

Franklin Fire Rescue 2022 Annual Report

*"The one thing I know is that you win with good people".
– Don Shula*

FEBRUARY 23, 2023

FRANKLIN FIRE RESCUE
Authored by: Chief Ben Ormond



Franklin Town Council 2022

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Stacy Guffey	Council Member
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2022 ANNUAL REPORT

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- CHIEF'S MESSAGE -

On behalf of the fine members of the Franklin Fire Rescue Department, it is my privilege to present our annual report for 2022. The purpose of this report is to provide the citizens and visitors we serve a glimpse of the services we provide our community. It is the intent of this report to present the data in an unbiased manner, in order to depict an accurate representation of your tax dollars at work, and illustrate how dedicated and hardworking our members are.

Every year we strive to exceed the expectations of both our government and our community, while adapting to the ever-changing demands of emergency services. It is only through the dedication and motivation of our selfless members that we are able to accomplish our mission. I continue to be impressed by our group of courageous firefighters that put it all on the line each and every day. These men are your friends and neighbors, and I encourage you to thank them whenever you see them out and about. I would also like to personally thank them for their service.

In our line of work every emergency poses its own special challenges, and we continually adapt and overcome to mitigate them. Nearly every day a new and unique risk is presented to us, and we continue to be creative and innovative to conquer them. Coming out of a pandemic, our crews remained vigilant on the front lines. Not one of them hesitated, and we continued to adapt and overcome. Even though Covid has not been eradicated, we still conduct business as usual, just with a few more precautions to keep us all safe.

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



- MISSION – VISION – VALUE -

MISSION

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

VISION

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

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

VALUES:

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

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

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

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

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



- EXECUTIVE SUMMARY -

The Franklin Fire Rescue Department has been serving the town of Franklin and surrounding citizens of Macon County since 1911. That makes 112 years of dedicated service! We are a full-service fire department providing structure fire response, wildland fire response, technical rescue response, hazardous material response at the “Operations” level and emergency medical response under an Emergency Medical Technician license.

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

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

This year Franklin Fire Rescue achieved two historical milestones! First, our newly completed sub-station passed its certification inspection by the Office of the State Fire Marshall on April 28th, 2022, being officially recognized as a fire station. Second, the Macon County Board of Commissioners approved a 1.5 cents fire tax increase, allowing us to create and fill three additional full-time firefighter positions. This is the first time in our history that Franklin has been covered by three personnel 24/7! The certification of our sub-station resulted in improved ISO ratings for 913 parcels, saving our citizens money on their insurance, and the additional staffing increases coverage of our community with a safer and more efficient response.

Our main station will continue to be staffed 24 hours a day, 7 days a week, 365 days a year, by a combination of three full-time and part-time paid staff, as well as our volunteers. Our duty crews work 24 hours on-duty/48 hours off-duty, on a rotating “A”, “B”, or “C” shift



schedule. Station 2 will serve as a strategic staging point for apparatus, and will not be staffed in the near future. Our volunteer members responding from that side of our district will deploy the apparatus as needed, facilitating a faster response time on the northeast side of our district.

In 2022 our crews responded to 1,974 requests for service. Of those, 74% were emergency medical incidents, with the remaining 26% being fire, rescue, hazardous materials, or good intent/citizen assist calls.



The sun sets as we test hose



O! Glory flying over Main St. July 4th



- PERSONNEL -

The Franklin Fire Rescue department is a combination department consisting of one full-time Fire Chief, three full-time Captains, three full-time engineers, three full-time firefighters, 6 part-time firefighters, and 27 volunteers. In a combination department, our limited full-time staff is on duty around the clock protecting the citizens we serve. In our organizational model, a Captain, engineer, and firefighter are on duty 24/7, with the Fire Chief responding to major events after business hours. Shift coverage is supplemented by our part-time and volunteer staff, with volunteers responding to the station or scene from their homes for all calls. In addition to emergency calls for service, our members provide training, public education, maintenance, and other community-related services.

Full-Time Staff

Fire Chief	Ben Ormond	
Captain Henry “Bo” Garrison	FF Mark Stanfield	Engineer Vacant
Captain Tim Chavis	FF Joe Templeton	Engineer Chuck Norton
Captain Gabe McKay	FF Killian Carpenter	Engineer Zach Ledford

Part-Time Staff

FF/Engineer	Ryan Gibson	FF/Engineer	Julio McWilliams
FF/Engineer	Kyle Southard	FF/Engineer	Nathan Breedlove
FF/Engineer	Matt Breedlove	FF/Engineer	Benji Johnson



Volunteers

Keith Allen – Safety/Training Officer

Jacob Bingham

Dennis Carpenter

Michael Gerra

Pete Haithcock – (Retired Chief)

