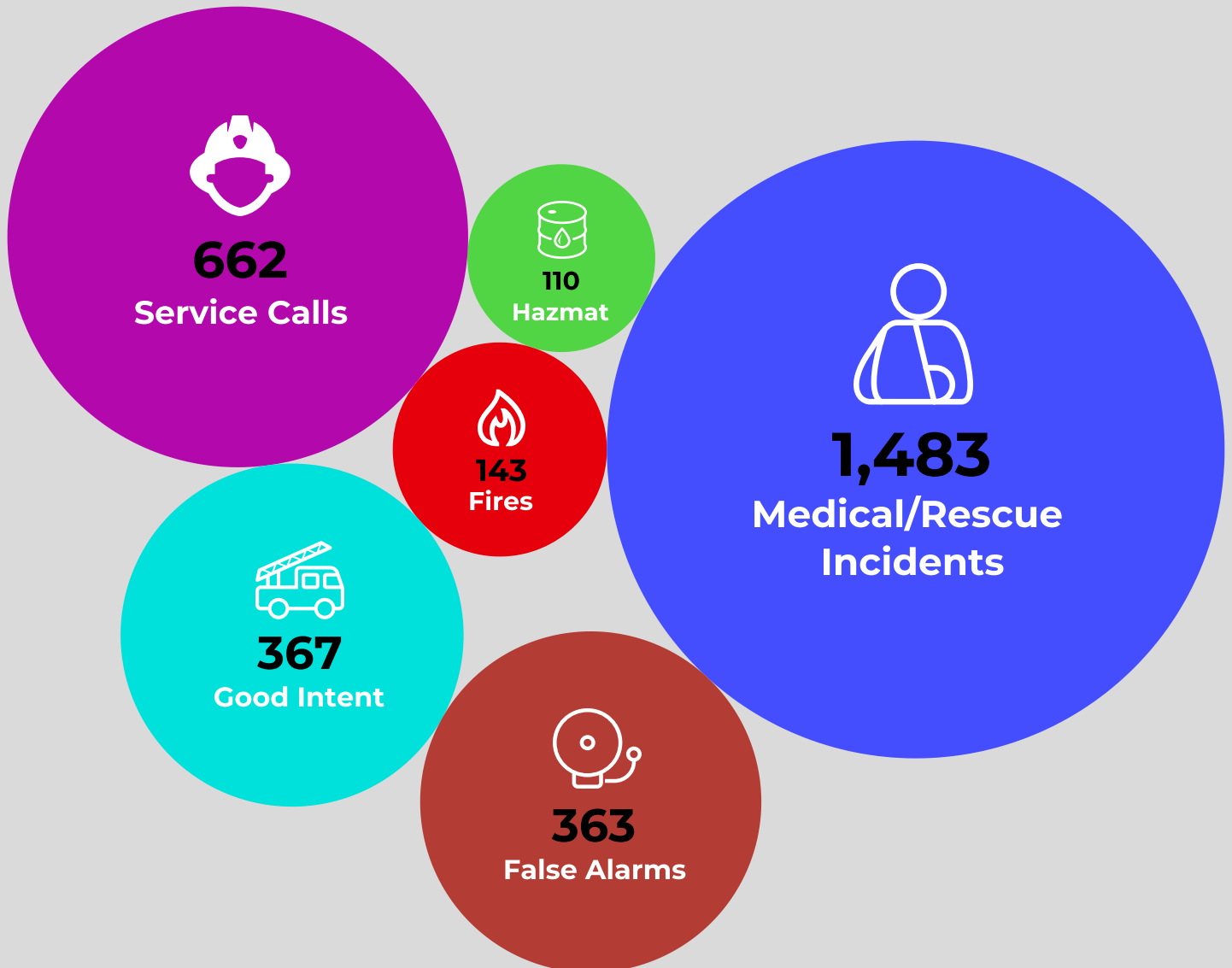
The Operations Division is the largest division of the Kernersville Fire Rescue Department and is made of 64 fulltime and 5 part-time personnel who provide a variety of emergency services to the community. The division is sub-divided into three shifts (A, B, C) that operate on a rotating 24-hour schedule to provide constant staffing. Each shift is led by a Battalion Chief who oversees the day-to-day operation of their respective shift. A Captain is assigned to each engine and ladder company to supervise their operations. The department operates four fire stations from which Kernersville's four engine companies and one ladder company respond to calls for assistance.

