



City of New London Fire Department 2019 Annual Report



"It is the primary mission of the New London Fire Department to provide a range of programs and services, designed to protect the lives and property of all the inhabitants and visitors in the City of New London from the adverse effects of fires, sudden medical emergencies, exposure to hazardous materials or exposure to any other dangerous conditions, either natural or man-made."



City of New London Fire Department 2019 Annual Report

NLFD Snapshot:

City population:
26,939

City Square Mileage:
5.62

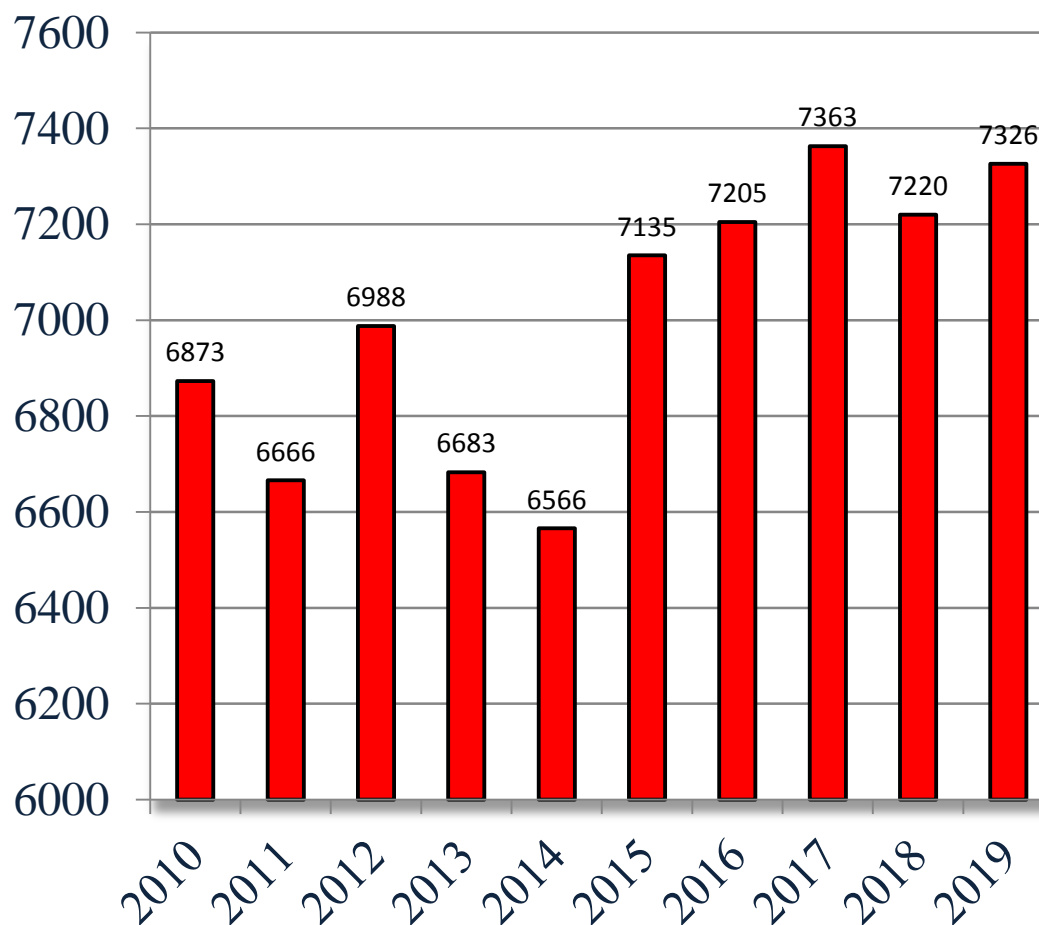
Population Density:
4,793 per square mile
4th in the state of CT

First Line Apparatus:
3 - Engines
1 - Ladder
2 - Ambulances
1 - Battalion Chief

Fire Marshal's Office:
9.45 activities per day

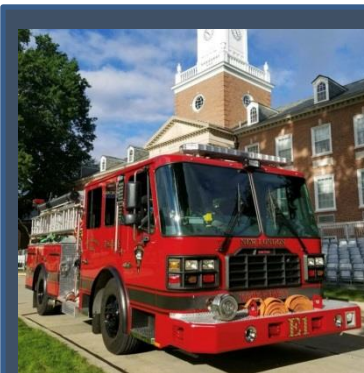
2019 Total Incidents:
7,326

NLFD Response Totals by Year



Fire inside NSA Supermarket; 12/2019
332 South Frontage Road

■ Total Incidents





Vision Statement

It is the vision of the New London Fire Department to provide the best quality and range of services to our residents, our business community and visitors in the city of New London while maintaining the highest levels of professionalism, discipline and tradition.