Max Houston

Ryan Hursey – Assistant Chief

Luke Ledford

Tim Lynn

Billy Olvera

Matt Pruett

Justin Setser – Assistant Chief, PIO

Rick Westerman

Steve Anderson

Matthew Bingham

Corey Duval – Recruitment/Retention Officer

Jacob Gribble

John Hook

Nathan Hursey

Levi Ledford

Brian Leopard – Member at Large

Sean Moore

Carey Patton – Captain

Dave Rusch

William Templeton

Jerry Wright



- ORGANIZATIONAL CHART -



- APPARATUS -



1137 1937 Chevrolet Darley Pumper -

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

Ladder-11 2011 75' Pierce 2,000gpm

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



E-11 2012 Pierce Responder Engine

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



1150 1996 Ford E One Pumper 1,000

gallon Tank and 1250 GPM Hale Pump. It is used on structure fires.





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

1152 2004 Pierce Pumper Tanker

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



1153 2006 Chevrolet 5500 4x4

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

1154 2004 Pierce Custom Cab Pumper

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



- OPERATIONS -

Due to our limited amount of on duty staff, we “cross-staff” these vehicles. This means that based on the information we receive from dispatch, we select which apparatus will respond to the emergency, and we move our firefighter turnout gear from truck-to-truck as required. Now that we have three personnel on staff, we often split crews so that we may better mitigate overlapping calls.

