



# 2018

## Ridgewood Fire Department Annual Report



Firefighter Oscar Martinez is teaching the Junior Police Cadets about the black hawk helicopter. Firefighter Martinez is a helicopter pilot with the New Jersey Army National Guard

James Van Goor, Chief

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“Every community should have its own plan for fire protection, as “each community has a set of conditions unique to itself, and a system of fire protection that works well for one community cannot be assumed to work equally as well for other communities. To be adequate, the fire protection system must respond to local conditions, especially to changing conditions and community needs” (Bland, 1973).

## ACKNOWLEDGMENTS

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**FORMAT AND LAYOUT:**

Patti Walsh, Administrative Assistant

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Sr. Fire Prevention Officer/Fire Official John Young  
Dolores Tomei, Bureau Administrative Secretary

**PRINTING:**

Patti Walsh, Administrative Assistant

**FIRE NARRATIVES:**

Captain DuFlocq  
Captain Schmidt  
Captain Corcoran

**PICTURES**

Boyd Loving, Village Resident



## **DEFINITION OF TERMS**

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CO - Carbon Monoxide is a colorless, odorless, and tasteless gas that is slightly less dense than air. It is toxic to humans when encountered in concentrations above about 35 parts per million.

CPR- Cardiopulmonary resuscitation is an emergency procedure that combines chest compressions with artificial ventilation in an effort to manually preserve intact brain function until further measures are taken to restore spontaneous blood circulation and breathing in a person who is in cardiac arrest.

Elevated Alarms:

- Volunteer Recall - Ridgewood Volunteer Firefighters are notified by pager to assist in times of emergency when more firefighters are needed.
- Platoon Recall - Ridgewood Volunteer Firefighters and off-duty Specific Professional Firefighters are notified by pager to assist in times of emergency when more firefighters are needed.
- Department Recall - Ridgewood Volunteer Firefighters and all off-duty Professional Firefighters are notified by pager to assist in times of emergency when more firefighters are needed.

Fast Team - Firefighter assist and search team (FAST), also known as a rapid intervention team/crew (RIT/RIC), is a team of two or more firefighters dedicated solely to the search and rescue of other firefighters in distress. FAST shall have no other operational assignment during an incident. Multiple alarm fires may require multiple FAST/RIC teams.

Heimlich maneuver- The manual application of sudden upward pressure on the upper abdomen of a choking victim to force a foreign object from the trachea.

Jaws of Life - Hydraulic rescue tools are used by emergency rescue personnel to assist vehicle extrication of crash victims, as well as other rescues from small spaces. These tools include cutters, spreaders, door busters and rams.

Narcan-NALOXONE is a narcotic blocker. It is used to treat narcotic drug overdose.

PPE - Personal Protective Equipment refers to protective clothing, helmets, goggles, or other garments or equipment designed to protect the wearer's body from injury or infection.

Response Time - The amount of time it takes to arrive, from units dispatched to the location of the emergency.

SCBA - Self-Contained Breathing Apparatus sometimes referred to as a compressed air breathing apparatus or simply breathing apparatus, is a device worn by rescue workers, firefighters, and others to provide breathable air in an "Immediately Dangerous to Life or Health" atmosphere.

T.I.C. - Thermal Imaging Camera is a type of thermographic camera used in firefighting. By rendering infrared radiation as visible light, such cameras allow firefighters to see areas of heat through smoke, darkness, or heat-permeable barriers. Thermal imaging cameras are typically handheld, but may be helmet-mounted. They are constructed using heat- and water-resistant housings, and ruggedized to withstand the hazards of fire ground operations.

Uniform Construction Code - A complete set of technical standards for construction with a uniform method of administration and enforcement.

Uniform Fire Code - Ensures that all areas of the State are protected by a uniform, minimum fire safety code so that the lives and property of the State's citizens are guarded against the hazards presented by fire.