We shall fulfill our duties with honesty, integrity and respect for all.

The New London Fire Department shall be community focused, value centered and a reliable emergency service, devoted to duty and service.

The New London Fire Department shall maintain the resiliency, flexibility and adaptability to assume any new or additional responsibilities, tasks or duties assigned based on new technology, changing political requirements or additional community needs.

It is the vision of the New London Fire Department to be an exemplary emergency service provider where all personnel possess the resources, knowledge, courage and commitment to make the Fire Department the most efficient and the City a better place to live.



Core Values

The New London Fire Department is dedicated to the safety and protection of our communities quality of life from all hazards by providing a well trained, professional, rapid response team, seeking and embracing opportunities to serve and placing others before self.

The New London Fire Department achieves our mission and vision by building a system of values, with professional excellence as a core value and additional defining values including integrity, compassion, service, honesty, respect, honor, commitment, accountability, courage, discipline and devotion to duty.





Core Values

Integrity: always applying moral and ethical principles when performing our duties.

Compassion: caring for all community members who are suffering from tragic events.

Service: delivering quality emergency services with well trained, dedicated response teams.

Honesty: commitment to the highest level of sincerity and truthfulness at all times.

Respect: to show consideration for all those that we serve and our peers.

Honor: to serve with distinction, personal integrity and respect for the service.

Commitment: unequivocal excellence in all aspects of community service.

Accountability: accept responsibility for our performance, our decisions and our actions.

Courage: overcome fear through training, teamwork, fortitude and compassion for others.

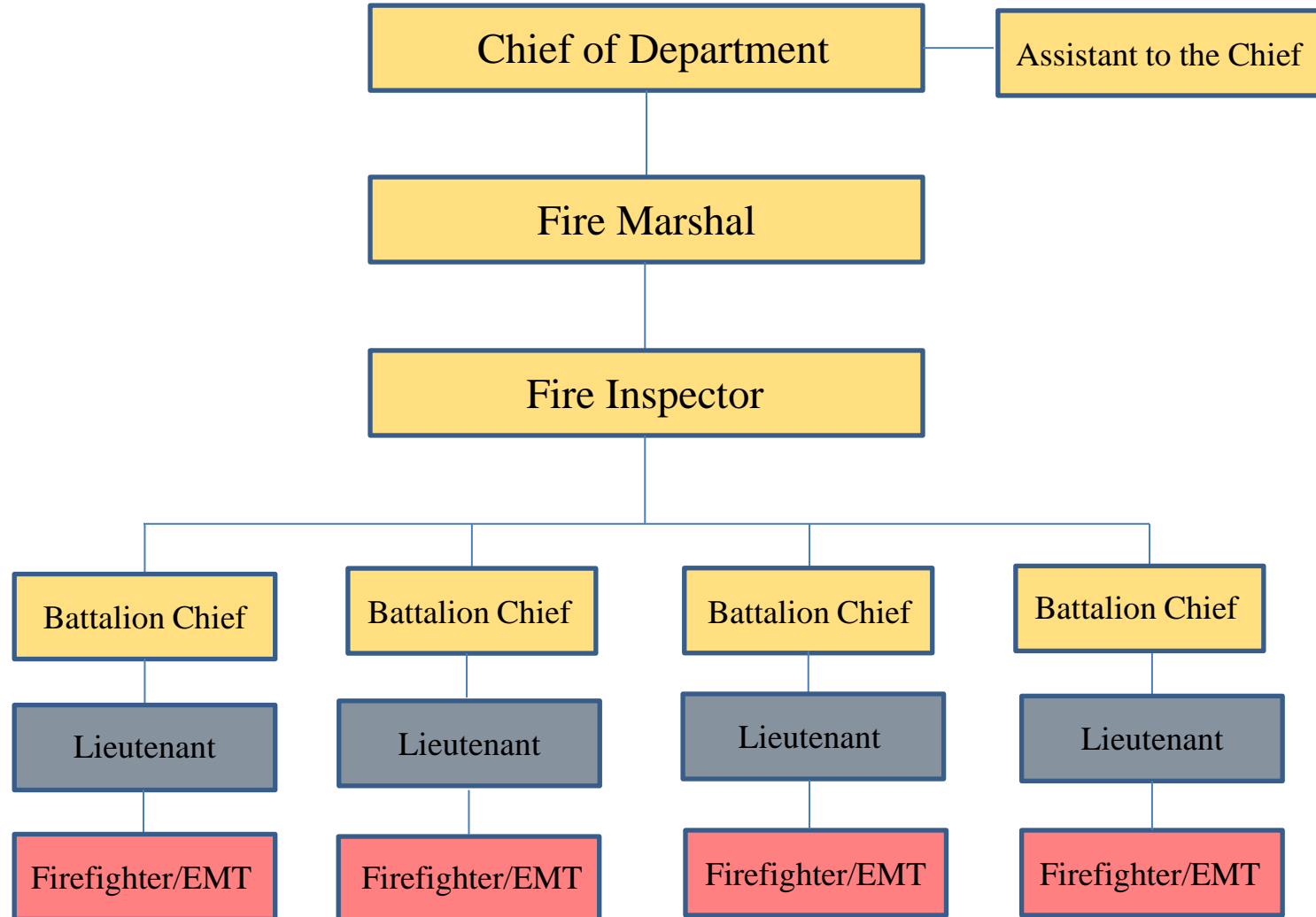
Discipline: one Department and one Team committed to common policies and goals.

