



City Officials

Chris Beutler, Mayor
Jon Camp, Council Member
Roy Christensen, Council Member
Carl Eskridge, Council Member
Trent Fellers, Council Member
Leirion Gaylor Baird, Council Member
Cyndi Lamm, Council Member
Jane Raybould, Council Member
Thomas Casady, Public Safety Director

Command Staff

Micheal Despain, Fire Chief
Patrick Borer, Assistant Chief
Roger Bonin, Division Chief
Kendall Warnock, Division Chief
Leo Benes, Battalion Chief
Jim Bopp, Battalion Chief
Jeremy Gegg, Battalion Chief
Eric Jones, Battalion Chief
Tlm Linke, Battalion Chief
William Thavenet, Battalion Chief

Prepared By

Julie McGahan, Office Operations Specialist

Cover Photo Courtesy Kelly Day Photo LLC

Photo Courtesy Kelly Day Photo LLC

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RESCUE NEBR

Message from the Chief

The Annual Report is our way of communicating to our personnel, our elected officials and, most importantly, our customers, the quantity and quality of service we provided during the prior year. The report is also a valuable historic record of our activities and accomplishments for future reference and comparison.

Our intent is to provide an executive summary of accomplishments up front to address key areas that might be of most interest to the taxpayer and elected officials. As you progress through the report, additional detail is added to help address key areas that will be of more interest to our comparable fire agencies throughout the region and U.S.

We have many great accomplishments to report and one of the primary reasons for such success is teamwork. Teamwork between the firefighters, city staff, our elected officials and, most importantly, our community members.



Micheal Despain, Fire Chief

Accomplishments for 2016:

- Received approval to order 3 new fire engines and 2 new fire trucks to help improve the health of the fleet
- Survival rates for patients suffering a sudden cardiac arrest improved from 45% to 72% in part due to improved response times, and better CPR techniques by emergency responders and bystanders. LF&R now has one of the best cardiac survival rates in the nation.
- Completed the installation of a new computerized fire station alerting system. The system was primarily grant funded and is expected to improve 911 call processing times by 10% or better.
- Value of property saved by LF&R is still four times the cost of operations.
- Cost per Capita for LF&R services is 26% below the regional average.

Challenges for 2017:

- Maintain service levels with rapidly deteriorating apparatus and equipment.
- Recruit, hire and train new firefighter/paramedics at a rate greater than we lose due to attrition.
- Coordinate efforts to design, build, and open new fire stations 15 and 16, and relocate existing fire stations 10, 11, and 12.
- Complete the legislative and regulatory processes to improve Medicaid reimbursment for EMS trans port services.
- Complete the installation and acceptance testing for the radio system.
- Complete an update to the Department's Strategic Plan and Standards of Cover documents.
- Develop solutions to improve performance with our Turnout Time, Travel Time and Effective Response Force measurements.

As the new fire chief, I'm impressed with the accomplishments of LF&R in such challenging times. I see a bright future for the organization because of both the dedication of the employees and the high level of community support.

On behalf of the men and women of Lincoln Fire & Rescue, thank you for your support as we strive to serve the community.

Message from the Mayor

Dear Citizens of Lincoln:

The Dedicated professionals of Lincoln Fire and Rescue (LF&R) work every day to protect the residents of Lincoln. LF&R is an all-hazards organization that responds to and mitigates fire, emergency medical services, hazardous materials, and technical incidents. This annual report provides an overview of their lifesaving efforts.

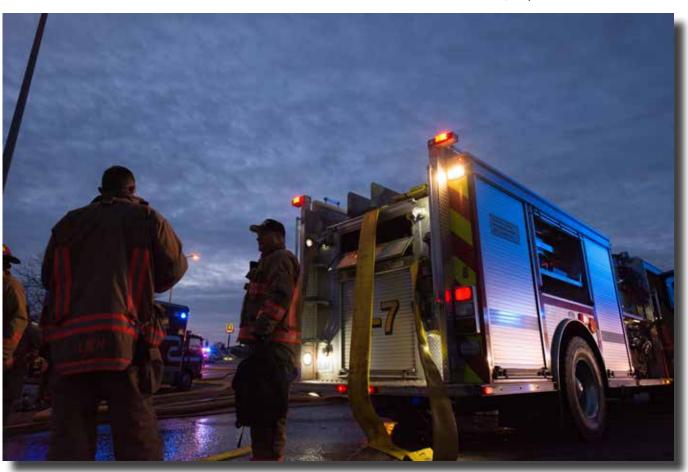
In 2016, LF&R responded to more than 24,000 total calls for service. 19,846 of these calls were for emergency medical services, which highlights the critical prehospital care that our personnel provide. LF&R successfully extinguished 773 working fires and further responded incidents involving hazardous materials, technical rescues, and other uncategorized calls.

Our firefighters and paramedics train daily to remain highly proficient in their skills. LF&R personnel are also committed to providing public education with the goal of preventing fires and minimizing the loss of life and property.

As you review the accomplishments of LF&R, I am sure that you will share my pride in the outstanding service they provide to our community.



Chris Buetler, Mayor



Parkview Lanes Fire, January 28, 2017, Photo Courtesy Kelly Day Photo LLC

Mission, Vision, and Values



Our Mission

The desire to serve...
The ability to perform...
The courage to act...

Values

Honesty and Integrity:

In the performance of our duties.

Dedication and Commitment:

To doing what is in the best interest of our citizens.

Professionalism and Teamwork:

As we work to restore balance in the lives of our community.

Compassion:

Empathy as we serve all people equally, and without prejudice, making every responsible attempt toward reaching their level of expectation.

We will demonstrate these values as we relate to one another and as we relate to the community we serve.

Vision

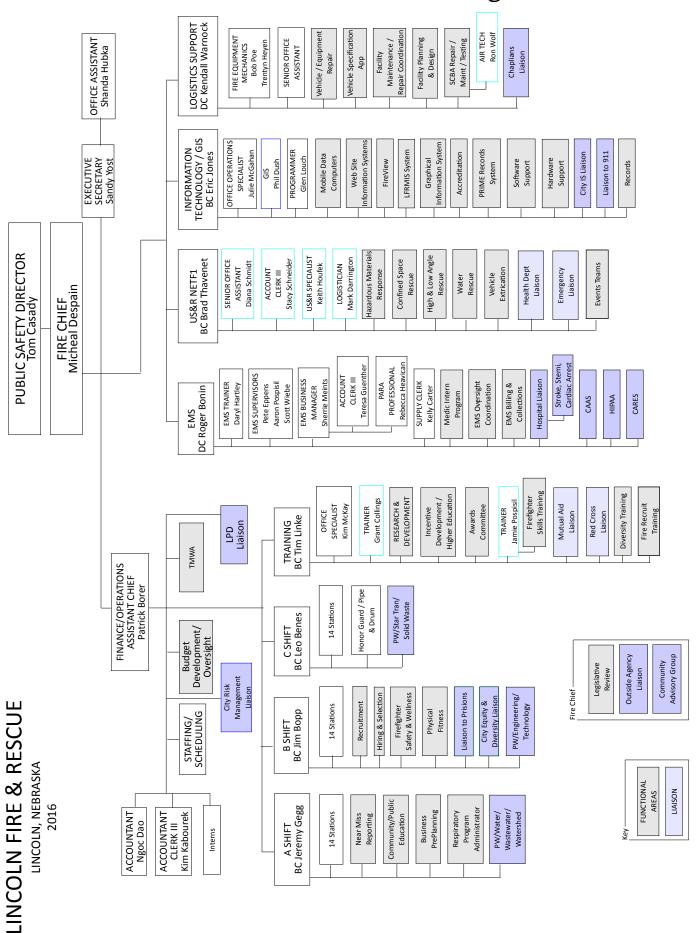
Lincoln Fire & Rescue will be recognized by our residents, businesses, institutions and regional fire agencies as a fire rescue department which places a high premium on quality service to others.

Our organizational culture will reflect an honest, respectful team atmosphere that is nurtured by open internal communication processes which allow for a greater understanding and involvement in decisions. Our mission will be accomplished by a physically fit work force, well trained in a multitude of diverse specialized skills and empowered with a high level of involvement in our success. Our dedicated professional staff will demonstrate a consistent commitment to excellence by applying empathy and compassion to all persons of our community equally and without prejudice. Our leadership and labor force will work in concert as one organization striving to reach consensus on organizational issues while achieving a healthy work environment contributing to employee job satisfaction.

