

# Capital City Fire/Rescue's 2016 Annual Report



*We serve and protect our community from life and property-threatening emergencies in a competent, professional and proactive manner.*





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# Readiness, Dedication, Service

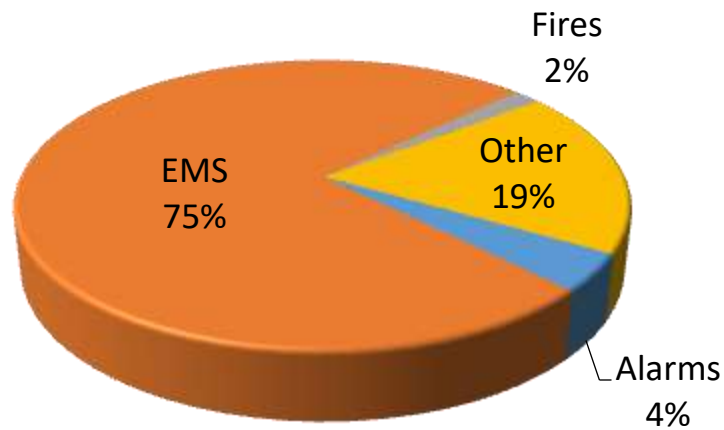


# Call Statistics



Year	Number of Calls	Change Comparison
2016	4,517	12.6%
2015 (Previous Year)	4,013	
2006 (10 Years Previous)	3,121	36.6%
2026 (10 Year Projection)	6,172	

## 2016 Calls by Category



Call Types	2016	2015	Difference	Change Comparison
Fires	77	73	4	5.5%
EMS	3,406	3,068	338	11%
Alarms	186	209	-23	-11%
Other *	848	663	185	27.9%

\* Please see the appendix for a list of call types classified as "Other"



"Thank you all so much for everything that you do! Juneau is lucky to have you all watching over them." – Kathleen and Santiago Lara



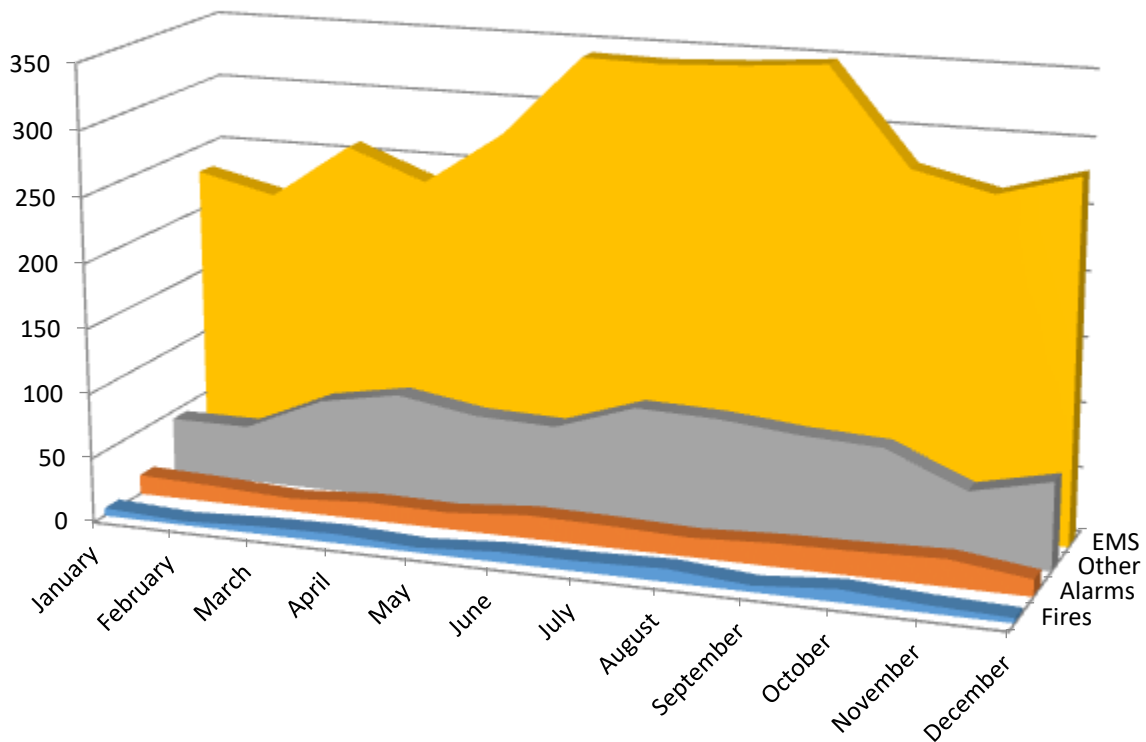
12

Capital City Fire/Rescue averages 12 emergency calls per day!

469

The number of times Capital City Fire/Rescue's in-district apparatus and personnel received an emergency call while they were dealing with another emergency.