Devotion to Duty: report to duty when called; putting the needs of the community and the City before our own.



Organizational Structure

**16 members per shift*



Chief of Department:

Thomas J. Curcio

Assistant to the Chief:

Mary Santos

Fire Marshal:

Vernon Skau

Fire Inspector:

David Heiney

Battalion Chiefs:

Jonathan Paige

Jeffrey M. Rheaume

Mark Waters

Keith Nichols



Ambulance / Emergency Medical Services

The ambulance's primary duty is to provide Emergency Medical Services (EMS) to the citizens of New London. State certified Emergency Medical Technicians are assigned to these units and operate within the parameters and guidelines established by the Connecticut Office of Emergency Medical Services.

In addition to providing very active emergency medical services, the ambulance crew's secondary duty is to *also* respond to fire and other emergency calls, functioning as part of the teams involved in stabilizing those emergencies, effectively providing two distinct essential services to the City.

2019 brought a first for the New London Fire Department. Ambulance A-200 transported a heart, along with a team of doctors and nurses, from L&M Hospital to an awaiting ambulance at Groton-New London Airport. Although unusual, this transport saved the life of a heart transplant recipient halfway across the country.

The New London Fire Department's ambulance's brought in \$1,590,622 in revenue to the city last year. These funds go directly into New London's general fund. EMT's are required to receive refresher training every three years as state certified emergency medical technicians. These are the fire department's busiest units. Each ambulance responds to over 3,000 incidents per year.





Ambulance / Emergency Medical Services



NLFD members delivered this child in front of Fire HQ on Bank Street.

2019 EMS responses by incident type:

Abdominal pain	188	EMS responses and call types in NFIRS may differ slightly from those entered in ESO Suite. This data does NOT include any type of vehicle accident or vehicle versus pedestrian accidents. This total does not include 73 non-specified EMS responses, which were coded 321, without a complaint type.	Fall victim	409
Allergic reaction	48		General or chronic pain	334
Animal bite	6		Head/neck/spine injury	15
Assault / Rape	98		Headache	18
Bleeding	111		Heat incident	6
Breathing difficulty	613		Illness	898
Burns	5		Machinery/Industrial Injury	0
Cardiac Emergency	559		No patient contact	72
Cardiac/Respiratory Arrest	55		Patient refusal/no transport	466
Childbirth/Obstetrics	18		Poisoning	1
Choking	11		Psychological problem	532
Cold incidents	3		Seizure	191
Diabetic	104		Stab/gunshot wound	6
Drowning/Diving Incidents	0		Stroke/CVA	81
Drug overdose	179		Taser	3
Electricution	0		Trauma	50
ETOH	595		Unconscious/fainting/unresp.	201
Eye problem / injury	2		Suicide	3
Total:	2595		Total:	3286
Total EMS responses, excluding motor vehicle involved: 5,954				



Ambulance / Emergency Medical Services



Two of the three New London Fire Department ambulance units have a Power Load System. This system decreases the number of back injuries, by reducing the amount of lifting done by EMT's. In early 2019 the NLFD received a grant to install a 2nd Power Load System in the department's 2nd front line ambulance. All new ambulances are delivered with the Power Load System already installed. This is now mandated by the State of Connecticut.