## CHIEF'S MESSAGE

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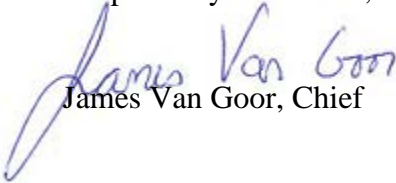
Serving as the Fire Chief for the Village of Ridgewood is a great honor. The Ridgewood Fire Department has a rich history spanning over 122 years. The traditions of this department are honored and celebrated. We understand that achieving excellence means constant re-evaluation and new effort. It is one thing to look good on paper, yet another to look good on the street. What we do is not easy, in fact, it is just the opposite. This fact, more than any other, most clearly illustrates why we tend to be so passionate about “the job”. We work hard and challenge each other to go further.

The Ridgewood Fire Department focuses its efforts in four main areas: prevention, training, public education, and response. Budgets are formed, goals are set, and performance is monitored, all focusing on providing the highest level of service to our community through continuous quality improvement. Our community continues to evolve, with our downtown growing due to multiple construction projects. The challenge for the Ridgewood Fire Department is to maintain our prevention, training, public education, and response activities by ensuring that staffing levels, equipment, and station locations are adequate to protect the evolving risk in our community.

The Ridgewood Fire Department is a proactive organization staffed with 42 professional firefighters and 6 volunteer firefighters dedicated to the delivery of service to the citizens and visitors. In 2018, the fire department responded to 2,846 emergency calls and conducted 3,293 fire prevention inspections. You will find numerous examples of successful projects, responses, and individual and team efforts that resulted in the delivery of outstanding levels of service to the community. This past year, we said good-bye to several long-term members of our department. We will miss them for their contributions of effort, experience and personality. We also welcomed new members, promoted new officers, and look forward to the contributions they will make in the future.

On behalf of all the Firefighters and Administrative Staff of the Ridgewood Fire Department, I would like to thank Mayor Hache, the Village Council, and the residents of Ridgewood for their continued support. I also want to thank all of the different departments in town for their prompt and professional assistance given to this department. Without their support, we would not be able to carry out our mission. Please enjoy this report.

Respectfully Submitted,



James Van Goo, Chief

## INTRODUCTION

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Organized fire protection began in the Village of Ridgewood in 1897 with the formation of the Protection Hook and Ladder Co. #1. Much has happened since that time and the history of the fire department has gone from the Bucket Brigade to automated master streams.

Today's firefighters are called upon to do much more than put out fires. Our fire department is skilled at handling a variety of emergency situations and is called upon to respond to motor vehicle accidents, hazardous spills, downed wires, confined space rescues, and medical emergencies to name a few. The department daily handles a number of minor emergencies as well. Some of these include pumping flooded basements for residents, responding to activations of carbon monoxide and smoke detectors, ring removals, resident lock-outs, child lock-ins, and electrical problems. The department also has a Rescue Dive Team to handle ice and water rescues.

Monday thru Saturday from 6:00 a.m. to 7:00 p.m., the fire department responds to all medical emergencies in conjunction with the Ambulance Corps and is a first responder to all ALS calls 24/7. Having a fire engine and ambulance respond simultaneously ensures that medical assistance reaches the scene within 3-4 minutes.

The basic organizational structure of the department consists of an administrative component, a fire and emergency response component, and a Fire Prevention component. The administrative component is comprised of a Chief and an Administrative Assistant. The normal work schedule is 35 hours per week with the Chief Officer on call 24 hours per day.

The fire and emergency response component is made up of both professional and volunteer Firefighters. The professional firefighters are grouped into three platoons of 13 and provide the primary response to fires and emergencies 24/7. Each platoon is comprised of (1) Captain, (2) Lieutenants, and (10) Firefighters. The platoons work schedule is based on a 56 hour per week work schedule. The volunteer personnel are a support group for the department and are called out whenever there are working fires, during the times of storms or for multiple responses.

The Fire Prevention component is comprised of a Fire Official, Fire Inspector, and a Administrative Secretary. The Fire Prevention Bureau is responsible for inspections under the Uniform Construction Code and the Uniform Fire Code. All Fire Prevention activities and Public Fire Safety Education programs are scheduled through the Fire Prevention Bureau.