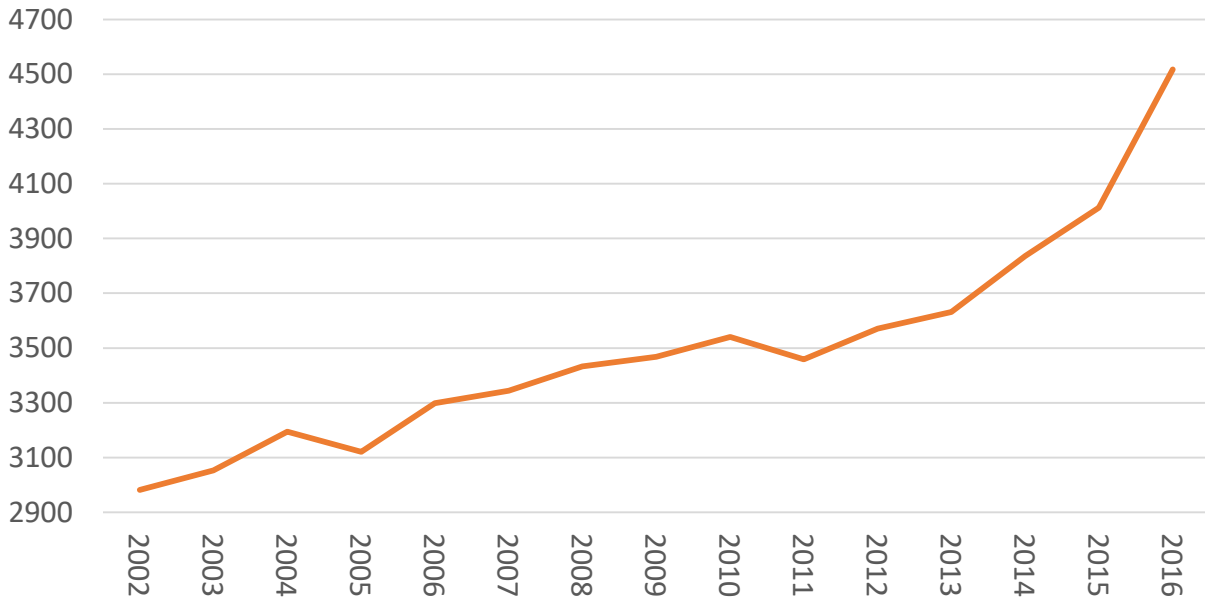
### 2016 Call Volume by Month and Type



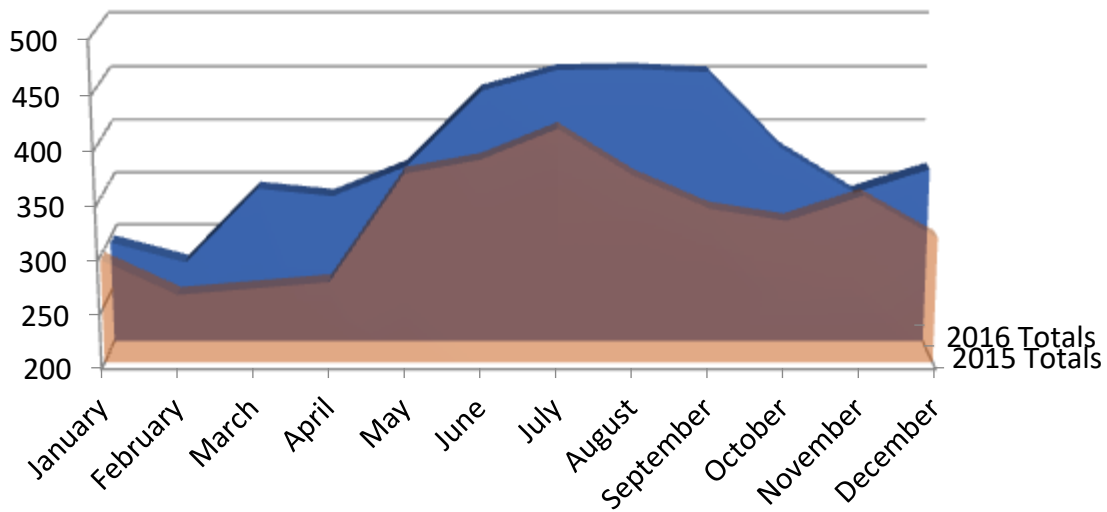
“From the bottom of our hearts we thank you for thirty one years of supporting my daughter and her family. You are true heroes.” – Christine Culliton



## Incident Volume by Year



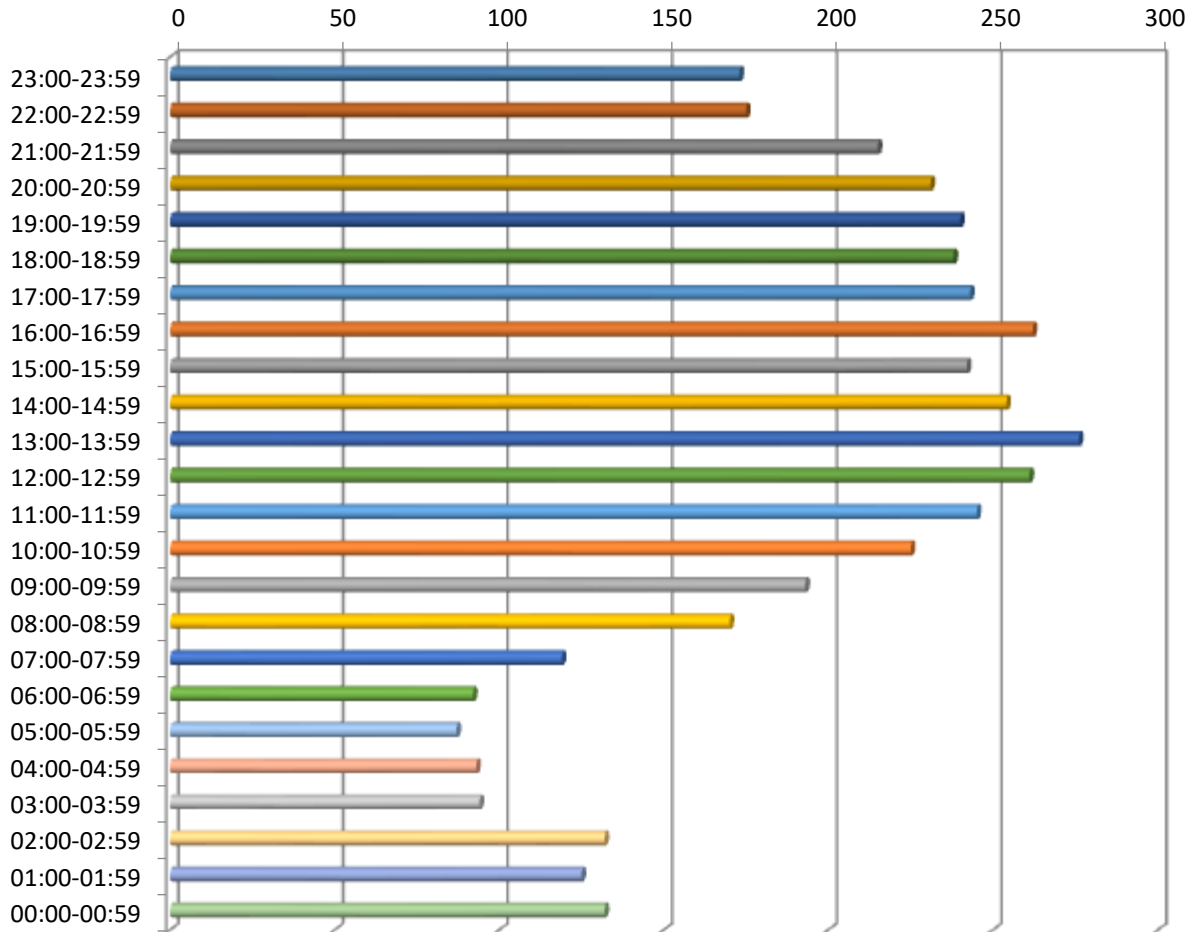
## Monthly Call Volumes Compared to Previous Year