We will honor our community's trust by providing the most effective, efficient and fiscally-responsible service possible to all areas of our community. By identifying our community risks and the demands of that risk, we will improve our response capacity by identifying resource and deployment strategies that carry the best interest of our community and increases the probability of fulfilling our mission.

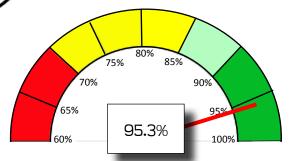
We will expand our community information and education initiatives so that our priorities, philosophy and operations are clearly understood. We will explore all opportunities for quality fire and rescue service delivery while expending time and energy towards developing the best strategies for continued improvement. We will be driven by professional standards to ensure that the City of Lincoln receives outstanding fire and rescue services.

Organizational Chart

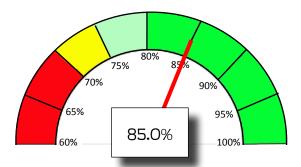


FIRE RESCUE

Emergency Services Goals - 2016 Performance



LF&R will save at least 95% of the value of property and contents threatended by fire.



Fire contained to room of origin for 80% of structure fires.

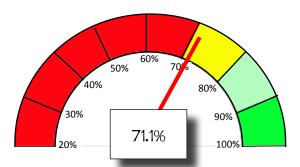
The Lincoln Fire & Rescue Department recognizes that service to the community is sometimes difficult to measure and that the value of the services we provide must excel in contrast to the cost of operating. The Department relies on a number of data sources and indicators to measure performance. The following list of performance measures are only a sample of the high level indicators used to determine effectiveness and efficiency in a number of service delivery outcome areas.

Performance goals are basically illustrated in three categories:

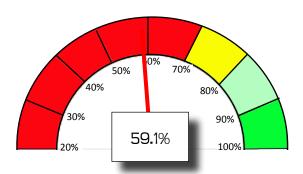
Green = LF&R is meeting or exceeding the goal.

Light Green = LF&R is reasonably close to goal. Meets accreditation or industry standards. Yellow = LF&R is not meeting the goal, needs improvement but is not a gross deviation from industry standards.

Red = LF&R is not meeting this goal and expedient effort should be made to improve performance.

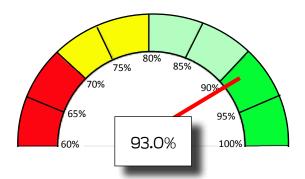


First Unit Arrival –
Total Response Time for Fires
= 6 Minutes & 20 Seconds at 90%,
and not less than 70%.

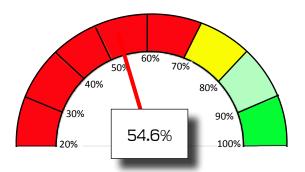


Effective Response Force of (16 to 19 firefighters) at Fires = 10 Minutes & 20 Seconds at 90%, and not less than 70%.

Emergency Services Goals - 2016 Performance

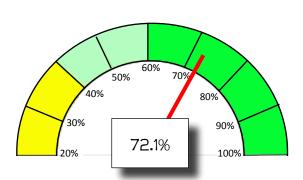


LF&R will treat and begin to transport all patients with suspected stroke within 15 minutes upon arrival to the scene of the emergency 90% of the time.

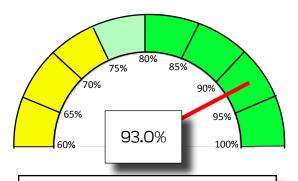


First Unit Arrival –
Total Response Time for EMS
= 6 Minutes at 90%,
and not less than 70%.

The data shows that the Department is meeting or exceeding our goals in all categories, except for response times which are steadily declining over time primarily due to geographic expansion of the city without additional fire stations to cover the new areas. We believe that the relocation of three stations and the addition of two new stations will greatly improve these indicators over the next 36 months.



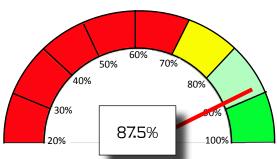
Cardiac survival rate 60% or better. (Utstein)



LF&R will achieve a CPR fraction of at least 80%.



Emergency Services Goals - 2016 Performance



Ambulance Arrival –
Total Response Time for EMS
= 8 minutes at 90%,
and not less than 70%.



Photo courtesy Kelly Day Photo, LLC

Support Activities Service Goals

2016 Performance

Support Goal: Cost/Per Capita (Annual Budget / Population Served - Revenue)

= Below \$182 (City Comparison: Des Moines, Ft. Wayne, Madison, St. Paul, Omaha = \$144 minus \$5.35 for estimated revenue)

\$133

Support Goal: Insurance Services Office Rating

= Class 3 or Better (Class 2 or 1)

Class 3

Support Goal: Property Loss

= Save 90% of the value of property and contents in comparison to value lost due to fire

95.29% Saved

Support Goal: Total Employee Injury Claim Costs

= \$1.9 Million or Lower

1.4 Million

Support Goal: Accreditation Status Through CPSE

= Maintain

Maintained

Operating Budget 2016-2018

Cost of Operation Analy	JSiS
Adopted Biennial Operating Budget	2016-2018
City of Lincoln 2016/2017 adopted budget \$180,475,263	
City of Lincoln 2017/2018 adopted budget \$182,855,521	
Revenue from Property Tax\$56,667,957	(2016)
Revenue from Sales Tax \$74,545,774	(2016)
Total Property and Sales Tax \$131,213,731	73% of overall budget
Revenue from 19 other sources \$49,261,532	
LF&R 2016/2017 adopted budget	
LF&R 2017/2018 adopted budget\$37,357,046	
Total budget \$37,252,526	
General Fund \$29,470,849	16% or \$.16 of each tax dollar is used to fund LF&R
Roll up costs \$10,855,140	roll up costs - pension, FICA, Health insurance, etc.
Federal (US&R) \$1,205,286	
EMS (Enterprise) \$6,576,391	
Population and Household Data as of July 2016	
Total Population280,000	
Total Households 110,434	
LF&R General Fund Budget \$40,325,989	total including roll up costs
Personnel costs \$25,429,248	86% of total general fund budget
All other expenses \$4,041,601	

Cost per person to operate LF&R – \$144 per year Peer City Comparison – \$185 per year