Ambulances by the numbers:

2 EMT's per ambulance X 2 ambulances per shift X 4 shifts = 16 EMT's

The average response time for a New London Fire Department ambulances to arrive on the scene of a medical emergency is 4 minutes 35 seconds. This response time is calculated from the second a medical emergency is dispatched by the communications center and includes what is referred to as a "turnout time." Turnout time is the time it takes EMT's to acknowledge the dispatch and respond to the scene of the emergency.

In 2019 the New London Fire Department responded to 55 medical emergencies where the patient was not breathing. A rapid response time is essential to provide the best possible patient outcome in all medical emergencies, but most certainly when faced with a non-breathing patient. Additionally, the department responded to 81 calls for patient's having a stroke. This is just a small sampling of the critical medical incidents that we respond to.

Ambulances:

A-100: 2010 Dodge
Mileage: 126,933
Location: Fire HQ
Calls: 3,192

A-200: 2017 Dodge
Mileage: 34,894
Location: North Station
Calls: 3,114

A-400(spare): 2008 Ford
Mileage: 62,066
Location: South Station
Calls: 805

The spare ambulance covers special event stand-by assignments and goes into service in the event of mechanical breakdown of a front line ambulance and when front line units are being serviced.



Ambulance / Emergency Medical Services



New London Fire Department EMT's respond to incidents on trains, ferries, in homes, on the highway and just about everywhere else in New London. While providing medical care is their primary responsibility, EMT's also perform victim searches at building fires and are usually the first members to enter flood waters, confined spaces and evaluate patient's who may be trapped in or under an object. EMT's are required to complete electronic patient care reports at the completion of each incident. This information becomes part of the patient's medical record at the hospital.



Firefighting / Suppression

Battalion Chief

One per shift and is the shift commander; responsible for all shift activities.

Lieutenant

Three lieutenants per shift and are responsible for all one of three city firehouses during a shift. Each lieutenant rides on an engine company and has direct supervision of his/her crew.

Firefighter/EMT

8 per shift; two firefighters per engine, two on the ladder company

The Firefighting Division of the Fire Department has primary responsibility for the immediate delivery of personnel and all lead resources throughout the city that are necessary to extinguish fires in structures, vehicles and other properties, to abate hazardous material incidents of any magnitude, to be the first responders to the effects of weapons of mass destruction, to provide for mass decontamination of the victims of weapons of mass destruction, to conduct heavy rescue operations, to provide for cold water rescue, to provide confined space and other technical rescue services, to respond to radiological incidents, to provide lead resources in support of the City Emergency Management Plan, Regional and State emergency plans and to respond to any other emergency situations requiring immediate intervention by the Fire Department to protect the lives of all visitors and citizens, as well as to protect and preserve all property within New London.

This Division also provides First Responder Emergency Medical Services in support of the department's ambulances.

All members provide basic maintenance to city equipment and buildings, conduct familiarization and pre-planning inspections, provide public education programs, participate in public safety demonstrations, as well as provide service calls such as water removals, utility shut-downs, etc.



Firefighting / Suppression

Firefighting / Suppression units respond to “all-hazards” within the City of New London and to our mutual aid partners on occasion. This includes all fires, technical rescues, hazmat releases, marine incidents and many other emergencies.