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

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

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

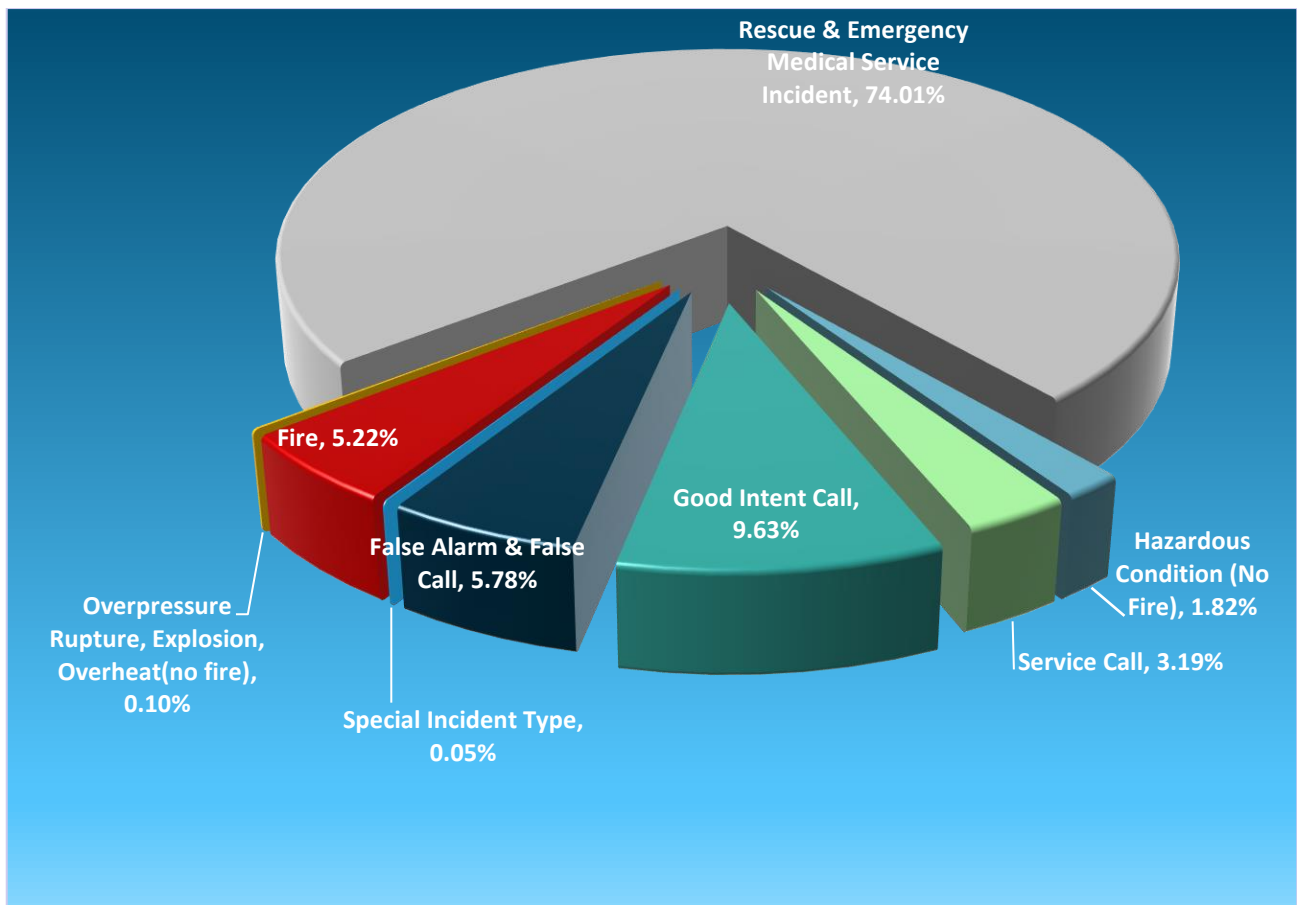


Crews staged for an electrical fire



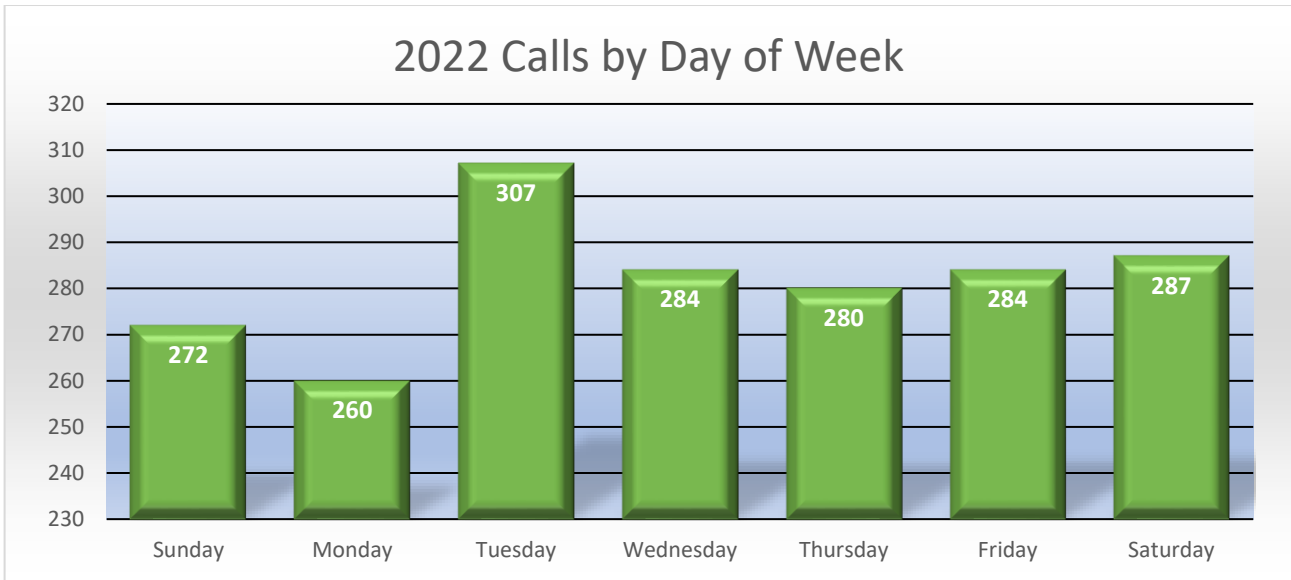
MAJOR INCIDENT TYPE	# INCIDENTS	% of TOTAL
Fire	103	5.22%
Overpressure Rupture, Explosion, Overheat(no fire)	2	0.10%
Rescue & Emergency Medical Service Incident	1461	74.01%
Hazardous Condition (No Fire)	36	1.82%
Service Call	63	3.19%
Good Intent Call	190	9.63%
False Alarm & False Call	114	5.78%
Severe Weather & Natural Disaster	1	0.05%
Special Incident Type	4	0.20%
TOTAL	1974	100%