The primary responsibility of the Operations Division is to provide fast and efficient assistance to citizens and visitors who are experiencing emergencies involving fire, medical, rescue and hazardous conditions. Operations division personnel also spend countless hours each year providing "other" services to the community including; smoke and odor removal, assisting with water leaks, checking smoke detectors and assisting other agencies like law enforcement and emergency medical services. When not answering calls for assistance, division personnel routinely train to enhance and expand their skills. Personnel are required to be certified by N.C. as a Firefighter, EMT, Technical Rescue Technician and HazMat Responder. Many of our personnel hold additional N.C. certifications such as Fire Instructor, Fire Inspector, Fire Educator, Fire Officer and the Safe Kids Child Passenger Safety Seat Technician certification.

In addition to their emergency response duties, Operations personnel strive to prevent harm in the community by participating in activities that include public education programs, pre-incident planning, fire hydrant testing and installation/inspection of child safety seats. They may also be found maintaining or testing the department's apparatus, equipment, and facilities to ensure it works properly when emergencies occur. Because of their work schedules, you may see these personnel at local grocery stores. Their work cycle requires them to cook meals at the station or eat meals out at local establishments. Firefighters are constantly aware of emergencies occurring in our community and are able to respond at a moment's notice.

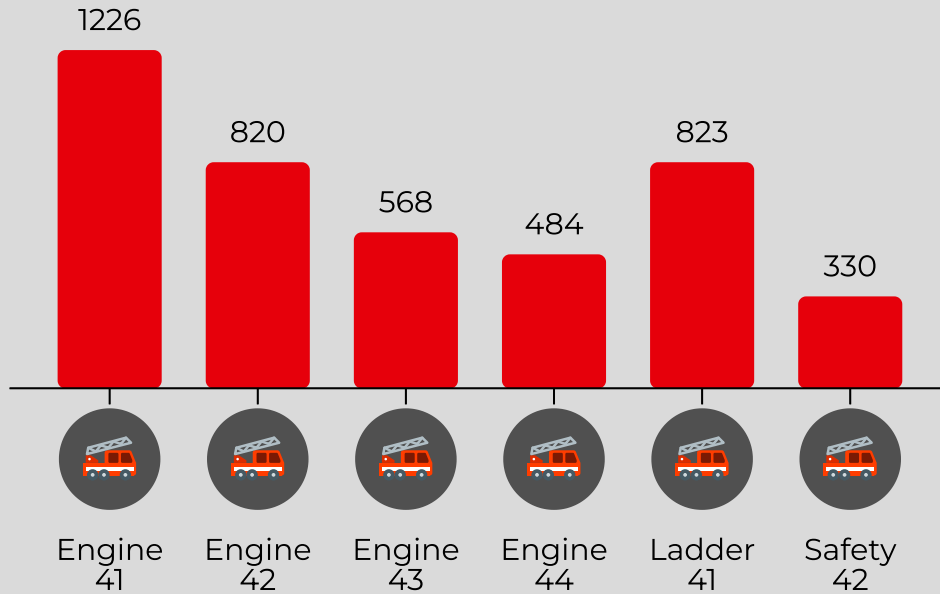
Operations Division

2021 Incident Total = 3128

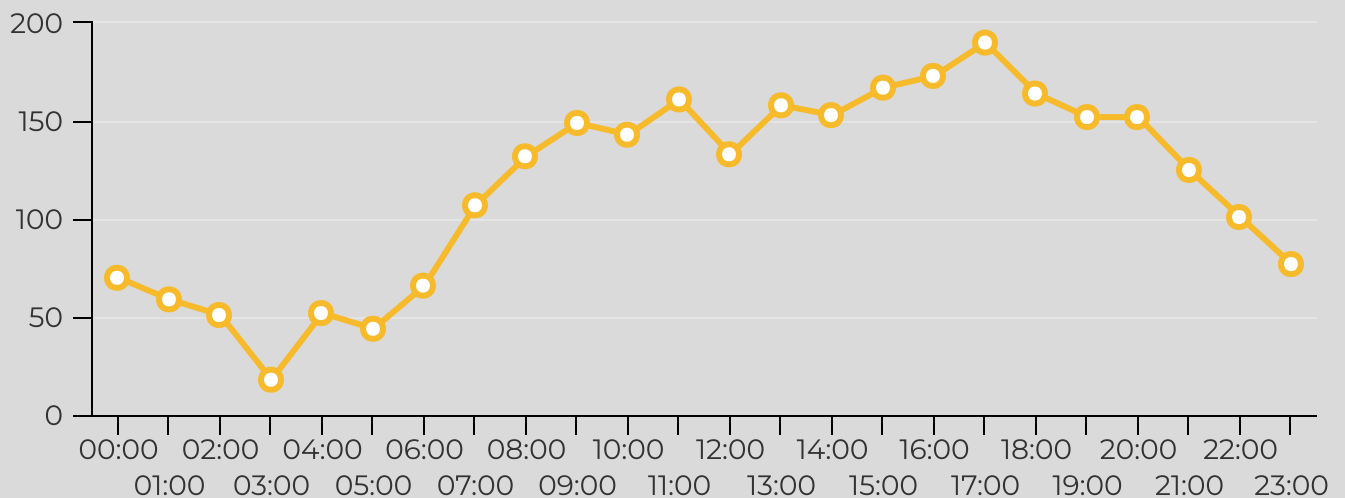


Operations Division

2021 Incident Response by Unit



2021 Incidents By Hour of the Day



Operations Division

Fire Suppression Services

The department provides fire suppression for all types of fires that occur in the town. These include structure fires, such as homes, businesses and industries, vehicle fires, grass and woods fires and other types of fires that may occur.

Fire suppression services focuses on those incidents requiring fire suppression intervention for mitigation purposes. These include but are not limited to; structure fires, vehicle fires, brush fires, and any other miscellaneous fires. The department categorizes structure fires using an occupancy based risk assessment process. Certain occupancy types are prioritized higher than others.



Low Risk
Single Family Residential Structures, Outside Buildings



Medium Risk
Business, Factory, Mercantile, Storage



High Risk
Assembly, Multi-Family Residential, Educational, Hazardous

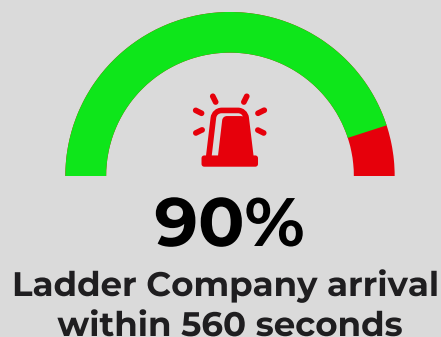
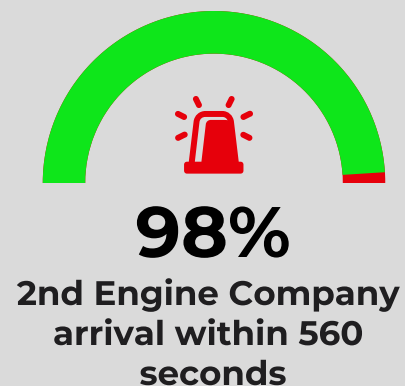
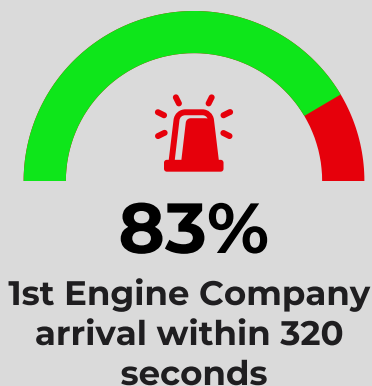
In order to mitigate fires in low and moderate risk occupancies, the department deploys a concentration and distribution of resources including firefighters and apparatus. An Effective Response Force (ERF) consists of a minimum of 17 firefighters deployed via four engine companies, one ladder/rescue companies, one Safety Officer and one Battalion Chief.