Medic Units Medic 1 114 965 997 Medic 2 3,767 3,776 4,011 Medic 3 3,916 3,695 3,914 Medic 5 3,017 2,950 3,145 Medic 6 2,805 3,012 3,178 Medic 7 3,404 3,517 3,650 Medic 8 3,731 3,924 4,010 Medic 21 115 5 20 Medic 24 141 95 144 Medic 25 180 191 213 Medic 210 44 146 171 Medic 211 100 147 156 Medic 214 161 80 86 Truck 5 978 1,063 1,154 Truck 7 1,187 1,172 1,280 Truck 8 1,072 1,168 1,260 Truck 21 1 3 2	Chiefs	2014	2015	2016
Medic 1 114 965 997 Medic 2 3,767 3,776 4,011 Medic 3 3,916 3,695 3,914 Medic 5 3,017 2,950 3,145 Medic 6 2,805 3,012 3,178 Medic 7 3,404 3,517 3,650 Medic 8 3,731 3,924 4,010 Medic 21 115 5 20 Medic 24 141 95 144 Medic 25 180 191 213 Medic 210 44 146 171 Medic 211 100 147 156 Medic 214 161 80 86 Trucks Truck 5 978 1,063 1,154 Truck 7 1,187 1,172 1,280 Truck 8 1,072 1,168 1,260	Battalion 1	800	849	1,000
Medic 2 3,767 3,776 4,011 Medic 3 3,916 3,695 3,914 Medic 5 3,017 2,950 3,145 Medic 6 2,805 3,012 3,178 Medic 7 3,404 3,517 3,650 Medic 8 3,731 3,924 4,010 Medic 21 115 5 20 Medic 24 141 95 144 Medic 25 180 191 213 Medic 210 44 146 171 Medic 211 100 147 156 Medic 214 161 80 86 Trucks Truck 1 1,684 1,778 1,852 Truck 5 978 1,063 1,154 Truck 7 1,187 1,172 1,280 Truck 8 1,072 1,168 1,260				
Medic 3 3,916 3,695 3,914 Medic 5 3,017 2,950 3,145 Medic 6 2,805 3,012 3,178 Medic 7 3,404 3,517 3,650 Medic 8 3,731 3,924 4,010 Medic 21 115 5 20 Medic 24 141 95 144 Medic 25 180 191 213 Medic 210 44 146 171 Medic 211 100 147 156 Medic 214 161 80 86 Trucks Truck 1 1,684 1,778 1,852 Truck 5 978 1,063 1,154 Truck 7 1,187 1,172 1,280 Truck 8 1,072 1,168 1,260	Medic 1	114	965	997
Medic 5 3,017 2,950 3,145 Medic 6 2,805 3,012 3,178 Medic 7 3,404 3,517 3,650 Medic 8 3,731 3,924 4,010 Medic 21 115 5 20 Medic 24 141 95 144 Medic 25 180 191 213 Medic 210 44 146 171 Medic 211 100 147 156 Medic 214 161 80 86 Trucks Truck 1 1,684 1,778 1,852 Truck 5 978 1,063 1,154 Truck 7 1,187 1,172 1,280 Truck 8 1,072 1,168 1,260	Medic 2	3,767	3,776	4,011
Medic 6 2,805 3,012 3,178 Medic 7 3,404 3,517 3,650 Medic 8 3,731 3,924 4,010 Medic 21 115 5 20 Medic 24 141 95 144 Medic 25 180 191 213 Medic 210 44 146 171 Medic 211 100 147 156 Medic 214 161 80 86 Trucks Truck 1 1,684 1,778 1,852 Truck 5 978 1,063 1,154 Truck 7 1,187 1,172 1,280 Truck 8 1,072 1,168 1,260	Medic 3	3,916	3,695	3,914
Medic 7 3,404 3,517 3,650 Medic 8 3,731 3,924 4,010 Medic 21 115 5 20 Medic 24 141 95 144 Medic 25 180 191 213 Medic 210 44 146 171 Medic 211 100 147 156 Medic 214 161 80 86 Trucks Truck 1 1,684 1,778 1,852 Truck 5 978 1,063 1,154 Truck 7 1,187 1,172 1,280 Truck 8 1,072 1,168 1,260	Medic 5	3,017	2,950	3,145
Medic 8 3,731 3,924 4,010 Medic 21 115 5 20 Medic 24 141 95 144 Medic 25 180 191 213 Medic 210 44 146 171 Medic 211 100 147 156 Medic 214 161 80 86 Trucks Truck 1 1,684 1,778 1,852 Truck 5 978 1,063 1,154 Truck 7 1,187 1,172 1,280 Truck 8 1,072 1,168 1,260	Medic 6	2,805	3,012	3,178
Medic 21 115 5 20 Medic 24 141 95 144 Medic 25 180 191 213 Medic 210 44 146 171 Medic 211 100 147 156 Medic 214 161 80 86 Trucks Truck 1 1,684 1,778 1,852 Truck 5 978 1,063 1,154 Truck 7 1,187 1,172 1,280 Truck 8 1,072 1,168 1,260	Medic 7	3,404	3,517	3,650
Medic 24 141 95 144 Medic 25 180 191 213 Medic 210 44 146 171 Medic 211 100 147 156 Medic 214 161 80 86 Trucks Truck 1 1,684 1,778 1,852 Truck 5 978 1,063 1,154 Truck 7 1,187 1,172 1,280 Truck 8 1,072 1,168 1,260	Medic 8	3,731	3,924	4,010
Medic 25 180 191 213 Medic 210 44 146 171 Medic 211 100 147 156 Medic 214 161 80 86 Trucks Truck 1 1,684 1,778 1,852 Truck 5 978 1,063 1,154 Truck 7 1,187 1,172 1,280 Truck 8 1,072 1,168 1,260	Medic 21	115	5	20
Medic 210 44 146 171 Medic 211 100 147 156 Medic 214 161 80 86 Trucks Truck 1 1,684 1,778 1,852 Truck 5 978 1,063 1,154 Truck 7 1,187 1,172 1,280 Truck 8 1,072 1,168 1,260	Medic 24	141	95	144
Medic 211 100 147 156 Medic 214 161 80 86 Trucks Truck 1 1,684 1,778 1,852 Truck 5 978 1,063 1,154 Truck 7 1,187 1,172 1,280 Truck 8 1,072 1,168 1,260	Medic 25	180	191	213
Medic 214 161 80 86 Trucks Truck 1 1,684 1,778 1,852 Truck 5 978 1,063 1,154 Truck 7 1,187 1,172 1,280 Truck 8 1,072 1,168 1,260	Medic 210	44	146	171
Trucks Truck 1 1,684 1,778 1,852 Truck 5 978 1,063 1,154 Truck 7 1,187 1,172 1,280 Truck 8 1,072 1,168 1,260	Medic 211	100	147	156
Truck 1 1,684 1,778 1,852 Truck 5 978 1,063 1,154 Truck 7 1,187 1,172 1,280 Truck 8 1,072 1,168 1,260	Medic 214	161	80	86
Truck 5 978 1,063 1,154 Truck 7 1,187 1,172 1,280 Truck 8 1,072 1,168 1,260	Trucks			
Truck 7 1,187 1,172 1,280 Truck 8 1,072 1,168 1,260	Truck 1	1,684	1,778	1,852
Truck 8 1,072 1,168 1,260	Truck 5	978	1,063	1,154
· · · · · · · · · · · · · · · · · · ·	Truck 7	1,187	1,172	1,280
Truck 21 1 3 2	Truck 8	1,072	1,168	1,260
	Truck 21	1	3	2

Engines	2014	2015	2016
Engine 1	3,353	3,330	3,424
Engine 2	1,931	2,001	2,031
Engine 3	2,104	2,318	2,280
Engine 4	1,299	1,493	1,570
Engine 5	1,703	1,911	1,936
Engine 6	1,657	1,774	2,041
Engine 7	1,841	1,914	2,022
Engine 8	2,186	2,323	2,323
Engine 9	1,862	1,862	2,143
Engine 10	1,893	2,044	2,119
Engine 11	331	339	437
Engine 12	1,270	1,470	1,379
Engine 13	914	1,028	1,005
Engine 14	1,015	1,116	1,195
Engine 211	100	18	4
Engine 225	4	5	1
Other			
EMS 1	1,237	1,280	1,336
Air 14	476	495	604
Haz Mat 14	207	226	283
Bike 1	21	20	18
Bike 2	8	4	4
Water Rescue	1	3	20

Battalion: a command level officer supervising a geographic area and all subordinate units contained.

Engine: a fire apparatus vehicle equipped with a pump; water tank, and a compliment of hose, tools, and equipment.

Medic Unit: a specially equipped vehicle used for transporting the sick or injured.

Truck: an aerial apparatus vehicle equipped with ground ladders, special rescue tools, smoke removal fans, tarps, and salvage equipment.

Call Types and Resources

Fire 231
Fire A 1,550
Fire B 225
FireC 315
Fire I 1
Fire M 1
Haz 905
Medical 31
Medical A 4,178
Medical ALS 81
Medical B 5,228
Medical C 3,923
Medical D 5,906
Medical E 322
Medical Omega 86
Medical Omega D 91
Medical RSAlarm 99
Medical RSAlarm A 1
Medical RSAlarm B 43
Medical RSAlarm D 140
Alert 1 1
Alert 2 4
Standby 27
Scheduled Standby 192
Total Incidents23,581

Alert: Aircraft related emergencies
Fire: Car, dumpster or grass fire

Fire A: Fire alarm automatic system or reported

Fire B: Fire threatening building

Fire C: Fire with confirmed smoke or flame

HazMat: Hazardous materials related leaks and spills

Medical A, B, & C: Medical emergency

Medical D: Life threatening medical emergency

Medical E: life threatening cardiac/respiratory emergency
Medical Mutual Aid: Medical call - assisting rural agency
Medical Omega A: Inter facility non-emergency transfer
Medical Omega D: Inter facility emergency transfer

Medical RSAlarm: person trapped or rollover vehicle accident

Other: all other types of dispatches

Physical Resources

Fire Stations 14
Engines (Pumpers) 14
Reserve Engines 3
(Ladder) Trucks 4
Reserve Trucks 1
Medic Units 6
Reserve Medic Units 5
Battalions 1
EMS Supervisors 1
Hazardous Materials Units 1
Technical (Heavy) Rescue Units 1
Mobile Air Units 1
Decon Trailers 1
Utility Trailers 1
Water Rescue Trailers 1
Support Trailers 1
Dobabilitation Units 1