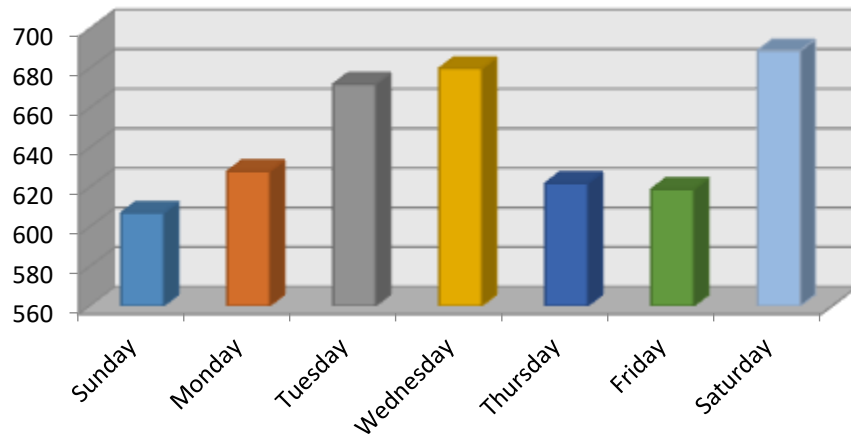
Call Increase by Quarter	% Increase
January thru March	10.3%
April thru June	9.8%
July thru September	20.4%
October thru December	8.3%



## Call Counts by Hour of Day



## Calls by Day of Week

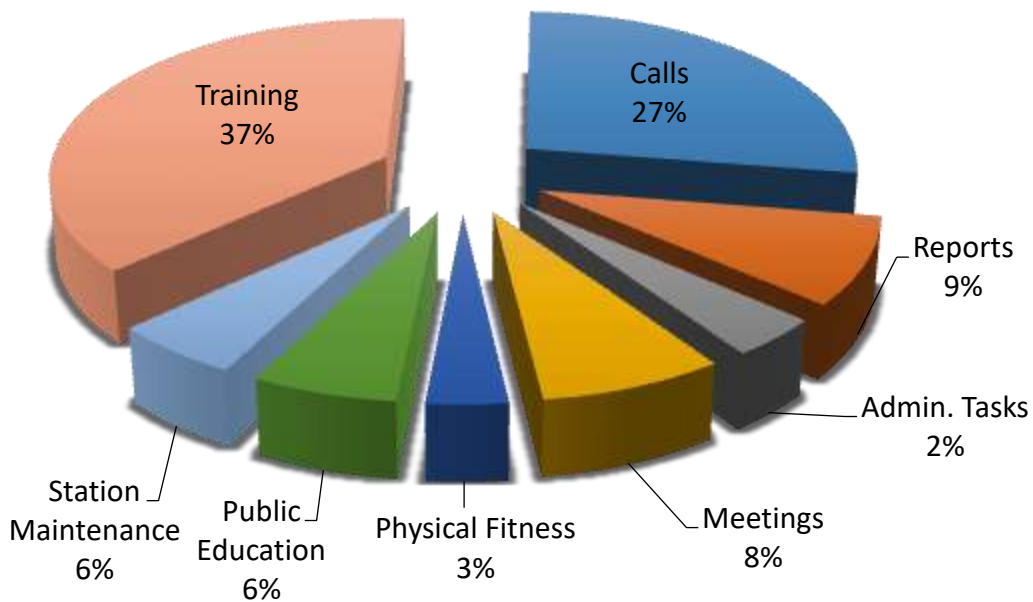




# Day in the Life of a Juneau Firefighter



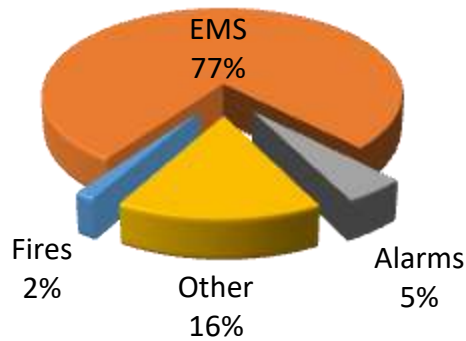
## Productive Time of Firefighter



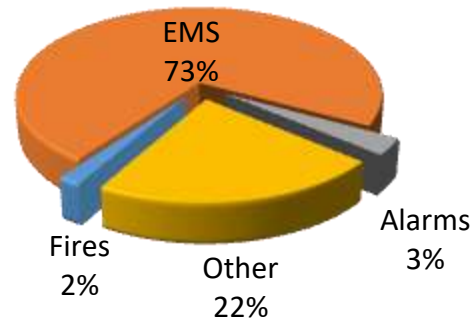
“Because of your actions, you saved my wife’s life. We are deeply grateful and glad that you are our Juneau first responders” – Ray and Debra D



## Station 1 Call Volume



## Station 3 Call Volume



## Call Location by District

District	Incident Count	% Change from 2015
Station 1 (Downtown)	2,316	24.6%
Station 2 (Douglas)	194	9.6%
Station 3 (Glacier)	1,788	1.9%
Station 4 (Auke Bay)	190	-1.6%
Station 5 (Lynn Canal)	29	-3.3%



“Words cannot convey how much our family is thankful for your hard work and dedication to our community.” – *Dave and Ariel Gibson*





Unit runs for Units/Stations						
Station	Unit	Fires	EMS	Alarms	Other	Total
1 (Juneau)	Engine 11	66	1,568	157	410	2,201
	Medic 1	51	1,608	122	348	2,129
	Truck 12	6	11	9	15	41
	Medic 10	11	399	28	60	498
	Tanker 12	0	0	0	1	1
	Utility 11	0	0	0	0	0
2 (Douglas)	Engine 21	7	3	4	0	14
	Medic 2	3	103	2	11	119
	Squad 25	18	17	5	15	55
3 (Glacier)	Engine 31	57	1,197	125	435	1,814
	Medic 3	44	1,607	92	295	2,038
	Truck 32	6	7	12	11	36
	Medic 30	1	24	0	1	26
	Rescue 1	13	5	0	6	24
	Engine A-1	0	314	0	24	338
	Engine A-2	0	203	0	19	222
	Engine A-3	0	60	0	8	68
	Utility 31	4	9	0	5	18
4 (Auke Bay)	Engine 41	28	15	3	20	66
	Medic 4	9	101	5	22	137
	Squad 45	3	4	0	5	12
5 (Lynn Canal)	Engine 51	1	0	0	0	1
	Squad 55	12	11	3	5	31
Administration	Fire 1	12	4	2	5	23
	Fire 2	36	72	17	56	181
	Fire 3	25	71	10	40	146
	Fire 4	39	16	10	34	99
	Fire 6	28	80	20	43	171
	Fire 7	5	32	0	9	46
	Fire 8	35	7	7	26	75