For high-risk occupancies, the department deploys a concentration and distribution of resources including firefighters and apparatus. An Effective Response Force (ERF) consisting of a minimum of 20 firefighters via five engine companies, one ladder company, one Safety Officer and one Battalion Chief.

Operations Division

The fire suppression services are evaluated using a performance measure process. National Fire Protection Association (NFPA) 1710 "Standard for the Organization and Deployment of Fire Suppression Operations, Emergency Medical Operations, and Special Operations to the Public by Career Fire Departments" and the Insurance Services Office (ISO) Fire Suppression Rating Schedule was used as the performance measures for 2021. These standards provide fire departments with an objective method of measuring performance for initial fire suppression and rescue procedures used by fire department personnel engaged in emergency scene operations using available personnel and equipment.

Percentage of Structure Fire Incidents Department Achieved Response Time Benchmark (Time of Unit Dispatch to Time of Unit Arrival) Benchmark is 90% of Structure Fire Incidents



Operations Division

The department's goal is to reduce the amount of fire loss each year through a combination of prevention/education, training and resource deployment. The department follows the state mandated fire prevention inspection program to ensure each occupancy within the Town of Kernersville is fire code approved which is one method to reduce fire loss.

The second rationale is to provide education to the public about fire safety. These initiatives are very active and have positively impacted business/industry and private homeowners. The department provides a vast array of programs including cooking fire safety, fire extinguisher training, smoke detector installations and emergency planning.

The final component is the deployment of resources. Firefighters are trained to national standards based on the National Fire Protection Association (NFPA). The department's risk assessment process helps develop response plans of resources to begin the mitigation of an incident. Fire loss is hard to forecast because of never knowing what occupancies will have fires. The department applies the same methodology for mitigation using an Effective Response Force (ERF).

There was one fire incident in 2021 where a piece of equipment valued at \$5,000,000.00 was damaged due to a fire. This attributed to 96% of the fire loss in 2021.



Property/Content Value

32,355,120



Property/Content Loss

5,220,910



Property/Content Saved

27,134,210

Operations Division

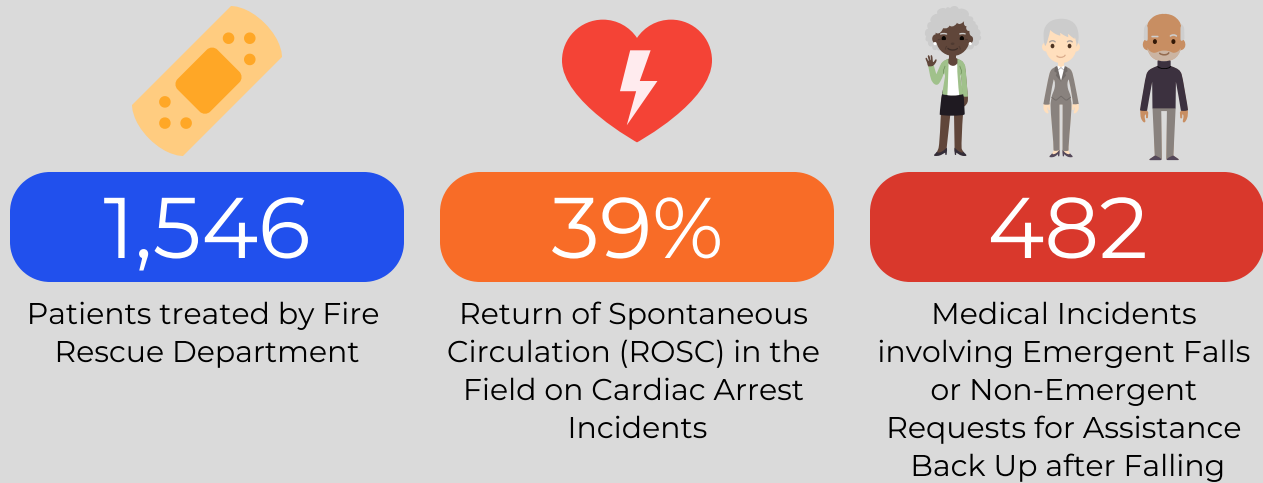
Medical Care Services

KFRD firefighters are trained and certified as emergency medical technicians (EMTs) and respond as medical first responders to emergency medical incidents that occur in the town. With fire stations strategically located throughout the town, often times firefighters are closer than an ambulance to a medical call allowing firefighters to reach the scene of such a medical emergency sooner and initiate medical care. The town limits of Kernersville lies in two counties, Forsyth and Guilford. Therefore, the department responds with two different EMS agencies. Advanced Life Support care and transport in Forsyth County is provided by Forsyth County EMS (FCEMS). Guilford County EMS (GCEMS) provides this service in Guilford County.