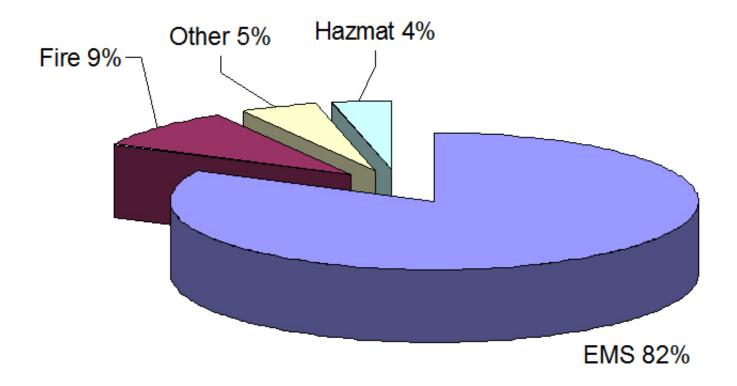


Rig	In Service	Status	Miles	Points	Grade
E4	2015	FL	15,166	8	Α
E2	2015	FL	24,487	8	Α
T1	2011	FL	49,739	16	Α
Т8	2002	FL	129,124	29	D
E7	2006	FL	92,999	32	F
E8	2006	FL	99,739	31	F
E5	2006	FL	100,789	33	F
E9	2006	FL	104,141	33	F
T5	2002	FL	129,124	34	F
E14	2006	FL	107,152	34	F
E6	2006	FL	116,349	34	F
E10	2006	FL	116,910	33	F
E1	2001	FL	118,396	40	F
E211	1996	FL/R	31,067	41	F
E11	1994	FL	143,703	49	F
T7	1996	FL	155,952	49	F
E225	1996	R	160,646	50	F
E3	1999	FL	167,459	47	F
T21	1996	R	169,075	49	F
E21	1996	R	172,524	50	F
E13	1997	FL/R	187,018	52	F
E12	1995	FL	190,954	54	F

Key:
 <18 = A
 18-21 = B
 22-25 = C
 26-30 = D
 >31 = F

FL = Front Line
 R = Reserve

Five units are scheduled for replacement in 2017. Interesting
Fact: The LF&R
fleet currently
has OVER 3.6
million miles!



This chart illustrates the breakdown of call types for the year. Emergency medical service calls make up approximately 82% of our call volume when looking at call types. However, if we look at workload, **EMS** is closer to 65% of the workload, meaning how many hours are spent on each type of emergency incident. When citizens run across a problem they don't inherently know how to solve or who else to call, they traditionally resort to calling the fire department. The call type "Other" are calls which include minor emergencies such as burst pipes, assisting an elderly person at home who has fallen, power lines down due to a storm, a child accidentally locked in a vehicle, etc.

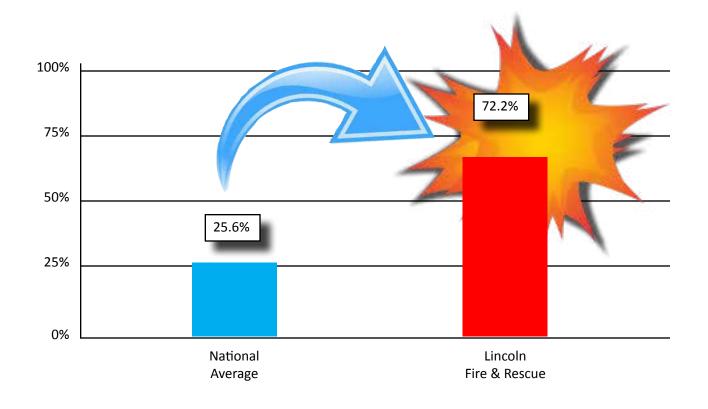


Pre-Hospital Cardiac Survival Out of Hospital Cardiac Survival Rate

Lincoln Fire & Rescue has worked closely with our Medical Director, area hospitals, and the communications center to ensure we are providing the absolute best chance for survival from pre-hospital cardiac arrest. Absolute attention to performance, developing solid relationships, and continual improvement has resulted in arguably one of the best performing EMS systems in the country.

To ensure that LF&R is accurately measuring performance to allow comparable methodology, LF&R is a member of the CARES (Cardiac Arrest Registry to Enhance Survival) Registry. Each year, approximately 300,000 persons in the United States experience an out-of-hospital cardiac arrest (OHCA) or sudden death;

approximately 92% of persons who experience an OHCA die. Despite decades of research, median reported rates of survival to hospital discharge are poor (7.8%) and have remained virtually unchanged for the past 30 years. Without a uniform and reliable method of data collection, communities cannot measure the effectiveness of their response systems, nor can they assess the impact of interventions designed to improve OHCA survival. Participation in an OHCA registry enables communities to compare patient populations, interventions, and outcomes with the goal of identifying opportunities to improve quality of care and ascertain whether resuscitation is provided according to evidence based guidelines.



Measuring Performance

(Risk Level) Fire Suppress 90th Percentile Times Baseline Performance G		nes	2012 - 2016	2016	2015	2014	2013	2012
Alarm Handling	Pending to Dispatch	:60	:58 n=1340	:53 n=311	:56	:61	:60	:59
Turnout Time	Turnout Time 1st Unit (Engine/Truck)	1:20	1:35 n=4179	1:46 n=985	1:40	1:31	1:16	1:02
Travel	Travel Time 1st Unit (Engine/Truck) Distribution	4:00	4:42 n=1332	4:51 n=309	4:51	4:40	4:27	4:45
Time	Travel Time Initial Attack Force	5:00	7:35 n=1028	7:10 n=251	7:30	7:33	8:08	8:30
	Travel Time ERF (19) FF Concentration	8:00	11:21 n=197	12:09 n=49	13:22	11:15	10:17	10:12
	Total Response Time 1st Unit on Scene (Engine/Truck) Distribution	6:20	7:43 n=1332	7:39 n=309	8:11	7:50	7:21	7:22
Total Response Time	Total Response Time Initial Attack Force	7:20	10:18 n=888	9:58 n=206	10:06	10:09	10:21	10:18
	Total Response Time ERF (19) Concentration	10:20	14:09 n=179	14:34 n=44	15:40	14:49	12:27	12:35



90	(Risk Level) <i>EMS</i> 90th Percentile Times Baseline Performance Goal			2016	2015	2014	2013	2012
Alarm Handling	Pending to Dispatch	:60	:48 n=28389	:46 n=6014	??	:46	:46	:52
Turnout Time	Turnout Time 1st Unit (Engine/Truck)	1:00	1:26 n=28026	1:31 n=5951	1:29	1:25	1:20	1:22
Turnout Time	Turnout Time Medic Unit	1:00	1:22 n=24631	1:27 n=5194	1:22	1:21	1:18	1:20
Travel	Travel Time 1st Unit (Engine/Truck) Distribution	4:00	4:57 n=27335	5:11 n=5812	5:04	4:54	4:43	4:44
Time	Travel Time ERF (1st Medic Unit) Concentration	7:00	7:29 n=24986	7:33 n=5296	7:13	7:16	6:48	6:39
Total Response Time	Total Response Time 1st Unit on Scene (Engine/Truck) Distribution	6:00	8:16 n=27335	8:26 n=5812	8:20	8:11	8:06	8:10
	Dispatch to Arrival-ERF (1st Medic Unit) Concentration	8:00	7:55 n=24986	8:23 n=5296	7:53	8:04	7:25	7:27

Measuring Performance

	(Risk Level) <i>Technical Rescue</i> 90th Percentile Times Baseline Performance Goal				2015	2014	2013	2012
Alarm Handling	Pending to Dispatch	:60	:72 n=786	:67 n=179	:88	:66	:72	:80
Turnout Time	Turnout Time 1st Unit (Engine/Truck)	1:20	1:26 n=1585	1:33 n=358	1:31	1:25	1:23	1:15
T T.	Travel Time 1st Unit Distribution	4:00	4:57 n=757	5:07 n=172	6:10	4:39	4:40	4:28
Travel Time	Travel Time ERF Concentration	8:00	11:09 n=87	9:58 n=35	11:15	11:40	12:05	9:24
Total Response	Total Response Time 1st Unit on Scene (Engine/Truck) Distribution	6:20	9:03 n=757	8:58 n=172	11:56	8:25	9:34	8:51
Time	Total Response Time ERF (19) Concentration	10:20	15:06 n=71	11:56 n=29	15:25	15:06	14:13	13:40