“You are an incredible resource for all of Juneau, and we greatly appreciate the work you do!” – Juneau Family and Birth Center

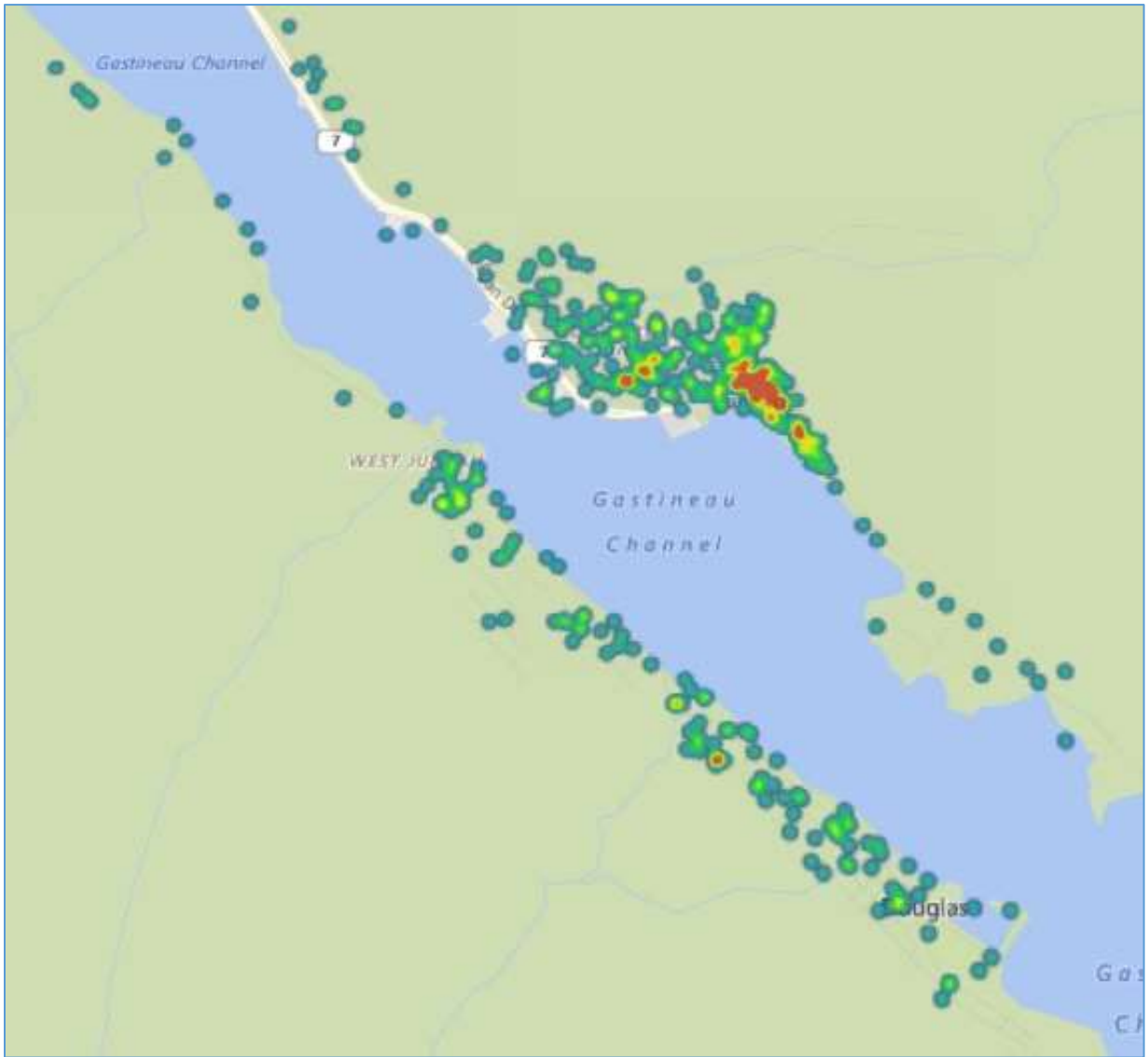


# Incident Mapping



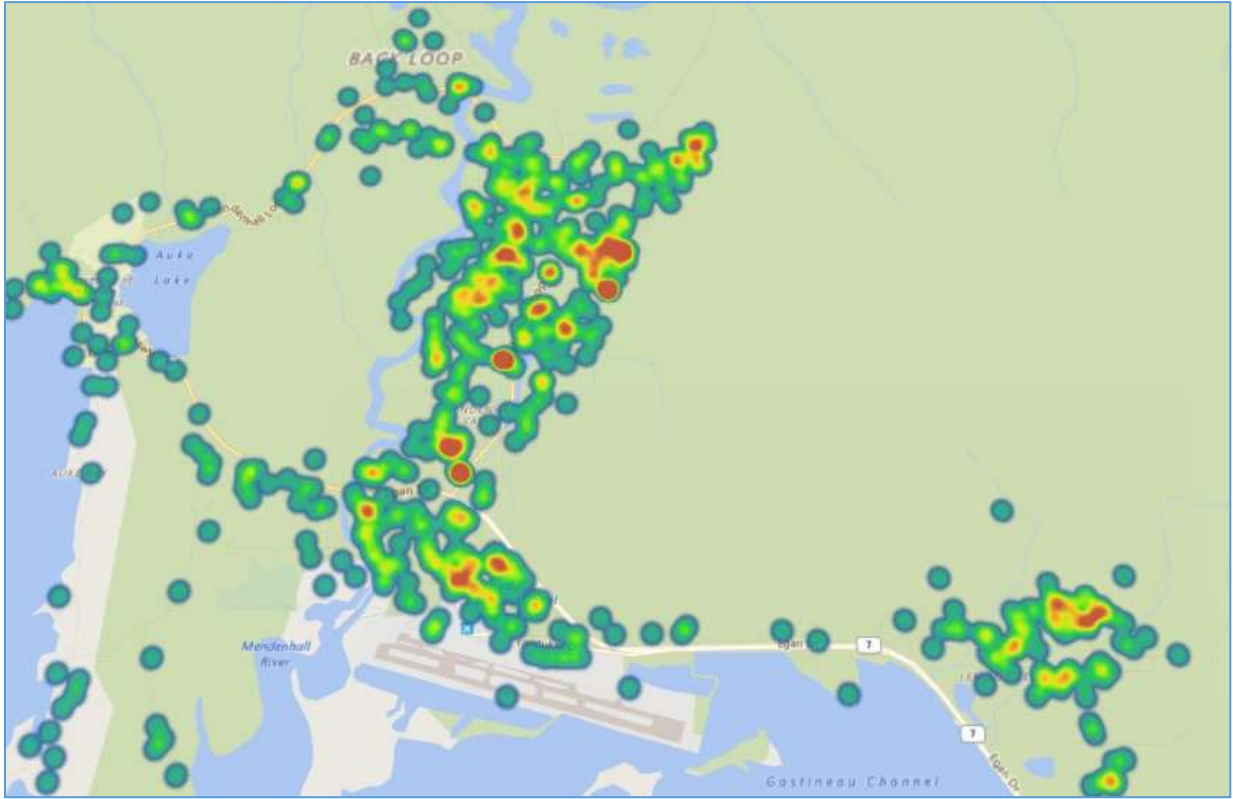
 Indicates a high frequency of emergency calls in the area