Response Type by Category

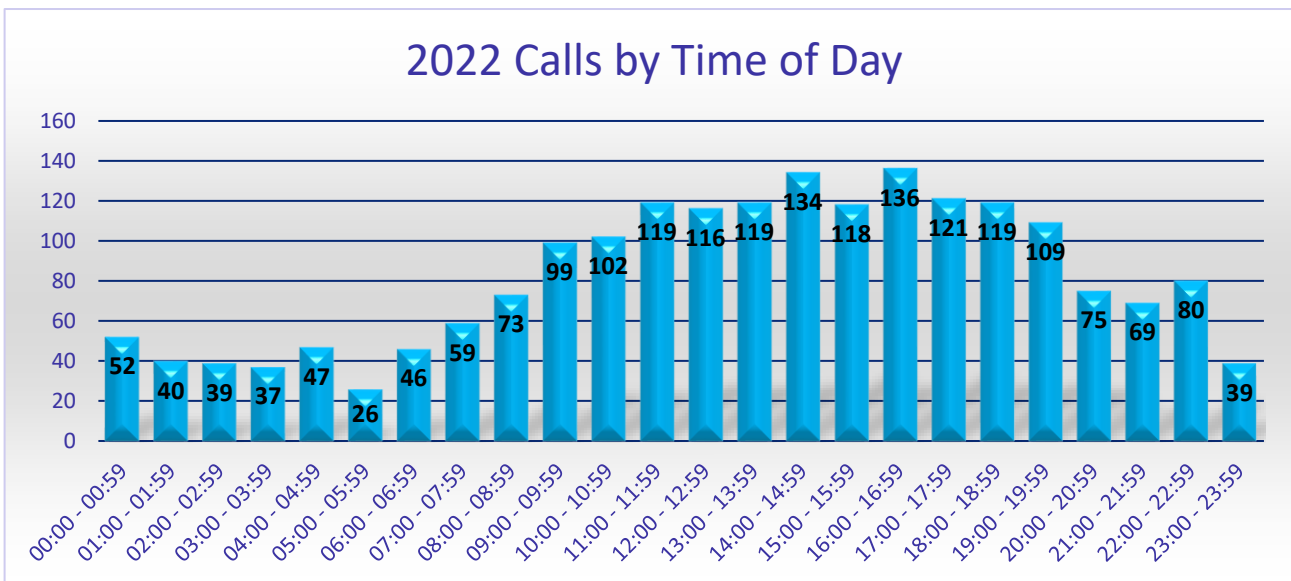


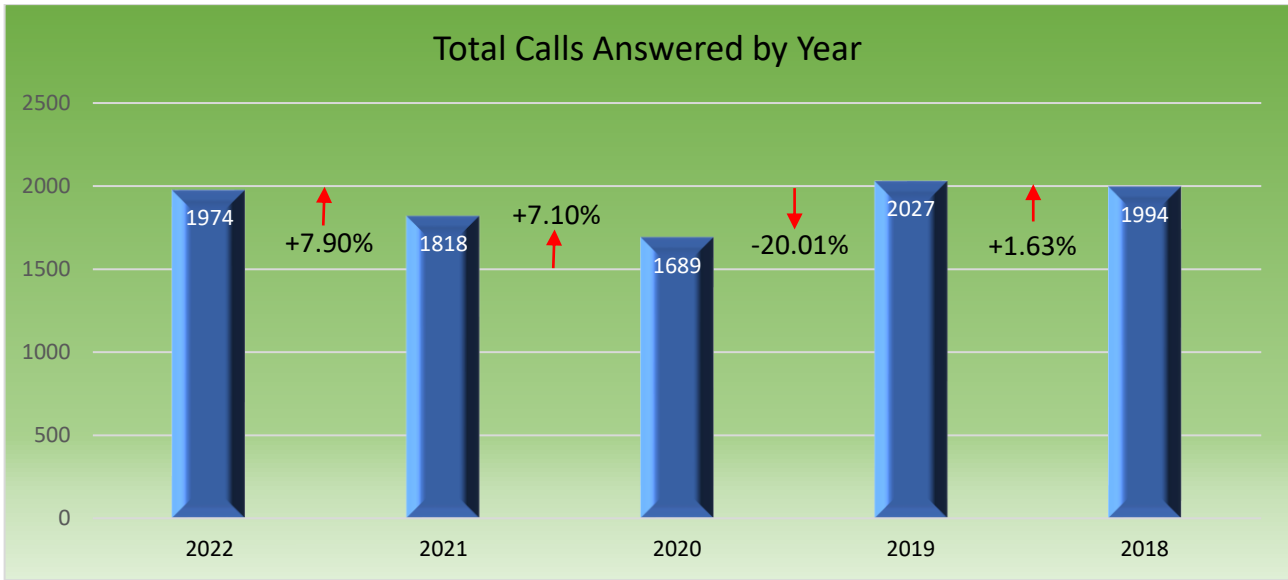
According to the NFPA 2020 statistics, the average percentage of medical calls for fire departments is 66%, while fewer than 4% were actual fires.