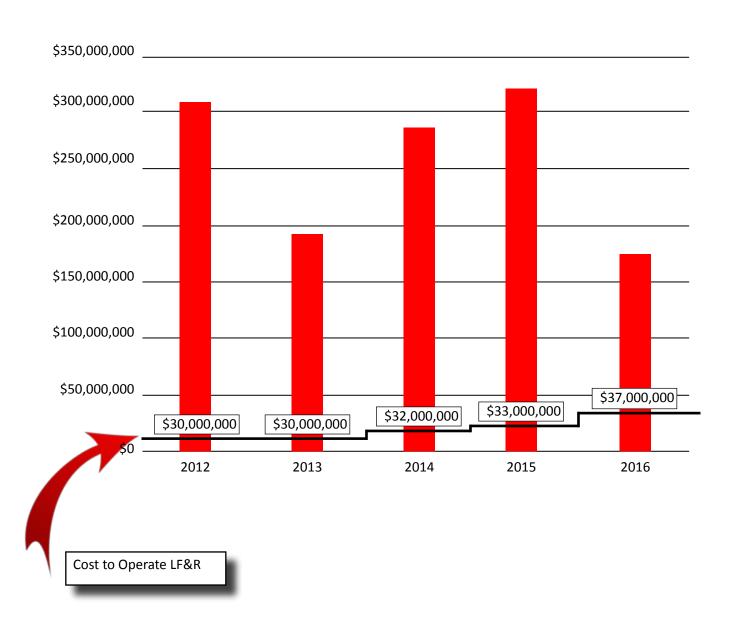
В	(Risk Level) <i>HazMat</i> 90th Percentile Times Baseline Performance Goal			2016	2015	2014	2013	2012
Alarm Handling	Pending to Dispatch	:60	:85 n=918	:78 n=165	:90	:78	:87	:59
Turnout Time	Turnout Time 1st Unit (Engine/Truck)	1:20	1:36 n=1877	1:39 n=336	1:42	1:34	1:38	1:27
Travel Time	Travel Time 1st Unit Distribution	4:00	5:40 n=915	5:57 n-165	5:38	5:15	5:45	5:26
naverrinie	Travel Time ERF Concentration	8:00	8:25 n=14	5:07 n=1	8:00	8:25	8:41	8:40
Total Response	Total Response Time 1st Unit on Scene (Engine/Truck) Distribution	6:20	10:33 n=915	10:55 n=165	10:32	10:28	10:08	9:52
Time	Total Response Time ERF (19) Concentration	10:20	11:59 n=10	10;11 n=1	11:31	11:59	12:37	10:40

Note: ERF numbers reflect 100% of the calls due to the low numbers of true hazmat incidents.

Significant Incidents A female occupant is pulled from a house fire at 1825 Jefferson Ave by a good samaritan. Un-January fortunately, she died weeks later from her injuries. This is the 1st fire fatality of 2016. A man is killed when his house catches fire on the 3600 block of South 20th Street. This is the March 2nd fatal fire of 2016. For the second time in its history the Zion Church (5511 South 27th Street) catches fire. The original Zion church was completely destroyed in a multiple alarm fire on 9th and P Street in April 2007. A Lincoln landmark, Ideal Grocery at 905 South 27th Street, was destroyed due to faulty freezer unit. LF&R responded to a house explosion at 9th and B Street. The cause of the explosion was May determined to be a gas leak. One occupant is hospitalized. LF&R receives the Mission Lifeline EMS Gold Award from the American Heart Association for its efforts and performance in responding to cardiac incidents. The City of Lincoln hires Micheal Despain to be its new Fire Chief. July LF&R loses one of its own, Dave Luedtke (51), a 27 year veteran of the department. He succumbed to cancer acquired during his service to our community. September A fire at the Lincoln Correction Center injures 2 inmates. Two LF&R members of US&R NE-TF1 deploy to South Carolina to assist in the aftermath of Hurricane Matthew. October Multiple fires are set in the Belmont neighborhood by an arsonist. One of these fires, Belmont Baptist church, is targeted twice in a 24 hour period. Another fire is set in the Aspen Haus apartment complex which is an elderly living facility. One person was injured in that fire. LF&R assembles a citizen task force and begins meeting to develop a new department strategic November plan. December LF&R turns on its first automated dispatching/station alerting system acquired through a FEMA Federal Assistance to Firefighters grant.

Property Values Saved from Fire

This graph illustrates the value of property saved from fire in relation to the cost to operate the fire department. As you can see, on an annual basis, LF&R saves property at a value 3 to 6 times the cost of operation. These values do not include extended economic impacts such as the value of a commercial occupancy opening for business the next day versus closing forever, or the impact to real estate prices if an adjacent structure burns and creates blight for a long period of time, etc.





Insurance Services Office (ISO) Grading Schedule



For a broad spectrum of commercial and personal lines of insurance, ISO provides statistical, actuarial, underwriting, claims information and analyses; consulting and technical services; policy language; information about specific locations and communities; fraud-identification tools; and data processing. In the United

States and around the world, ISO serves insurers, reinsurers, agents, brokers, self-insurers, risk managers, insurance regulators, and other government agencies.

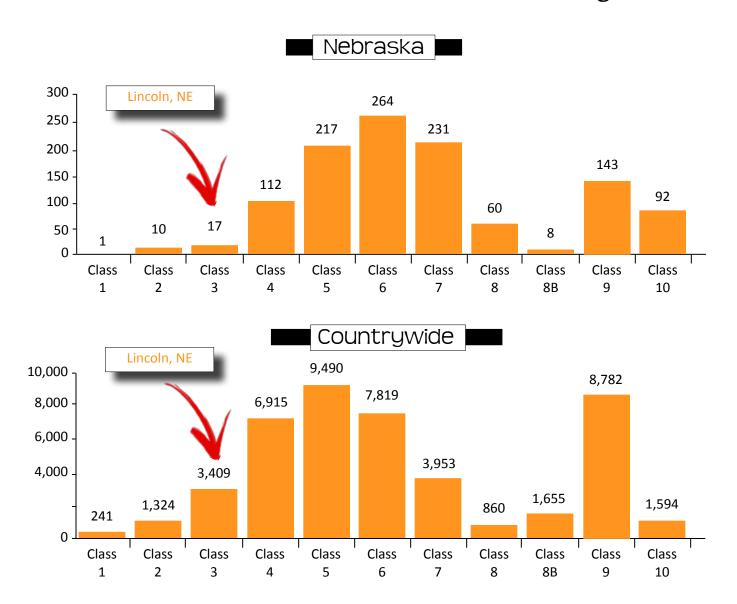
Fire remains one of the leading causes of property loss. A community's efforts to mitigate those losses before, during, or after a fire are of great importance to insurers. For more than 30 years, ISO has used the Fire Suppression Rating Schedule (FSRS) to review the firefighting capabilities of individual communities helping to provide the insurance industry with information on a community's ability to suppress and limit fire losses. The FSRS develops a numerical grading; ISO's Public Protection Classification (PPC), to help insurers differentiate the varying levels of fire protection. Class 1 represents the best public protection, and Class 10 indicates no recognized protection.

The City of Lincoln had its last site visit in June 2001 but was evaluated remotely in March 2013 where it was able to maintained a Class 3 rating. The City is currently under review again with a rating update expected in Fall of

2017.



Insurance Services Office (ISO) Grading Schedule



These graphs illustrate how the City of Lincoln compares to other fire protection jurisdictions throughout the State of Nebraska and Countrywide (U.S. and Canada and other territories). Grand Island was recently designated as the one and only Class 1 jurisdiction in the state. Lincoln is positioned well as a Class 3, however, due to deferred investment in expanding fire protection services, the City of Lincoln could see its rating downgraded to a Class 4 in Fall of 2017. Once future fire stations 15 and 16 are operational, the City can request another review which should provide enough additional points to return the City to a Class 3 or better.



Lincoln Fire & Rescue is proud to be one of only 234 internationally accredited fire agencies through the Center for Public Safety Excellence (CPSE). Lincoln Fire & Rescue also has a distinction of being one of the longest continuously accredited agencies since the inception of fire agency accreditation in the early 1990's.