■ Indicates a high frequency of emergency calls in the area





 Indicates a high frequency of emergency calls in the area



## Personnel Involvement



Personnel Hours on Incidents		
Group	Time on Incidents	Average Person
Administration	496.4	70.9
Career	10,309.6	312.4
Volunteer	1,487.8	27.5
<b>Total</b>	<b>12,293.6</b>	

Personnel Training	
Group	Time in Training
Administration	1,463.4
Career	14,467.2
Volunteer	7,533.6
<b>Total</b>	<b>23,336.7 hours</b>

# 9,021.4

Capital City Fire/Rescue volunteers dedicate 9,021.4 hours volunteers to the City and Borough of Juneau last year by volunteering at Capital City Fire/Rescue in training and on emergency incidents.





## Response to Scenes

The National Fire Protection Association is the agency responsible for setting fire department standards across the United States. The National Fire Protection Agency’s standards are used to measure fire department’s responses, abilities, personnel, and equipment. The number of required personnel for incidents is considered the minimum number of personnel.

	NFPA (Initial Response)*	Total Required (Initial Response)
<b>Single-Family Dwelling Fire Alarms</b>	1 – Incident Commander 1 – Engine Operator 2 – Handline Operations 2 – Support Members 2 – Search and Rescue 2 – Ventilation and Ground Ladders 1 – Aerial Operator 2 – Rapid Intervention Crew 2 – EMS Crew	<b>15</b>
<b>Multi-Family Dwelling (Apartments) Fire Alarms</b>	1 – Incident Commander 2 – Engine Operators 6 – Handline Operations 3 – Support Members 4 – Search and Rescue 4 – Ventilation and Ground Ladders 1 – Aerial Operator 2 – Rapid Intervention Crew	<b>23</b>
<b>Emergency Medical Response</b>	2 – EMT – Paramedic Level 2 – EMT – Basic Level	<b>4</b>

\*NFPA 1710, *Organization and Deployment of Fire Suppression Operations, Emergency Medical Operations, and Special Operations to the Public by Career Fire Departments (2016 Edition)* was used to compile the number of personnel required.

	Single Family Dwelling	Multi-Family Dwelling
<b>Confirmed Fires and Alarms</b>	14	10
<b>Emergency Medical Response</b>	5	5

Capital City Fire/Rescue’s response to confirmed fires and fire alarms has improved, but remains below the National Fire Protection Association’s (NFPA’s) standard.



## Firefighter Injuries

17 Firefighter Injuries were reported in 2016.

- At a structure fire, a firefighter inhaled smoke. The firefighter did not complain of any lasting effects after resting in an environment with clear air.
- During a training evolution, a firefighter reported injuring their ribs. After removing the firefighter from the evolution, the firefighter stated improvement and no need for further treatment.
- At a fire incident, a firefighter reported chest pain. The firefighter continued the remainder of his 24 hour shift. When the firefighter returned to work the following shift, the firefighter complained the chest pain was still present. The firefighter was taken to BRH for further evaluation and treatment. The firefighter was admitted and released later.
- A firefighter injured his wrist while working on a fire. The firefighter denied any further treatment and continued to work.
- At a special teams training event, near the glacier, a firefighter injured his knee. There was no direct event at the training that was attributed to the injury. A physician evaluated the knee. The firefighter missed two days of work.
- While removing a patient from a trail, a firefighter strained his ankle. The ankle was treated with ice and the firefighter continued to work the remainder of the shift.
- Responding to an incident, a firefighter injured a finger when he removed the wheel chocks. The firefighter remained at work and no further treatment was required.
- A firefighter was injured while working out. The firefighter jammed his finger. The firefighter continued work and the report was precautionary only.
- Two firefighters had skin contact to blood from splatter while conducting CPR. Both firefighters continue to be monitored for contraction of disease.
- A firefighter was injured doing overhaul work at a structure fire. The firefighter tripped on an unseen object and fell onto a steel beam. The firefighter landed on his shins. The firefighter continued work and was not seen by a physician.
- While replacing hose on the fire engine, a firefighter was injured by a coupling. The firefighter was seen by the Emergency Department physician and his wound was cleaned and bandaged. The firefighter immediately returned to work.
- While working out, a firefighter was injured when they replaced a weight on its rack. The firefighter injured their finger. The firefighter bandaged their finger and continued work.
- Four emergency medical providers received prophylactic treatment after treating a patient with undiagnosed meningitis. The Emergency Department physician felt it was prudent to have all EMS providers treated. All firefighters continued their shift.



## Fire Suppression Statistics



# 96.7%

In 2016, Capital City Fire/Rescue saved 96.7% of the value of the property threatened by fire.

Property Loss/Save Regarding Fires			
Fire Type	Loss	Saved	Quantity
Structure Fire Involving an Enclosed Building	\$472,700	\$14,411,521	28
Structure Fire Not Involving an Enclosed Building	\$200	\$1,800	2
Cooking Fire, Confined to Container	\$8,350	\$6,705,962	8
Chimney or Flue Fire, Confined to Chimney	\$1,000	\$799,000	5
Fuel Burner/Boiler Malfunction, Contained	\$0	\$808,000	3
Trash or Rubbish Fire, Contained	\$0	\$0	4
Fire in Motor Home, Camper, RV used as residence	\$45,000	\$0	1
Passenger Vehicle Fire	\$16,750	\$1,000	7
Forest Fire	\$0	\$150,000	2
Grass Fire	\$0	\$0	1
Outside Rubbish Fire, Not Otherwise Classified	\$0	\$0	2
Outside Rubbish Fire, Trash or Waste Fire	\$0	\$0	4
Dumpster or Other Outside Trash Receptacle Fire	\$0	\$0	1
Water Vehicle Fire	\$7,100	\$15,400	4
Vehicle Fire, Not Otherwise Classified	\$40,179	\$35,000	2
Incinerator Overload or Malfunction, Fire Contained	\$0	\$0	1
Off-road Vehicle or Heavy Equipment Fire	\$300	\$0	1
Special Outside Fire, Not Otherwise Classified	\$0	\$581,200	1
<b>Totals:</b>	<b>\$807,879</b>	<b>\$23,506,883</b>	<b>77</b>