Firefighting / Suppression



2019 Property Saved by the New London Fire Department:

Total Property Value: \$107,510,459

Property Saved: \$104,971,843

Property Loss: \$359,907

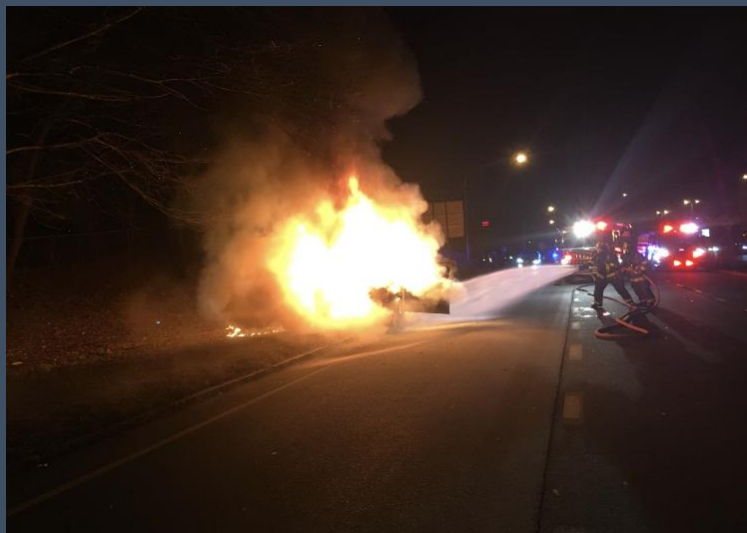
= % of property saved: 99.66%

These values represent incidents coded in the National Fire Incident Reporting System (NFIRS) as fires. NFIRS reports are submitted by mandate to the State of Connecticut quarterly and are available to the general public.

Fire types include building fires, vehicle fires, rubbish fires, brush/grass fires and any other types of fire that impacts property. **The rapid deployment of manpower and apparatus saves lives, property and in many cases, the tax base of the City of New London.**



Firefighting / Suppression



A rapid and effective response is more important than ever:

Not all of our incidents make the news, but those that don't are usually our most important and our best work.

There has been a steady change in the residential fire environment over the past several decades. These changes include larger homes, different home geometries, increased synthetic fuel loads, and changing construction materials. Experiments show living room fires have flashover times of less than 5 minutes when they used to be on the order of 30 min. Other experiments demonstrate the failure time of wall linings, windows and interior doors have decreased over time which also impact fire growth and firefighter tactics. Each of these changes alone may not be significant but the all-encompassing effect of these components on residential fire behavior has changed the incidents that the fire service is responding to.

Source: Stephen Kerber, Underwriters Laboratories



Firefighting / Suppression

Annual hose testing
done in-house:

22,000 feet per year

*Many departments hire a third party,
which is an added expense to a
city/town.

**Average response
time to all fires:**

Under 6 minutes

99.98% of the time

*This includes mutual aid responses to
Groton and Waterford, which brings
up the average response time.

Civilian Fire Injuries: 7

Firefighter Fire Injuries: 2

Fire Related Deaths: 0

Mutual aid provided: 22

Mutual aid received: 134

*Fire and EMS mutual aid





Firefighting / Suppression



The New London Fire Department is part of the Connecticut Eastern Region Response Integrated Team or CERRIT. CERRIT responds to most hazardous materials incidents within New London County. Our department provides technical decontamination services to this team upon request. Technical decontamination is the process of removing and/or neutralizing contaminants that pose a risk to responders. These contaminants can be found on personal protective equipment during and after an incident. As part of this team, the NLFD also provides mass decontamination, which typically applies to larger numbers of civilians during a large scale haz-mat incident. We benefit by being part of this team by receiving haz-mat response and metering equipment, as well as training opportunities at a cost to the region and not the city.

We have responded to incidents in Willimantic, Lisbon, Sterling and many other towns/cities closer to New London as part of this important team. We also provide support directly to the Submarine Base Fire Department Haz-Mat Unit as requested.



Firefighting / Suppression



Photo (top): Fire at 203 Broad Street a number of years ago where a member of the NLFD needed assistance escaping advancing fire conditions.



Photo (bottom): Submarine Base FD firefighters operate as a FAST team at a 2nd alarm fire on Squire Street in New London. New London firefighters operated on the 2nd floor and in the attic until conditions were no longer tenable.

FAST stands for Firefighter Assistance and Search Team. New London receives a FAST team each time there is a working fire in the city. Our primary FAST team is the Submarine Base Fire Department. The SBFD provides a Captain and three trained firefighters, whose main mission on the fire scene is to provide help if a NLFD member needs help while operating on the scene. This could be a firefighter who is lost, trapped, disoriented, low on breathing air, or a host of other life threatening problems.