The CPSE's accreditation program requires fire agencies to compare their performance to industry best practices in order to:

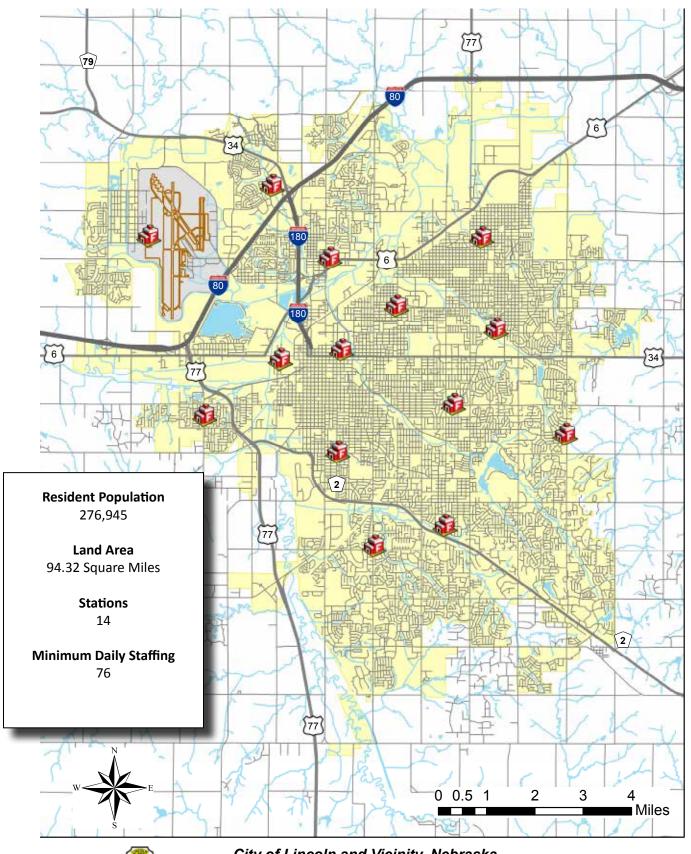
- . Determine community risk and safety needs and develop community specific Standards of Cover.
- . Evaluate the performance of the department.
- . Establish a method for achieving continuous organizational improvement.

The accreditation model includes the evaluation of 10 major categories with performance indicators determined by representatives from various facets of government, private industry, military and academic fields. Peer assessors are used to verify agency performance on site every five years with final review and approval provided by a commission of subject matter experts. The basic tenants of the process are to ensure accountability and transparency to the community being served.

The most recent accreditation award occurred in 2014 under former Fire Chief John Huff (ret.). The department underwent an exhaustive evaluation by a third party peer assessment team. The team found the self-assessment completed by the department as well as the Standards of Response Coverage document to be credible. During this process the assessment team made specific and strategic recommendations to improve department facilities, procedures, and processes.

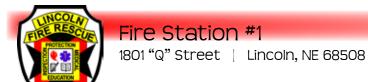


Jurisdiction

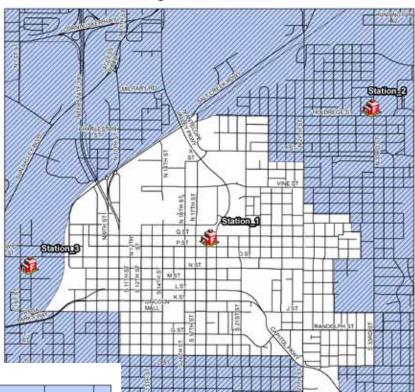


City of Lincoln and Vicinity, Nebraska

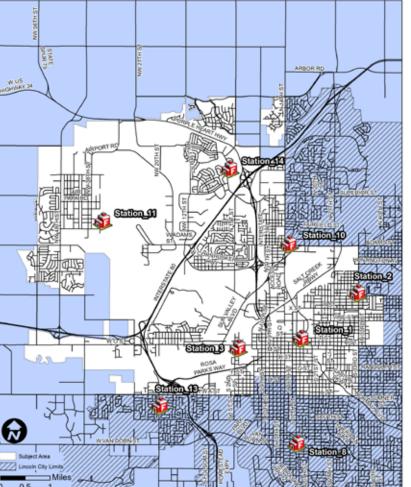
Note: This map is provided by Lincoln Fire & Rescue for reference purpose only.