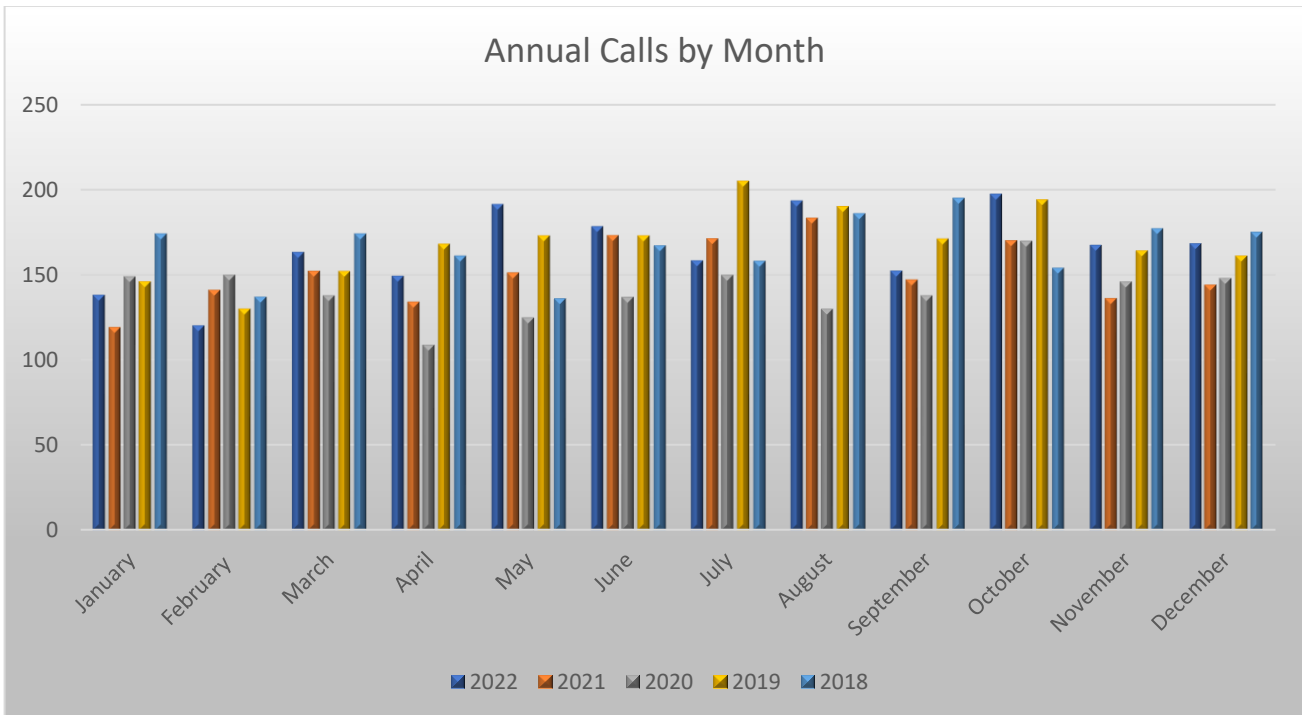


As represented above, our crews are busy seven days a week, with us averaging 5.4 calls per day in 2022. The chart below shows how our CFS are distributed throughout the day. As expected, our busiest times of day are during waking hours as many incidents are the direct result of human error, or inattention.

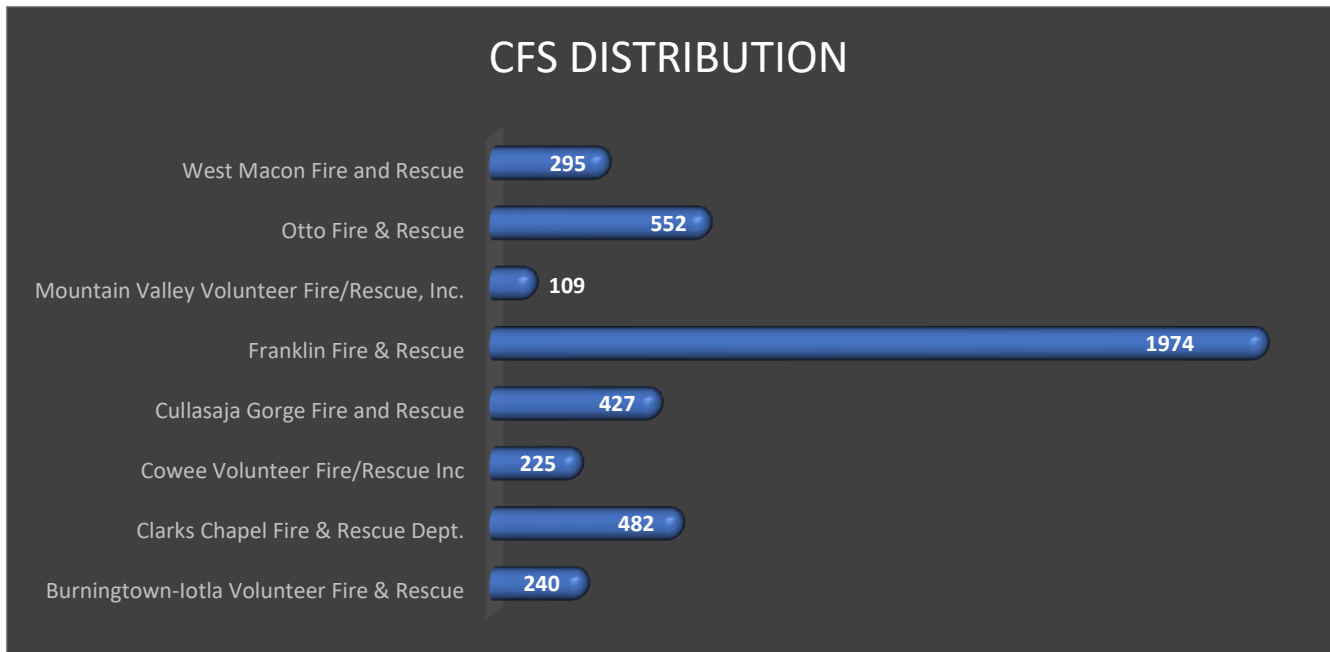




Since the drastic 20% decrease in total CFS in 2020, we have slowly been trending up towards pre-Covid numbers, averaging roughly a 7% increase the last two years. The chart below identifies how the CFS were received throughout the year. This is a sliding scale each year due to numerous variables and anomalies. The mean for last year's CFS per month is 164.5, with the median being 165. The greatest disparity was 77 CFS.