## Emergency Medical Services



4

Capital City Fire/Rescue resuscitated 4 patients from cardiac arrest that returned home to live normal lives in 2016

Apparatus	Patient Contacts	Percent Change
Medic 3	1,552	1.1%
Medic 1	1,501	23.4%
Medic 10	343	21.2%
Engine 11	39	39.3%
Engine 31	12	-33%
Medic 30	14	7.7%
Medic 4	5	150%
Helicopter	4	100%
Squad 55	1	0%
Fire 3	1	-66.7%
<b>Totals</b>	<b>3,471</b>	<b>12%</b>

Transport Destination	Destination Count	Percent Change
Bartlett Regional Hospital	2,798	16.7%
Juneau International Airport	336	8.0%
Private Residence	32	-38.5%
Rainforest Recovery Center	32	-22.0%
Private Physician	4	100%
Other	2	100%
<b>Totals</b>	<b>3,204</b>	<b>14.3%</b>

“Your team was extraordinarily professional, competent and sensitive to the needs of the patient, who received careful emergency treatment, was assessed and then transported to Bartlett Hospital for further diagnosis.” – Erik Lie-Nielson



Chief Complaints Treated	Quantity	% Change
Altered Mental Status	356	-4.3%
Chest Pain	298	8.8%
General Weakness	262	33.7%
Strain/Sprain/Fracture/Dislocation	243	11.0%
Dyspnea	238	8.2%
Abdominal Pain	232	6.4%
Abrasions/Lacerations/Amputations	197	13.9%
Seizures	197	20.1%
Neck or Back Pain	153	13.3%
Behavioral Problem	133	95.6%
Infection	117	58.1%
Syncope/Dizziness	107	-13.7%
Drug Overdose	107	114.0%
Head Injury	79	-12.2%
Cardiac Dysrhythmia	78	66.0%
Nausea	66	26.9%
Unconscious/Altered LoC	64	-9.9%
Head Pain (or Headache)	64	0.0%
No Problem/No Injury	60	-35.5%
Cerebral Vascular Accident or TIA	46	-4.2%
Gastrointestinal Bleed	38	81.0%
Obstetrical Problem	35	-2.8%
Cardiac Arrest	31	4.9%
Diabetic Problem	30	3.4%
Dead	28	-30.0%
Allergic Reaction	28	100.0%
Vomiting	22	0.0%
Multiple Trauma	19	-26.9%
Dehydration	12	20.0%
Palpitations	11	0.0%
Choking or Airway Obstruction	10	-23.1%
Hypothermia	9	-35.7%
Burns	7	-30.0%
Hyperventilation	7	133.3%
Respiratory Arrest	6	0.0%
Vaginal Bleeding	6	50.0%
Eye Injury	6	0.0%
Ingestion	6	500.0%
Bite or Sting	5	N/A
Diarrhea	4	-50.0%
Epistaxis	3	-50.0%
Shock	3	50.0%
Hyperthermia	2	-50.0%
Drowning or Near-Drowning	0	-100%

## Non-resident Patients



### Average Patient Information

Weight	<b>176 pounds</b>
Age	<b>50.0 years old</b>
Nonresident	<b>26.9%</b>







Medications Administered	1,640	% Change
Oxygen	225	-8.5%
Ondansetron	198	16.5%
Normal Saline	159	59.0%
Aspirin	138	11.3%
Albuterol	127	35.1%
Nitroglycerin	120	17.6%
Fentanyl	116	33.3%
Ipratropium	106	37.7%
Epinephrine 1:10,000	88	-6.4%
Midazolam	76	-7.3%
Ketamine	66	61.0%
Naloxone	50	-3.8%
Methylprednisolone	27	92.9%
Morphine	21	-12.5%
Diphenhydramine	16	166.7%
Atropine	15	275.0%
Succinylcholine	11	266.7%
Amiodarone	10	150.0%
Dextrose	10	100.0%
Oral Glucose	9	-30.8%
Diltiazem	7	40.0%
Epinephrine 1:1,000	7	40.0%
Magnesium	7	600.0%
Sodium Bicarbonate	7	75.0%
Adenosine	4	N/A
Etomidate	4	33.3%
Keterolac	4	-42.9%
Epinephrine 1:100,000	3	50.0%
Glucagon	3	0.0%
Lidocaine 2%	2	100.0%
Vecuronium	2	100.0%
Hemostatic Agent	1	N/A
Metroprolol	1	N/A

## Fire Marshal's Office



Fire Marshal  
Daniel Jager



Deputy Fire Marshal  
Sven Pearson

The Capital City Fire Rescue Fire Marshal's Office consists of one Fire Marshal and one Deputy Fire Marshal. The fire marshals are enforcement officers specifically tasked with providing public safety through the use of the fire code.

The fire department of today does more than just fire and emergency medical response; they are an "all hazards response department". As such, the fire marshals are responsible for strategic planning, prevention and mitigation of all hazards, emergency response, public safety education and fire/arson investigation and prosecution.



The City and Borough of Juneau is a deferred jurisdiction, which is legally responsible for full code enforcement through the State Fire Marshal. This deferred agreement places a heavy workload on the fire marshal office that is mandated by state statute to inspect the following occupancy types:

- Assembly – Restaurants, bars, churches
- Education – All childcare, pre-school, elementary, junior high, middle and high schools
- Institutional – Prisons, jails, hospital and medical facilities and nursing homes
- Residential – Tri-plex or larger, apartment buildings, hotels/motels and assisted living
- High Impact facilities such as processing or manufacturing

Code enforcement activities focus on making sure buildings and facilities are operated and maintained safely. The primary tool for this is by conducting fire inspections. Inspections are conducted in multi-unit residential buildings and commercial facilities. The inspections are performed by the firefighters and the fire marshals.



Structures in the downtown business district are required to be compliant with the fire code which poses a challenge as a majority of these structures were built before there were codes and they have intricacies that make them susceptible to fire spread. This particular part of Juneau plays a major role in local tourism and vital economics.