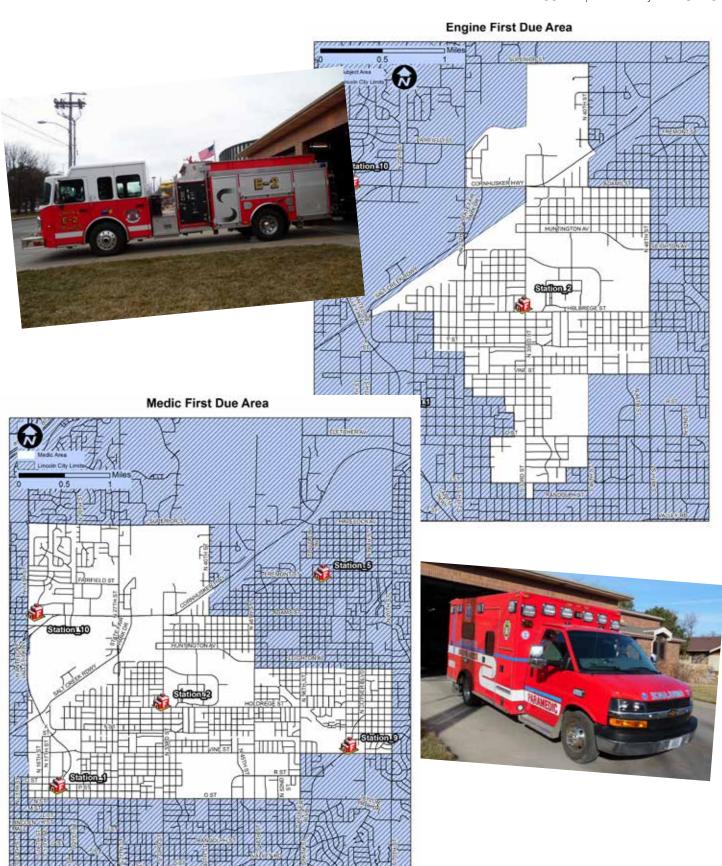


Truck First Due Area



26

1545 N 33rd | Lincoln, NE 68503









5600 S 27th St | Lincoln, NE 68512

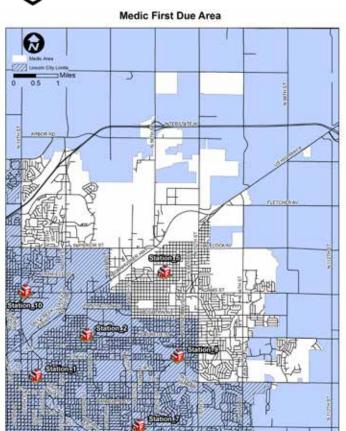


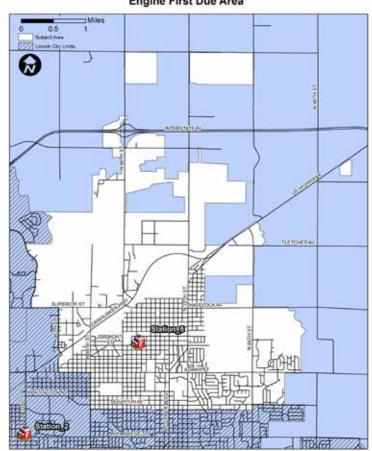


3640 Touzalin Ave | Lincoln, NE 68507

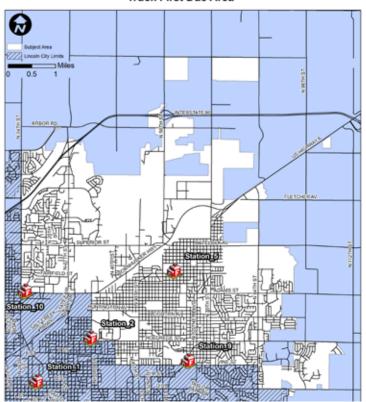


Engine First Due Area





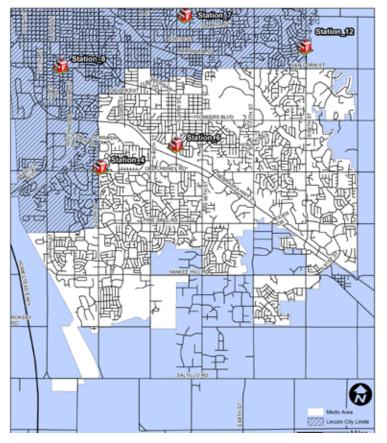
Truck First Due Area

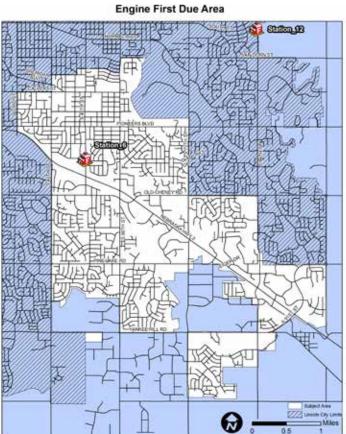




5051 S 48th St | Lincoln, NE 68516

Medic First Due Area







1345 S Cotner Blvd | Lincoln, NE 68510

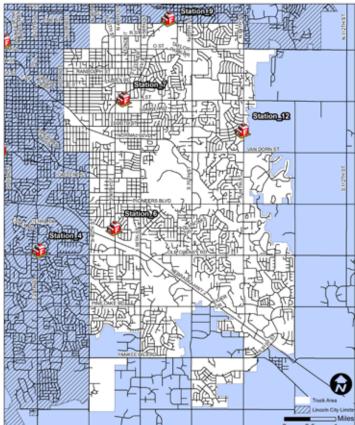


Medic First Due Area





Truck First Due Area



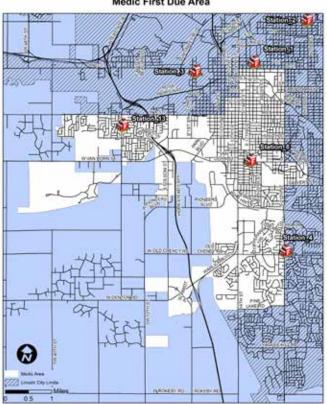
2760 S 17th St | Lincoln, NE 68502

Engine First Due Area



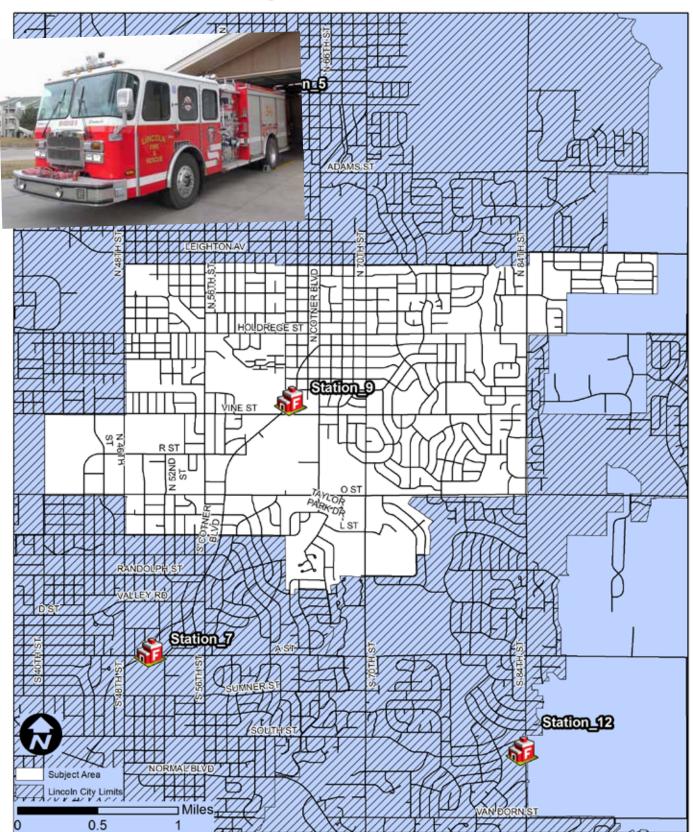


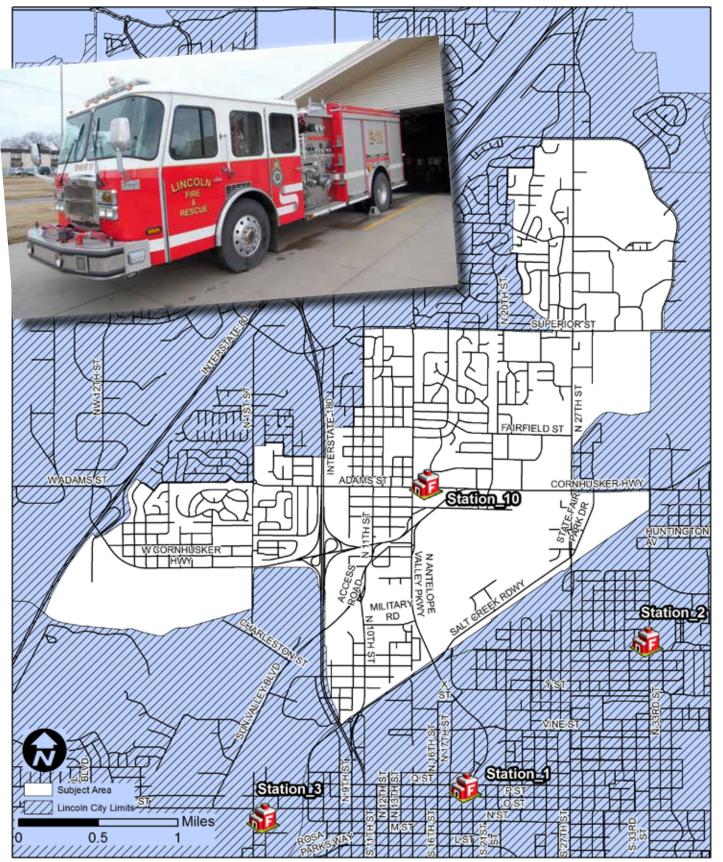
Medic First Due Area





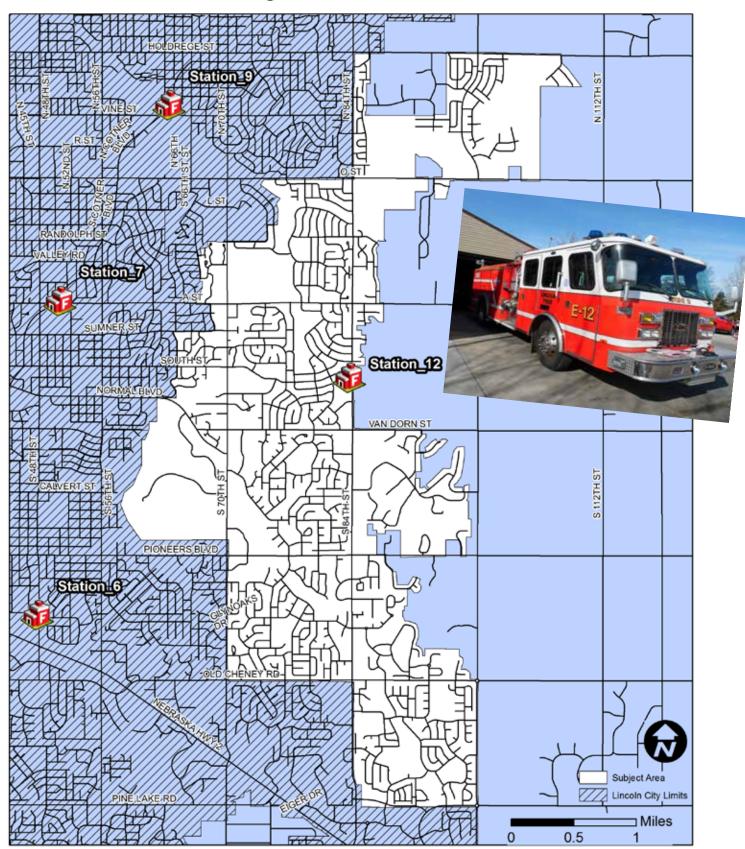




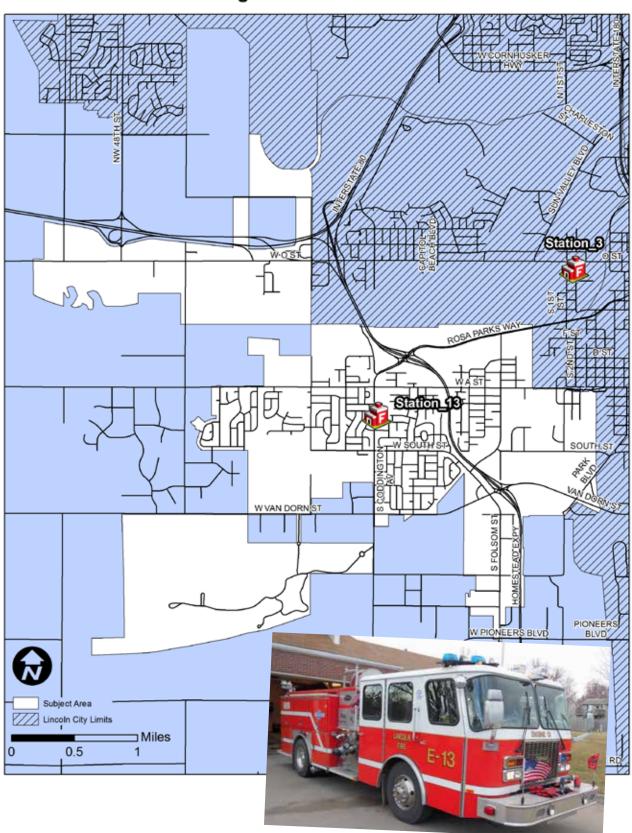














Citizen Satisfaction





This was taken at Brownell Elementarys school carnival on Friday night. He was doing the "whip and nae nae" with our students!!! Love to see that and the kids thought it was awesome! ~Jessica F

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much

to our community." ~ Mary & Gary D

"On Monday night there was a fire at our apartment on South 26th. We ended up losing almost everything. But the service and kindness shown to us was overwhelming. From the chaplain to the on-site commander... we were treated with kindness and empathy. We are especially grateful that they took such good care of our kitty....giving her oxygen and involving animal control who had a vet check her out.