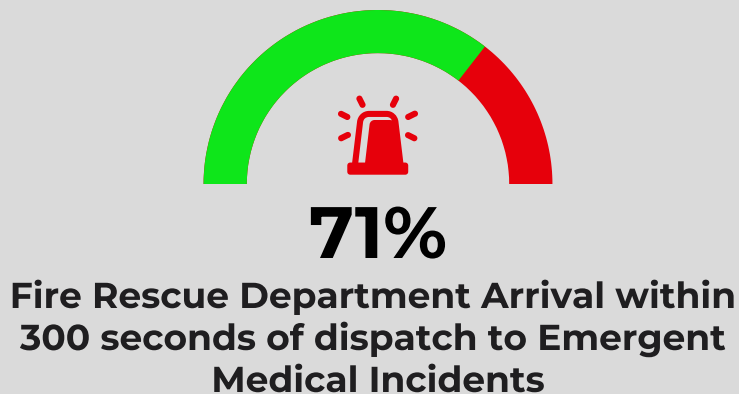
The department strives to respond to medical emergencies in a prompt manner in an effort to increase cardiac arrest survival rates. In cardiac arrests, blood flow to the brain is essential. Irreversible brain damage may occur in four to six minutes according to the American Heart Association. Cardio Pulmonary Resuscitation (CPR) and early defibrillation have a direct impact on reducing mortality. The department participates in the Cardiac Arrest Registry to Enhance Survival (CARES) program through Forsyth and Guilford County EMS agencies. CARES was developed to help communities determine standard outcome measures for out-of-hospital cardiac arrest (OHCA) locally allowing for quality improvement efforts and benchmarking capability to improve care and increase survival. The program is supported by the American Heart Association, the American Red Cross, Physio Control, the Centers for Disease Control and Prevention (CDC), The Heart Rescue Project and Emory University. The success locally with the program is demonstrated in the collaborative working relationship between Forsyth and Guilford County EMS agencies and the Kernersville Fire Rescue Department. The concept of “Focused Cardiac Arrest Resuscitation” assigns roles (compressions, ventilation etc.) to responders in a streamlined approach enhancing the application of CPR to a patient.

Operations Division

2021 Medical Incidents



Percentage of Medical Incidents Department Achieved Response Time Benchmark (Time of Unit Dispatch to Time of Unit Arrival) **Benchmark is 90% of Medical Incidents**



Operations Division

Training & Safety

Managed by the Battalion Chief (BC) of Training and Safety, this division saw the need to adjust our training methods based on the Covid-19 pandemic. Virtual and online training became the norm for many of our classes, but hands-on and face to face training continued throughout 2021. The staff adjusted well with a total of 26,910 hours of training completed.

Two additional shift Safety and Training Captains joined the one currently in place to give us a Safety and Training Officer on each shift. This has allowed for greater coordination and consistency in our training delivery as well as a dedicated Safety Officer during call response.

A key theme for 2021 was the continuous improvement of our officer development and incident command capabilities. For several years we have been training towards a nationally recognized certification called Blue Card Incident Commander, this system is a command and communication model that increases efficiency and firefighter safety during an incident. During 2021, six personnel achieved the Instructor level designation for Blue Card while 58 personnel achieved the Incident Commander designation through Blue Card. We are continuing to develop and implement this system into our operations and training.

TRAINING & SAFETY GOALS FOR

2022



Blue Card Incident Management Training

Fully implement the Blue Card system focusing on continuous training and policy implementation. Work closely with our neighbors and mutual aid departments for a seamless transition to the Blue Card system.



Training Program

Provide a quality training program that receives maximum credit during our N.C. Department of Insurance rating inspection.