How do we compare to our neighbors?

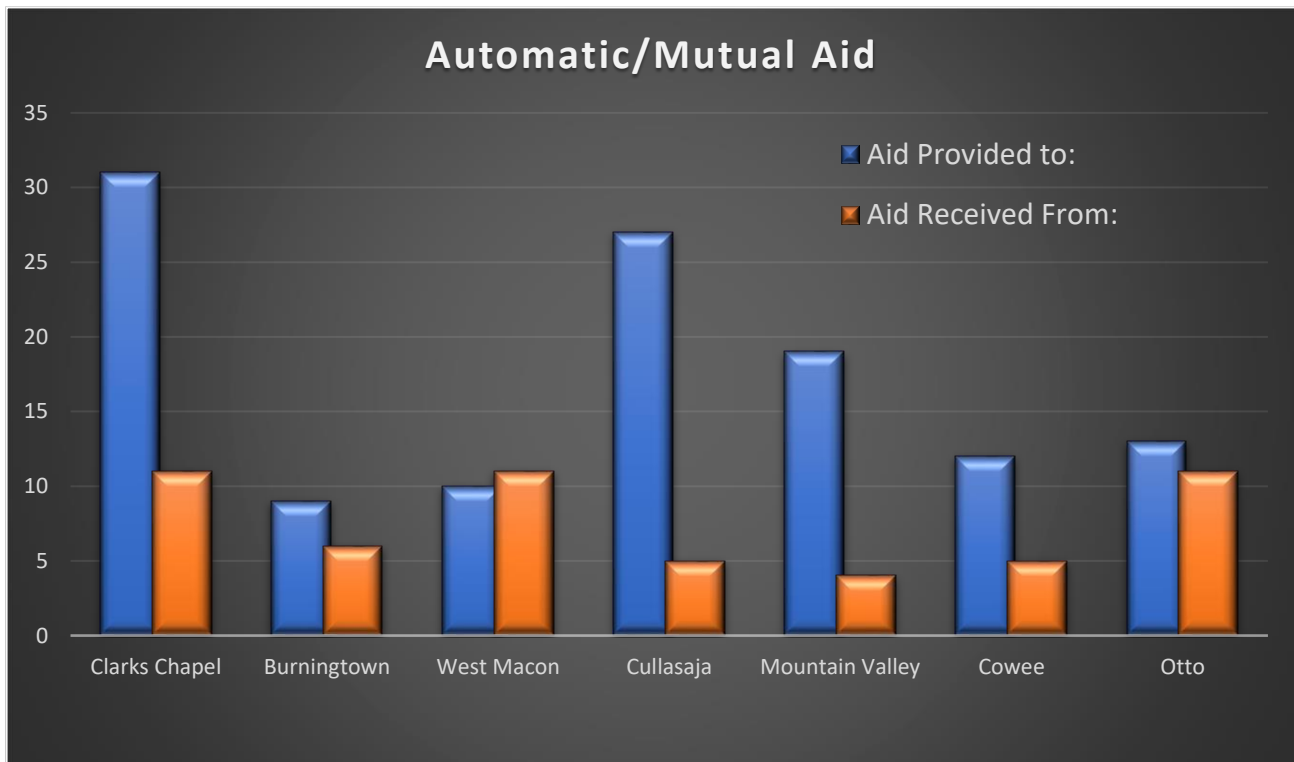


The chart above displays how the CFS were distributed amongst our neighboring departments. Of the 4,304 CFS, FFR ran 46% of them. On average our call volume is 83% more than our surrounding departments, with the greatest disparity being 94% with Mountain Valley Fire/Rescue, and the least being 72% with Otto Fire & Rescue. The two main contributing factors to our much larger call volume are the major highways traversing our district, and our having a greater population density than our neighbor’s rural districts.



- AUTOMATIC/MUTUAL AID -

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



- NFPA 1710 -

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

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



Structure fire on Misty Mountain Rd.

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

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



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

How compliant is Franklin Fire Rescue with these standards?

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

- Medical – 68%
- Single Resource – 77%
- Full Assignment – 65%

Why did we not meet the 90% standard?