The fire marshals are also responsible for fire protection engineering. They ensure site development, new construction, and alteration projects comply with building and fire codes as well as CBJ ordinances. This is accomplished by positive and cooperative work with owners, developers and contractors in the design process of projects, reviewing construction documents and inspecting and testing the installation of fire suppression, fire alarm, controlled exiting and smoke control systems.



Fire investigations are an important function of the fire marshal office and the first step in fighting arson crimes. Unless a fire has been thoroughly investigated, it is often unknown if an arson has occurred. A fire origin and cause investigation is a scientific and systematic approach used to carefully examine and process evidence and data collection.

The field of fire investigation is very specialized and the Juneau Police Department and the District Attorney Office utilize the fire marshals as subject matter experts with fire evidence and rely on their reports for court cases dealing with arson related crimes. The CCFR Fire Marshal's Office is known statewide for having a successful track record in fire origin and cause investigations and the pursuit of arson crimes.



## Other CCF/R Activities



# 1,256

Capital City Fire/Rescue personnel gave 1,256 citizens and visitors tours of their apparatus and station. These tours give a unique opportunity for personnel to teach the public about what their fire department does for them and builds trust and public safety.

<b>Tours &amp; Public Education</b>	<b># of people</b>
Unscheduled Tours	824
Scheduled Tours	432



<b>Activities</b>	<b># Hours</b>
Station Maintenance	2,105.5
Unscheduled Public Interaction	802.1
Scheduled Tours	1,501.5
Administrative Tasks	1,528
Snow Removal	48
Physical Fitness	1,309

<b>Crew Training Hours*</b>	A-Shift	B-Shift	C-Shift
Station 1 (Sum)	2,504.2	1,684.5	1,697.3
Station 1 (Average)	417.4	280.8	339.5
Station 3 (Sum)	2,564.82	2,892.3	2,916.1
Station 3 (Average)	427.5	413.2	324.0

\* Each career member is required to have 240 hours of training annually.

<b>Volunteer Training Hours*</b>	A-Shift
Station 2 (Sum)	1,703.6
Station 2 (Average)	100.2
Station 4 (Sum)	5,400.8
Station 4 (Average)	103.9
Station 5 (Sum)	429.3
Station 5 (Average)	71.5

\* Special Teams-only members were excluded from this table.



### Administration Training Hours

Admin (Sum)	1,543.9
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## Personnel Related News



### Promotions

#### Firefighter I

- Joseph Ferlauto; May 12, 2016
- Peter Flynn; May 12, 2016
- Conor Kincaid; May 12, 2016
- Brandon Lumbab; May 12, 2016
- Trace Mitchell; May 12, 2016
- Linda Palmer; May 12, 2016
- Matthew Roehl; May 12, 2016
- Dante Santos; May 12, 2016
- Scott Sell; May 12, 2016
- Alexander Zellhuber; May 12, 2016



#### Driver/Operator

- Kristi Asplund; May 1, 2016
- Mario Hernandez; May 1, 2016
- Donald Law; May 1, 2016
- Scott Lockie; May 1, 2016

#### Fire Captain

- Sam Russell; August 23, 2016



## Awards, Commendations and Additional Certifications

### Capital City Fire/Rescue Awards

- Chief's Award of Excellence** – Kathy Miller
- Career EMS Provider of the Year** – Danny Babcock
- Volunteer EMS Provider of the Year** – Kathy Miller
- Career Rookie of the Year** – Marcus Kinman
- Volunteer Rookie of the Year** – Tucker Cooper
- Emory Valentine Leadership Award** – Noah Jenkins
- Instructor of the Year** – Sam Russell
- George Reifenstein Special Teams Award** – Cheyenne Sanchez
- Career Firefighter of the Year** – Travis Larsen
- Volunteer Firefighter of the Year** – Robert Kindred



### Meritorious Unit Commendations

- Travis Mead, Lance Lawhorne, Cheyenne Sanchez, Shaun Rhea, Paul Kelly, Mario Hernandez, Alexander Zellhuber, Kathy Miller, Chad Cameron and Tod Chambers for a nighttime cliff rescue.
- Roy Johnston and Jayme Johns for their actions at a scene involving an active shooting.

### Milestone Anniversaries

- Assistant Fire Chief Chad Cameron – 20 Years
- Fire Captain Travis Mead – 15 Years
- Firefighter / EMT Jason Tarver – 15 Years
- Fire Chaplain Sam Dalin – 15 Years
- EMS Training Officer Joe Mishler – 10 Years
- Engineer John Adams – 10 Years



### Achievements

- Fire Captain Todd Cameron – Fire Officer Designation from the Commission for Professional Credentialing
- Fire Marshal Dan Jager – Fire Marshal Designation from the Commission for Professional Credentialing
- Fire Marshal Dan Jager – Certified Fire and Explosion Investigator from the National Association of Fire Investigators
- Deputy Sven Pearson – Certified Fire and Explosion Investigator from the National Association of Fire Investigators



**Births**



Annalise Enya Lockie

Parents: Scott & Emily Lockie

Born: May 11, 2016







## Discussion

Over the past few years, Capital City Fire/Rescue has improved data collection and use for statistical purposes. We are capturing data well above the standards set by either the State of Alaska and the United States Fire Administration to better explain our service to you. It is our belief that you will see the fruits of this effort in this report.

In 2016, Capital City Fire/Rescue saw an unprecedented rate of growth in emergency calls. There was a 12.6% increase in call volume. Never before has Capital City Fire/Rescue seen that large of an increase in call volume in the 21 years of reporting. All preventable incidents such as fire, alarms and other calls have decreased compared to the previous year. It is our belief this is a direct result of increased public education and enforcement of fire code. Capital City Fire/Rescue continues to increase its public education through giving scheduled and unscheduled tours and public appearances. If you see a Capital City Fire/Rescue apparatus outside of the station and not on an emergency incident; most times, you will find the operator with the apparatus, standing outside and answering questions of the public.

All emergency call types increased with the exception of Alarms. Most other call types are difficult to try to decrease the incidence of. Capital City Fire/Rescue continues to search for innovative ways to better serve the community's needs proactively.

This is the second year Capital City Fire/Rescue has been able to account for how many times we were called while we were actively working on another emergency incident. This statistic is very important to all of our members because it means the second call received a delayed response due to the units and personnel already serving the community on another emergency incident. All of our members make the public's safety and needs their top-most priority. We are constantly looking at our responses and how we do things to better serve our population. This annual report is just one method we assess what the Department does and how we can improve. It is our hope this report will help you, the reader, better understand what your fire department does for you.



## Frequent Questions



- Why does the engine respond with the ambulance on medical calls?