Both Tracy and I are nurses. I work at The Bridge; she at the county jail. We know that serving the community is often a thankless job. We just want to say THANK YOU!!! We love Lincoln.....and we love LF&R!!! ~Gina K

Big shout out to LF&R... they were out on a call & let the kids take a look at their rig answered questions even brought out the fire hose! What a wonderful group of first responders! Thanks for putting a smile on the kids face!

"Y Gloria

The best of the best! LF&R keeps us safe and sound. ~Matt M



"Thank you so much for your quick response to my oven fire on Oct. 27. And a special thanks to the 2 gentlemen who helped with cleaning the racks & oven. That was over & beyond & much appreciated! Thanks to all of you for your service

"Thanks for saving my par-

had a gas leak that they

could have happened!"

~Laura N

didn't know about till you

guys knocked on their door.

Don't even like to think what

ents' lives this evening! They

"Hi, I just wanted to thank LF&R for coming to my home and installing a hard of hearing smoke alarm and new additional standard smoke detectors on Saturday. I live alone and having this system is giving me great peace of mind. I especially want to thank both Laura and Brady for their help. They exhibited very caring, professional assistance and capably answered all my questions. I wish them both the best in their futures at LF&R. Thanks again!" ~Angie W

Transitions and Awards

Promotions



Kenneth Baker Captain



Grant Collings Captain



Alan Crist Captain



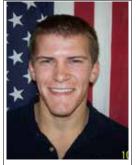
Andrew Evans Captain



Jared Fredrickson Captain



Chris Klusaw Captain



Andy McLaughlin Captain



Daren Merryman Captain



Ryan Moser Captain



Kelsey Romshek Captain



Danny Scharff Captain



Jeffery Topil Captain



Cole Henn Fire Apparatus Operator



Adam Schrunk Fire Apparatus Operator



Josh Schumacher Fire Apparatus Operator

Transitions and Awards

Outstanding Performance Award



FF Steven Carruth E7C



FF Robert Simons E14B

Life Saving Award



Mike Satorie FAO



Matt Roberts T1C FAO



Andy McLaughlin T1C FF

Firefighter of the Year



Dan Ripley Captain

Unit Performance Award



La Mexicana Restaurant 1637 P Street, April 13, 2015. Photo Courtesy Calla Kessler



Capt Dan Ripley E3C



FF Neil Thompson E3C

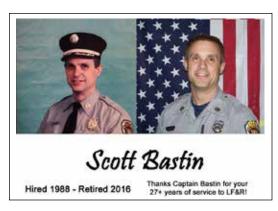


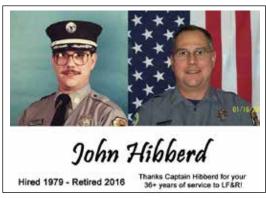
FF Katie Brown E3C



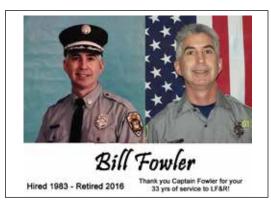
FAO Matt Robert T1C

Transitions and Awards Retirement

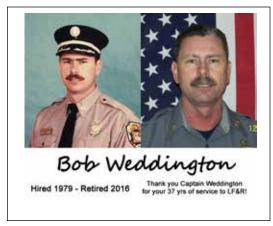


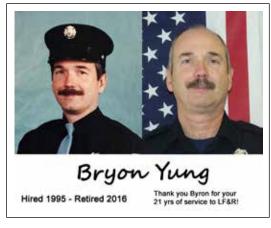














Transitions and Awards Outside Agency Awards

2016 Lincoln East Rotary Firefighter of the Year



Mike Satorie (T1C) FAO

2016 Capital City Footprinters Firefighter of the Year



Rick Campos Fire Investigator

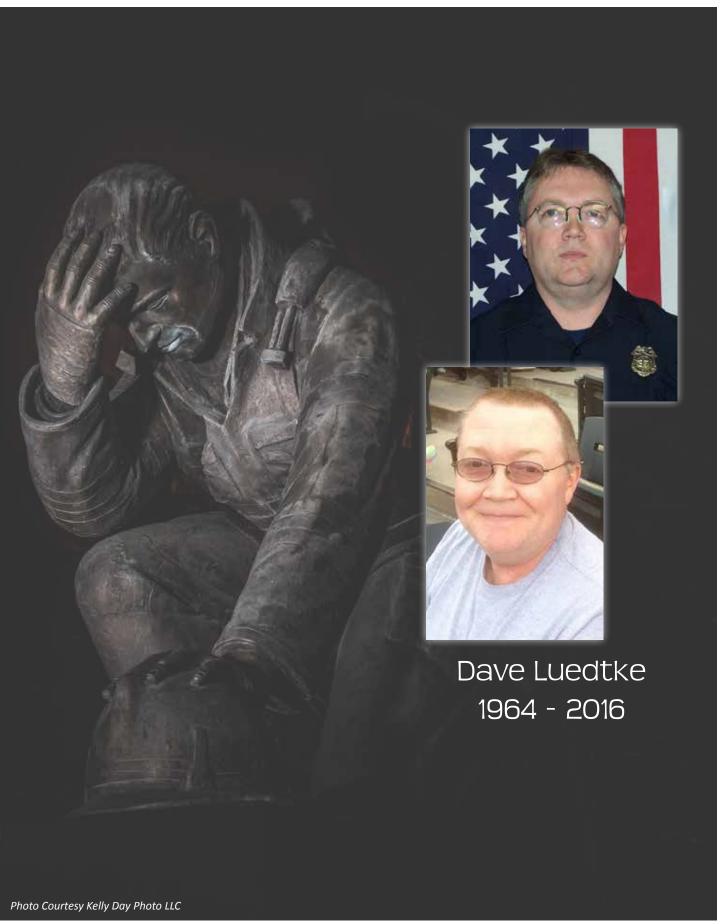
Nebraska Hazardous Materials Association Educator of the Year



Grant Collings Captain



Remembrances



In the Line of Duty Deaths



Clarence Protsman May 25, 1890

Joseph Thornburg May 25, 1890

John Curran June 26, 1906

Mansfield Rohrbaugh August 7, 1915

Neil Sommer October 2, 1920

Albert Mook February 18, 1941

Kenneth McKay March 30, 1964

Harley Grasmick April 1, 1981

Robert Gardner July 4, 1982

Willis Leyden October 9, 1987

Jack Bruns June 3, 2001

Floyd Miller August 8, 2002

Rick Cuba March 13, 2003

Dave Luedtke July 3, 2016

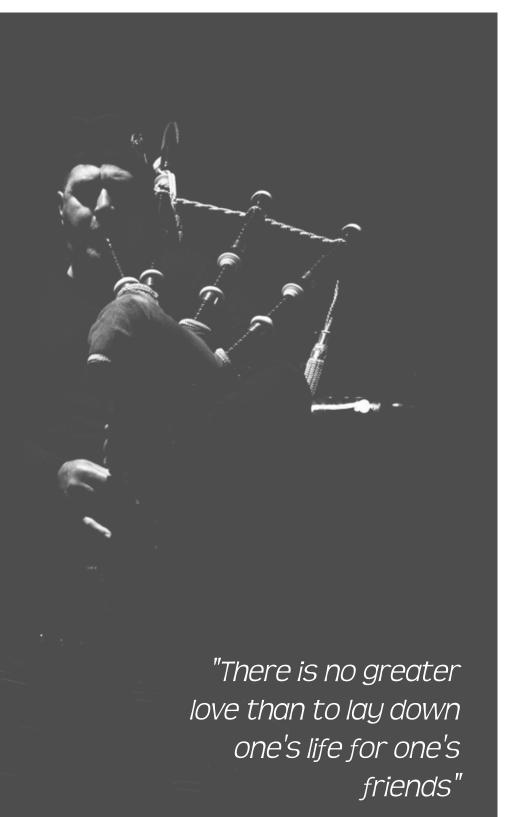


Photo Courtesy Kelly Day Photo LLC