1. Operating out of one, centrally located fire station has proven to slow our response times in the outer reaches of our five and six mile areas. The addition of our sub-station on the NP and L Loop has not drastically affected these response times as that station is not staffed. Response time delays are also further exacerbated by many of the narrow, winding mountain roads in the rural areas.
2. Our current staffing levels of 3 persons on shift has increased our ability to initially respond more apparatus on a full assignment. However, we still fall short of the 90% standard. To obtain a full complement of apparatus, our duty crews respond with two apparatus, anticipating volunteers arriving on scene, and we must wait for automatic aid, or our volunteers to bring additional apparatus.
3. In years past, back-to-back or overlapping incidents quickly overwhelmed our capabilities. With the addition of a third person per shift this year, we have been able to better cover overlapping CFS by splitting crews. This typically happens on medical CFS where we deploy two personnel to the CFS, while the third person covers the fire station to handle the next CFS. In 2022, 20% of our CFS were overlapping, with 391 incidents.



4. This year we improved our response time compliance by 6% on medical, 12% on single resource, and 27% on full assignment responses.

Why does this matter?

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

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



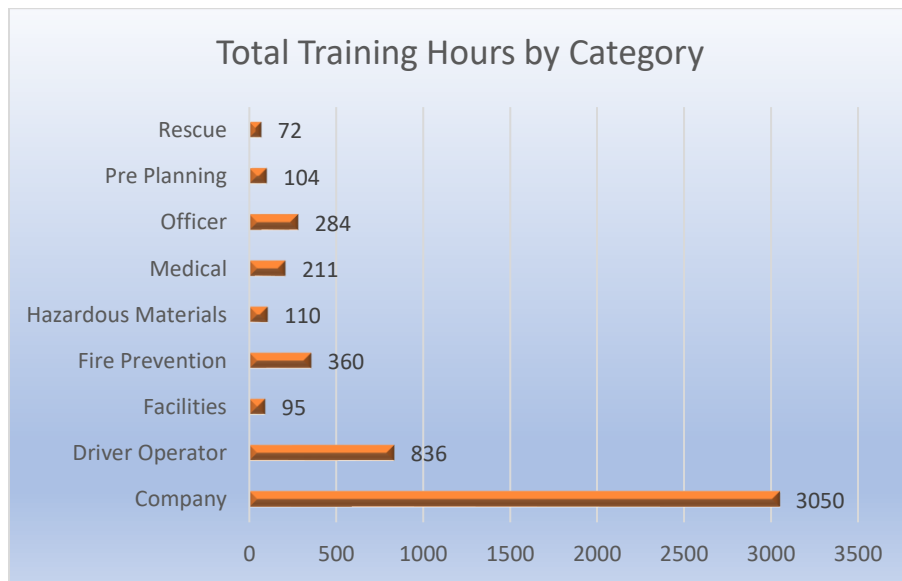
Heavy smoke showing upon arrival



- TRAINING -

The more you sweat in training, the less you bleed in battle.

The training demands for firefighters continue to be a challenge as the state sets standards that are geared towards large scale, city departments. For instance, to get full credit for training in an ISO inspection, a basic firefighter must obtain 216 hours of training a year. Advanced levels such as driver and officer have additional hours required. The state minimum to be classified as an active firefighter is 36 hours per year. FFR sets its standards higher than the minimum, at 60 hours per year. With the many other obligations our volunteers have, such as work, family, and life in general, even the 60 hours annual requirement can still be a challenge. However, the majority of our members still meet the mark. In 2022 our dedicated members logged 5124 total hours of training as broken down below.



The aforementioned hours are continuing education hours, while becoming a certified firefighter in an entirely different endeavor. The NC Office of the State Fire Marshall (OSFM) requires approximately 450 hours to become a certified firefighter.



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

NC FIREFIGHTER CERTIFICATIONS

23 
Firefighter

12 
Driver

13 
Officer



Forcible entry training at old Walmart



Live fire training at SCC



Fire shelter training



- PUBLIC EDUCATION -

We continue to seize every opportunity to get out in front of the public, offering education and building relationships. In 2022, our dedicated members logged over 360 hours engaging our citizens in more than just fire safety. We focused on basic fire prevention with the kids during fire prevention week, and the remainder of the year we provided information on fire safety in the home, cooking safety, poisons in the home, fall prevention, and holiday safety.



01' 37 on display during the July 4th festivities



Handing out Candy & Halloween safety material

Our members were set up with displays and literature at every event and function on Main Street. From the Heritage Festival, to Hometown Fall Market Day, to Pumpkinfest, to the Macon County Fair, we were there. In total, we impacted over 18,000 people, and aim to do more next year. It is important to us that our community not meet us for the first time during their worst time. When they call 911, we want it to be a friendly, familiar face showing up!