The NLFD provides a FAST team to the Submarine Base Fire Department and to some areas of Waterford. These teams are highly proactive at fire scenes and often place ground ladders, become aware of where firefighters are operating and look for hazards before they become an issue to firefighting operations. These teams became more prevalent after high profile line of duty deaths around the country. Continuous training is necessary to be proficient as a FAST team member.



Firefighting / Suppression

The New London Fire Department responds to hazardous materials incidents, stuck occupied elevators, weather events, victims trapped in or under objects, construction accidents, motor vehicle crashes, high angle rescues, confined space incidents and just about anything that cannot be handled by other agencies.

"I appreciate everyone but I would specifically like to thank Lt. Timothy O'Reilly and Firefighter Thomas Feliciano for your heroic efforts helping my mom and preventing what could have been a very sad and tragic event for our family." - New London Resident

Clockwise from top left: Tree on top of a person on Ocean Avenue, cold water rescue training with recruits, person trapped in a compactor on South Frontage Road, lift accident Howard Street.





2019 Initiatives / Accomplishments



Recovery Navigator Program: At the request of the Opioid Action Team of Southeastern Connecticut, firefighters began giving overdose patients — and sometimes their friends and relatives — cards that detail how to reach the recovery navigators. Positions are funded by a separate federal grant that Ledge Light Health District oversees on behalf of the Opioid Action Team. “We have gotten calls and follow-ups from people the fire department provided care for, so it’s working,” said Jennifer Muggeo, supervisor of administration, finance and special projects for Ledge Light.” Muggeo said they have contacted 144 people, 76 of whom now are in treatment.

Power Load System: The powered cot fastener system helps boost safety by supporting the cot throughout loading and unloading. The reduction in spinal load helps prevent cumulative trauma injuries. Benefits to the NLFD: Eliminates the need to steer the cot into and out of the ambulance, helps minimize patient drops by supporting the cot until the wheels are on the ground, meets dynamic crash test standards for maximized occupant safety, features an easy-to-use manual back-up system. This system was funded by grants obtained by the NLFD and the City of New London.



Vehicle and Machinery Rescue Training and Equipment Grant: The U.S. Department of Homeland Security’s Federal Management Agency awarded a federal grant of more than \$415,000 to the New London Fire Department. The funds, announced by U.S. Rep. Joe Courtney, will be used to provide rescue training to New London firefighters and purchase new power stretchers and ambulance lift systems. “These funds will help support critical, life-saving training for our firefighters in New London, as well as much-needed new equipment for our fire stations,” Courtney said in a statement. “These funding opportunities are highly competitive — the awards aren’t just handed out. I’m proud of the New London Fire Department for putting in the work to earn these federal grant dollars.”

Personal Escape System Grant: This 100% grant was obtained by Lt. Michael Leonard, the NLFD Safety Committee and Elizabeth Nocera, the city’s grant coordinator. All NLFD members received personal safety equipment and the necessary training to utilize the equipment in the event that they become trapped in a fire and are in need of self rescue from a height.