Safety Culture

Continue to improve our Safety Culture and fully utilize the Safety and Training Captains.



Support Services Division

Overview of the Support Services Division
Activity and Performance Measures for 2021

Support Services Division

Prevention Services

Within the Support Services is the Prevention Division. The top priority of the Prevention Division of the Kernersville Fire Rescue Department is to enhance fire and life safety in the community. This is accomplished primarily through enforcement of North Carolina's Fire Code. The division coordinates/conducts the department's fire inspection program routinely inspecting all new and existing commercial buildings in the Town to ensure fire code compliance. The plans for new construction projects are reviewed prior to the beginning of construction to see that the structure will meet all current codes and Town requirements. The division is also responsible for the issuance of permits for various activities that are required by the Town's Ordinances and Fire Code.

Life safety education is one of the best ways to prevent fires and accidents. The division plans and coordinates a wide variety of programs for the community. The department offers safety education programs to area schools, churches, civic groups, and businesses. These programs can be tailored to meet the needs of the audience. Fire and Life Safety education activity has been down from previous years due to the COVID-19 pandemic. To comply with COVID-19 state restrictions and CDC recommendations, the department provided some alternative educational activities and where possible began in person prevention education. We expect to see an increase in community outreach for the upcoming year.

Prevention personnel also investigate the cause of fires and related incidents. They work closely with area fire and law enforcement agencies to arrest and prosecute those people who unlawfully burn property in our community.

The division consists of two fulltime and one part-time staff, who have received specialized training and certification in fire code enforcement, fire investigation, and education programs. Because of the importance of fire prevention and education to the community, the Prevention Division is regularly assisted with their efforts by personnel from the Operations Division.

The department provides risk reduction services through the administration and enforcement of the N.C. Fire Prevention Code and the provision of fire and life safety public education to our citizens. In addition, the Prevention Division provides fire investigative services for determining the origin and cause of fires.

Support Services Division

The Prevention Division is charged with reducing fire and life loss through programs and processes. The division has primary responsibility for code enforcement, fire and life safety education, and fire investigations. The Prevention Division utilizes current N.C. State Fire Prevention Code, NFPA Standards, the Town of Kernersville Code of Ordinances and applicable North Carolina General Statutes for code enforcement.

The Prevention Division oversees the administration of the fire code in the Town of Kernersville. The division is responsible for reviewing site plans and building construction plans to ensure that they are designed in compliance with the Fire Code and the Fire Prevention Town Ordinances. Fire prevention staff also review fire protection equipment plans for accuracy prior to approving their installation. Examples would include fire alarm systems, fire sprinkler and standpipe systems, and restaurant hood extinguishing systems. After a site, building or fire protection system installation is completed, fire prevention staff inspect the project or system to ensure that it meets the specifications of the approved plans.

Fire inspections are conducted based on the State of North Carolina mandated inspection schedule by occupancy type. The inspection schedule is based on the frequency of inspection being performed and ranges from six month to three-year intervals. Fire inspection, permit and plan review fee revenue is based on the established Town of Kernersville Fee Schedule that is reviewed and updated on an annual basis.



Fire Inspections Once a Year

Hazardous, Institutional, High-Rise, Assembly, and certain types of Residential Occupancies



Fire Inspections Once Every Two Years

Industrial and Educational Occupancies



Fire Inspections Once Every Three Years

Assembly Occupancies with less than 100, Business, Mercantile, Storage, Churches, Synagogues and Miscellaneous Occupancies

Support Services Division

Education Activities for 2021



76

Education Programs



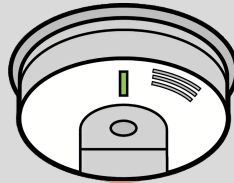
9,169

Population Reached



82

Smoke Alarm Program -
Households Served



67

Smoke Alarms Installed



152

Smoke Alarm Batteries
Replaced



64

Child Passenger Seat
Safety Checks



67

Fire Extinguisher
Classes

Support Services Division

Fire Code Activities for 2021



242

Plans Reviewed



1,386

Inspections Performed



152

Permits Issued

Fire Investigation Activities for 2021



19

Total Investigations



16

Closed Cases



3

Open Cases







Contact Us

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