Our social media pages on Facebook, Instagram, and Twitter, continue to be a huge success, not only in fire safety, but in allowing our community have a peek behind the curtain. This keeps them abreast of what we are working on, from emergencies, to vehicle maintenance, and taking care of THEIR equipment. Additionally, we are able to keep them up to date on breaking information like storm warnings, Town notices, and fire danger. On Facebook alone we are now up to over 4,400 followers in six countries, reaching over 100,000 people. We continually get positive feedback about our social media presence, and how much the public appreciates it.



- SIGNIFICANT EVENTS -

Operations Division

- ❖ Experienced NO fire fatalities in 2022
- ❖ NC Department of Insurance, Office of State Fire Marshal, conducted their inspection of our sub-station, recognizing it as a certified fire station. This lowered insurance ratings for 913 parcels, saving our citizens thousands of dollars.
- ❖ Received the Firehouse Subs grant totaling \$23,430.20 for the purchase of 32 Unication Pagers.

Incidents

September 10, 2022 – FFR was requested mutual aid to Clark’s Chapel for a motor vehicle crash on the Georgia Road involving a tractor trailer and two passenger vehicles, with heavy fire. Five apparatus from Franklin and 14 personnel responded to assist. Crews were on scene several hours battling the blaze. It was a great team effort by all!



Heavy fire conditions kept crews busy



The aftermath before cleanup began



October 4, 2022 – FFR was dispatched to the sound of an explosion and black smoke near Lakeside Dr. and Town Mountain Dr. The source of the smoke was located at the landfill where a truck and trailer inside the building had caught fire. Franklin deployed 7 apparatus and 21 personnel, along with our automatic aid partners. Another great team effort by all!



Crews arrived to find heavy smoke showing



Diesel fuel and hydraulic fluids exacerbated the fire

Personnel

- ❖ Firefighter of the Year Awarded to Pete Haithcock
- ❖ Officer of the Year Awarded to Chief Ormond
- ❖ Justin Setser received his 20 years of service award
- ❖ Mark Stanfield, Joe Templeton, and Zach Ledford, hired as full-time personnel
- ❖ Ryan Hursey and Justin Setser earned their Fire Officer I certification



Pete Haithcock receiving Firefighter of the Year from Joe Templeton

2020 Strategic Plan-related accomplishments

- ❖ Sub-station– Passed final inspection from NC Office of State Fire Marshall
- ❖ Hired three personnel, increasing full-time paid staffing to three per shift.
- ❖ Continued to replace aging sets of Personal Protective Equipment (PPE)



- OUR FUTURE -

“History, despite its wrenching pain, cannot be unlived, but if faced with courage, need not be lived again.”

~ Maya Angelou

First attempts at firefighting can be traced as far back as the 2nd century. It was then that an Egyptian from Alexandria named Ctesibus built a basic hand pump that could squirt a jet of water, but the idea was lost until the fire pump was reinvented about AD 1500. After nearly being destroyed by uncontrollable conflagrations, ancient Rome developed a fire department consisting of approximately 7,000 paid firefighters. These fire brigades not only responded to and fight fires, but also patrolled the streets with the authority to impose corporal punishment upon those who violated fire prevention codes.



Ctesibus Of Alexandria, circa 270 BC

This past year has been one for the history books, and hard to beat, as we added our sub-station online, and increased our full-time staffing by 33%! Both are significant events in our 111 years of service. I must thank the many members who put in countless hours to make these possible. Much coordination and preparation went into passing our OSFM inspection on the sub-station. As we added additional personnel, it brought forth much analysis and change, from creating new job positions and descriptions, to completely revamping our response methods and operations. As John F. Kennedy said, “Change is the law of life and those who look only to the past or present are certain to miss the future.” Our members are looking towards the future, and through it all these dedicated members never wavered. They continued to show their dedication and professionalism, as they embraced the changes, and strove to make our department better for YOU!

Looking towards our future, the next milestone must be the acquisition of additional fire apparatus. Currently none of our fire trucks are NFPA compliant, as in they are older than 10 years old. Our truck committee has built truck specifications and received quotes from multiple vendors to ensure we get the most for our tax payer’s money. Now conversations with town management are happening for strategic planning in the funding and purchasing of these apparatus’ to better keep our members safe.



Our Executive Board of Officer's continue to collaborate to clearly determine our path to our future, and define exactly what that future looks like. Our main focus is to continue to improve the quality and level of service we provide our wonderful community. Additionally, we will continue to help our member's work safer and more efficiently, as we strive to be the driving force of positive change in our community!

In summary, while our vision for the future is an ever-evolving target, it is bright. Our every step, thought, and action are driven by the strong desire to keep our community and comrades safe, and continue to excel in all that we do in a compassionate and professional manner.



Fire at landfill



MVC on Highlands Rd.



Multi-Company training with our neighbors



Tractor fire