Personnel are needed for care and lifting. Fire engines and ambulances respond as a team. Complex medical incidents require several medical personnel on scene to care for a patient. Often times, our responders don't know exactly what the patient's problem is until they get there. When the patient is critical, more personnel are needed to control the airway, give medications, perform ECG's, etc... When you call 911, you are actually receiving a mobile Emergency Room. Our medics are highly trained. They can and will provide lifesaving care similar to the Emergency Department at the hospital. This takes personnel and coordination. If an ambulance were to only show up and find they need immediate help, it will take the fire engine with additional personnel, 10-15 minutes to respond to the scene. In many instances this is too long of a time frame for the patient to go without the care needed the additional personnel will provide.

Our current staffing is two personnel on the ambulance and two personnel on the fire engine. With our current average patient weight, if only the ambulance personnel were lifting the patient, each person must lift at 115 pounds. Many of our homes in Juneau have stairs. Medics can lift this weight when necessary, but by providing two more personnel, the fire engine, it is safer for the patient and personnel lifting by distributing the weight each must lift.

- Why do I see you responding with so many more vehicles (apparatus)?

In 2016, Capital City Fire/Rescue received approximately 469 calls that we were unable to respond to immediately because we were at another emergency incident. When this occurs, the opposing career station, off duty personnel and volunteers are toned out to respond. The intention is to provide the quickest care available to every emergency call. Often times, when someone has made a specific complaint about an excess of apparatus going to the call, the ensuing investigations have found the call was one of these stacked calls.

We do attempt to minimize the response of apparatus and personnel as much as possible. In these events, if an in-district apparatus is able to break away from the initial call, they will and will cancel any incoming units they can. This is also way you may see a fire apparatus with their lights and sirens on and all of a sudden, turn them off. More than likely, they were cancelled from where they were going because someone arrived at the scene of the incident and stated they were no longer needed.





- What is the difference between an EMT and a Paramedic?

The State of Alaska has three different levels of EMT. To be the top-most level of EMT, you will receive approximately 220 hours of training total in order to receive your certification. In most instances, an EMT receives their training in their community.

Most communities do not have paramedic education programs. So most people that become a paramedic, must go elsewhere to learn. A paramedic will receive an additional 1,800 hours of training after becoming an EMT.

Capital City Fire/Rescue employs both EMT's and Paramedics. We provide at least one paramedic on every emergency medical call.

- What type of incidents does Capital City Fire/Rescue respond to?

Capital City Fire/Rescue responds to all 911 calls that are not law enforcement related. We respond to fires of all types, public complaints on potential hazardous situations, fire code complaints, carbon monoxide alarms, fire alarms, medical calls, swift water rescue calls, low-angle and high-angle rescue calls, ice rescues, trail rescues, medical incidents, hazardous materials incidents or suspected hazardous materials incidents, open burning complaints, assisting people, public education requests, station tours, standing by at public events, fire investigations, reported unsafe structures, air medevacs and rescues, airport and aircraft emergencies, boat and vessel disasters, and anything else that comes down the pike.

Our first motto was, "You ring the bell, we will do the rest." We continue to live by these words and most personnel carry a coin in their pocket that has this motto on it.



## Appendix – Calls classified as “Other”



Title	Frequency	% Change
Accident, potential accident, other	0	-100.0%
Aircraft crash, non-injury	1	-50.0%
Aircraft Incident Standby	6	0.0%
Animal rescue	1	0.0%
Arcing, shorted electrical equipment	4	-20.0%
Assist invalid	32	60.0%
Assist police or other governmental agency	32	0.0%
Attempted burning, illegal action, other	1	0.0%
Authorized controlled burning	23	0.0%
Barbecue, tar kettle	0	-100.0%
Biological hazard, confirmed or suspected	0	0.0%
Carbon monoxide incident	4	100.0%
Chemical spill or leak	0	-100%
Citizen complaint (i.e. smoke complaints)	3	-25.0%
Defective elevator, no occupants	1	N/A
Dispatched & cancelled enroute	143	25.4%
Electrical wiring/equipment problem, other	3	50.0%
EMS call, party transported by non-fire agency	41	57.7%
Excessive heat, scorch burns with no ignition	0	-100.0%
Fire alarm sounded due to cooking	54	-10.0%
Fire Code Enforcement	3	-66.7%
Flammable gas or liquid condition, other	0	-100.0%
Gasoline or other flammable liquid spill	7	-12.5%
Good intent call, other	179	61.3%
Hazardous condition, other	0	-100.0%
Heat from short circuit (wiring)	0	-100.0%
Light ballast breakdown	1	N/A
Medical alarm activation, no medical problem	2	-81.8%
Natural gas or LPG leak (outside)	0	-100.0%



<b>Oil or other combustible liquid spill</b>	<b>15</b>	<b>650.0%</b>
<b>Overheated motor</b>	<b>3</b>	<b>200.0%</b>
<b>Overpressure rupture of steam boiler</b>	<b>0</b>	<b>-100.0%</b>
<b>Person in distress</b>	<b>1</b>	<b>-66.7%</b>
<b>Police matter</b>	<b>6</b>	<b>20.0%</b>
<b>Power line down</b>	<b>3</b>	<b>-25.0</b>
<b>Public service</b>	<b>22</b>	<b>266.7%</b>
<b>Public service assistance</b>	<b>59</b>	<b>28.3%</b>
<b>Ring or jewelry removal</b>	<b>1</b>	<b>N/A</b>
<b>Service call</b>	<b>9</b>	<b>50.0%</b>
<b>Smoke or odor investigation, no fire</b>	<b>96</b>	<b>77.8%</b>
<b>Smoke or odor removal</b>	<b>1</b>	<b>0.0%</b>
<b>Special type of incident, other</b>	<b>3</b>	<b>200.0%</b>
<b>Steam, vapor, fog or dust thought to be smoke</b>	<b>2</b>	<b>-33.3%</b>
<b>SWAT activation (assist law enforcement)</b>	<b>0</b>	<b>-100.0%</b>
<b>Unauthorized burning</b>	<b>61</b>	<b>22.0%</b>
<b>Vehicle accident, non-injury</b>	<b>23</b>	<b>-11.5%</b>
<b>Water evacuation or shut-off</b>	<b>1</b>	<b>0.0%</b>
<b>Water or steam leak</b>	<b>1</b>	<b>-75.0%</b>
<b>Water problem, other</b>	<b>0</b>	<b>-100.0%</b>
<b>Wind storm, tornado/hurricane assessment</b>	<b>0</b>	<b>-100.0%</b>