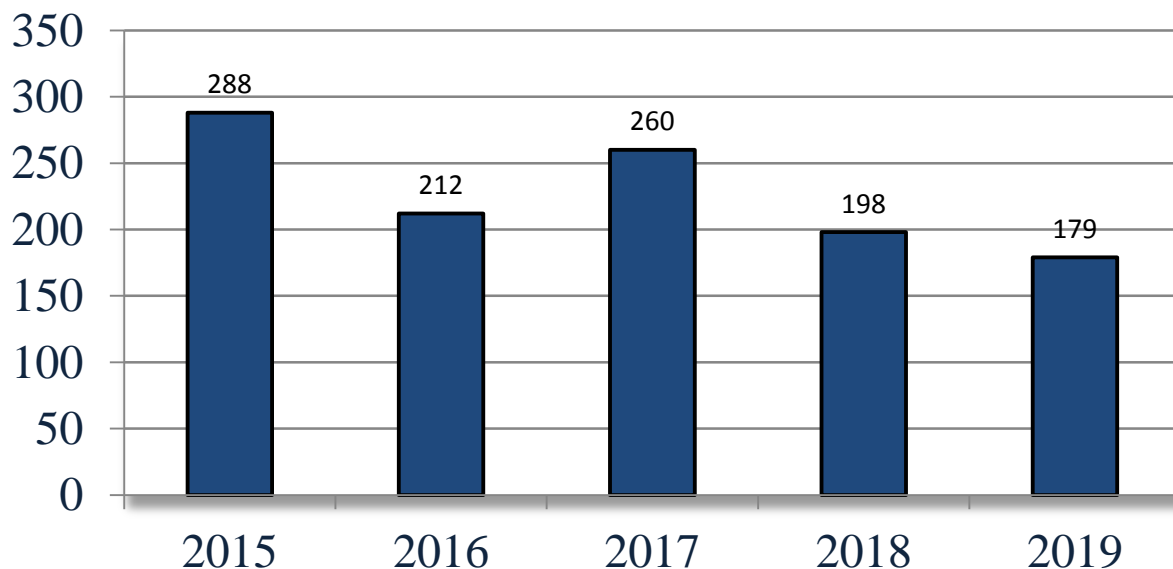
2019 Initiatives / Accomplishments

In 2019 the city saw a decrease in overdose responses for the New London Fire Department. We believe that the work between our partner organizations has been instrumental in this effect.

Ledge Light's Navigator Program, Jeanne Milstein, Gladys Bukavic and the daily tracking of overdoses by Battalion Chiefs seems to be making an impact.

NLFD Overdose Response Totals

*all overdoses, including heroin





2020 Initiatives / Goals



- Continue to enhance/improve equipment purchases and training, by taking advantage of all available grant funding opportunities and sources. Grants often provide 75% - 100% of funding for many of our projects.
- Enhance public engagement, both in the firehouse and in the street, by providing public education and other focused community outreach programs.
- Make all efforts to continue to provide an efficient but effective response force, meeting the changing needs of New London residents, businesses and visitors.
- Look for new ways to improve services and continue to provide ways to reduce community risk.



2020 Initiatives / Goals

- Reduce chronic calls for emergency medical services by working with our social services team to better address the needs of patients. This team includes the city's Human Services Director; Jeanne Milstein, Ledge Light Health District, Yale New Haven at L&M Hospital, Alliance for Living and many others. Patients often need services beyond the scope of 9-1-1 and are offered more focused treatment options because of the work of this group.



Jeffrey Rheasume Quick New London Fire Department VECTOR CrewSense

Initiate Manual Callback

Utilize the manual callback module to fill open shifts or scheduled overtime, picking from a 'callback list'. * Indicates required items.

Use a Callback to fill your overtime / open work shifts. CrewSense will automatically generate the correct hiring list (using Callback Lists), and perform all communications and logistics for you to fill the opening fast.

Step 1 - Choose Callback Shift date / time

* Start Date 7 30 AM

* End Date 7 30 AM

* Fill Deadline Fri, Dec 13, 2019 9 21 AM

(optional) Schedule Callback

Schedule Callback? ☐ Click to Enable

Scheduled Date 1 00 AM

Step 2 - Hire from list(s)

* Add 1 Battalion Chief Add

ADD POSITION FIRST

Add a position above to set the Callback details. You can add as many positions as you'd like.

Preview Callback™

- Improve availability of Battalion Chief's by implementing a new CrewSense™ callback program, which will allow shift commanders the opportunity to perform fire safety inspections during their on-duty shift. This program will reduce clerical work in the Battalion Chiefs Office, allowing more time to assist the Fire Chief with administrative tasks, as well response operations.



2020 Initiatives / Goals

Until one month ago, the NLFD relied on e-mails, bulletins and hand-written notes to recall critical safety information about certain address, buildings and hazards. During 2020, the NLFD will transition into a new Computer Aided Dispatch system, which will allow fire officers to input this information so that responding units can see this information in real-time.

This transition will require some training but will provide real enhancements for the fire department. The new CAD system will integrate with our current electronic patient care reports (ESO Suite), allowing important data regarding medical emergencies, such as response times, patient address and caller information, to synch into the ambulance crew's medical reports. This saves precious time, reduces errors and has been greatly anticipated by our members.

The current CAD system is 20 years old.



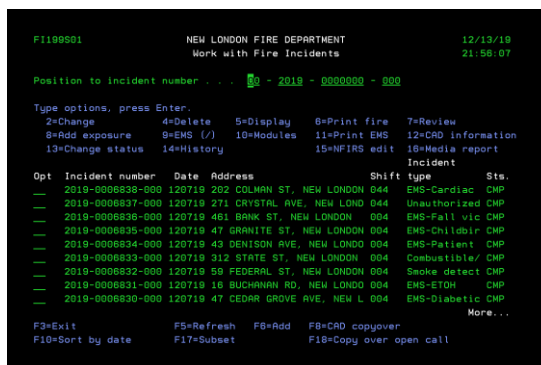
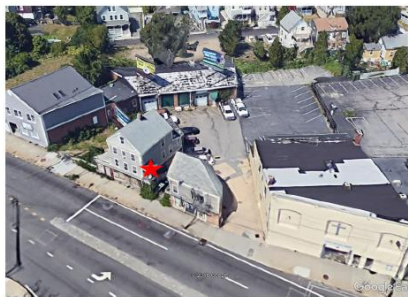
Safety Training Bulletin 2019-008

Date: 12/9/19

Subject :

Units responded to a smoke alarm activation at this location today. Members utilized the rapid entry system box to access building keys and were able to enter the 2nd floor on the D-side using the exterior stairs. Immediately inside this exterior entry door, there is a 3' X 4' hole in the floor in the public hallway. If operating under limited visibility, firefighters could fall through the floor, landing inside the 1st floor occupancy.

Engine 1 and BC2 were unable to enter the building but conducted a visual inspection from the doorway. There are a number of apartments in this building, in addition to the vacant commercial space on the 1st floor. Members should use extreme caution when operating at this building. It appears that there is no power, as the electrical service wire is coiled up on the stairway as well. It appears that some vandalism has taken place to a rear ground level door, so as cold weather arrives; it is possible that squatters may attempt to enter the building. The Fire Marshal's Office was advised by phone and will attempt to follow up in the upcoming day(s).





2020 Initiatives / Goals

Approximately two months ago, an Integrated Health Team was created. This team is comprised of L&M Hospital Emergency Department Management Staff, Psychological Clinicians, Human Services Director Jeanne Milstein, Fire Chief Thomas Curcio, Ledge Light Health District and Mobile Outreach. This team was created when Chief Curcio reached out to Jeanne Milstein, over concerns that patients were being discharged from the hospital, before New London Fire Department EMT's were even completed with their patient care reports.

Patients in this category primarily suffer from psychological issues, alcohol abuse or even sometimes near-fatal drug overdoses. This team now meets monthly and L&M Hospital is finding ways to get nurses more involved in chart documentation; with hopes that more thorough follow-up care can be instituted for these patients.

Some key areas being addressed are:

L&M/Yale criteria for admission and/or discharge of regularly transported patients

Overall reduction of frequent transports

Hoarders

Mental illness

In addition, a fall risk team is also currently being developed.

These are just some of the issues being addressed, but all stakeholders are creating a better working relationship

Yale
NewHaven
Health
Lawrence + Memorial
Hospital

LLHD
Ledge Light **Health** District





2020 Initiatives / Goals

Vehicle and Machinery Rescue Grant

- Total FEMA grant award: \$415,000+
- All NLFD members receive 40 hours of intensive training that focuses on hazards which exist in the city
- The city will receive a full compliment of vehicle and machinery rescue tools, which is a tremendous savings to the taxpayer, since this equipment is necessary to rescue people trapped or entangled in a vehicle or other object
- New equipment will replace outdated existing equipment
- The NLFD responded to 241 motor vehicle crashes in 2019





New London Fire Department Firehouses



Fire Headquarters: 289 Bank Street

Chief of Department, Assistant to the Fire Chief, Fire Marshal's Office, Battalion Chief, Engine 1, Ambulance A-100

Shift Commander, Fire Lieutenant, 4 Fire Fighters

(860) 447-5252 (24 hours), (860) 447-5291 (Administrative line)

Serves the downtown and areas from Redden Avenue to Willetts Avenue



North Fire Station: 240 Broad Street

Engine 2, Truck 2, Ambulance A-200, A-38, Technical

Decontamination Unit, SCBA Compressor Unit

Fire Lieutenant, 6 Fire Fighters

(860) 437-6340

Serves the North End of New London, from Redden / Garfield to the City line to the north



South Fire Station: 25 Lower Boulevard

Engine 3, Truck 3 (spare), Ambulance A-400 (spare), Engine 4 (spare),

Fire Prevention Trailer, Fire Investigation Unit

Fire Lieutenant, 2 Fire Fighters

(860) 437-6341

Serves the South End of New London, from Willetts Avenue to Ocean Beach Park