Fire Department members are expected to perform all of the duties associated with responding to fires and emergencies. Such duties include incident management, personnel accountability, establishing a water supply, hose deployment, forcible entry, search and rescue, ladder placement, ventilation, salvage and overhaul, and any other activities required to safely complete an operation.

To ensure the safety of personnel and the highest level of service to the community, a training schedule has been established to ensure that all components of fire suppression and emergency operations are covered in a comprehensive manner.

## MISSION/VISION STATEMENT

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### **Mission Statement**

The Ridgewood Fire Department protects the lives and property of all Village residents and visitors. The department is entrusted to the prevention and suppression of fire, emergency medical calls, disasters, public safety, education and enforcement.

### **Vision Statement**

The Ridgewood Fire Department will be a progressive, modern department that will maintain high levels of service ensuring responsible use of the resources, and focus on the professional development and training of all personnel.

### **The Ridgewood Fire Department serves the community by performing the following essential services:**

Fire Suppression – Building, Vehicle, Brush, Electrical, etc.

Water Calls / Floods/ Broken pipes/ Basement pump outs

Lock out / Lock-in (house & car)

Storm Emergencies / Wires down / Tree Limb Removal

First Responder/ EMT

Confined Space Rescue

Dive Team / Swift Water Rescue

Hazardous Material Response

Vehicle Extrication

Auto-Accidents / Spill Cleanups / Battery Disconnects

Building Collapse/Entrapments

Electrical Emergencies

Chemical Spills / Leaks

Carbon Monoxide

Elevator Rescue

Utility Emergencies

Gas Leaks (Natural Gas or LPG)

Rope Rescue / High and Low Angle

Fire Prevention Services:

Building inspections

Code enforcement

Plan review

Public fire safety education

# THE VILLAGE OF RIDGEWOOD

## MAYOR AND COUNCIL 2018

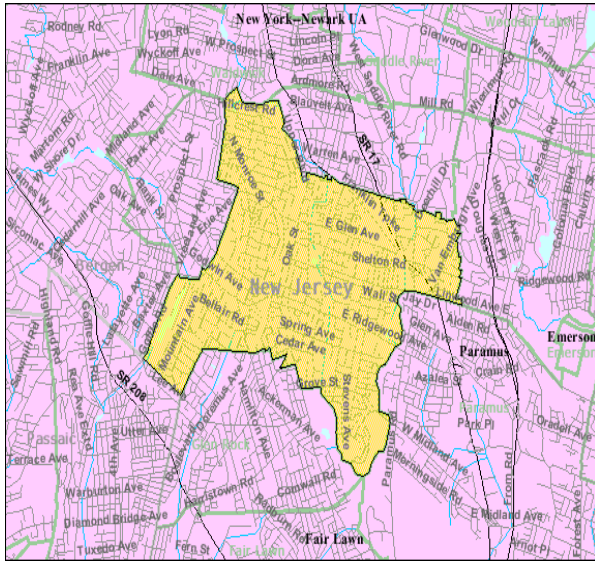
Mayor Ramon Hache

Deputy Mayor Susan Knudsen Councilman Michael Sedon

Councilman Jeff Voigt Councilwoman Bernadette Walsh

To Ridgewood's Mayor and Council, I extend my thanks and gratitude along with that of all our personnel for your support and valued service. I know firsthand of the long hours and hard work you put in to make Ridgewood a great place to live and work.

## THE VILLAGE OF RIDGEWOOD



The Village of Ridgewood is located in Bergen County, New Jersey. It is primarily a residential community with a thriving business district. The district contains over 1,100 businesses including one major lumberyard, three major grocery chain stores, thirty-five restaurants, a four-screen movie theater, twenty houses of worship, twenty-five schools, a large natural pool, and a YMCA/YWCA facility. In addition to the almost 9,000 single-family homes, the community has sixty-eight apartment complexes with over 1,090 apartments, a regional medical center that has 451 beds, two nursing homes, and two senior citizen apartment complexes. We have a population density of 4,339 residents per square mile, and an

overall population of 25,533 within a 5.79 square mile land area. The population density is significantly higher than the Bergen County average of 3,775.

## PUBLIC PROTECTION CLASSIFICATION

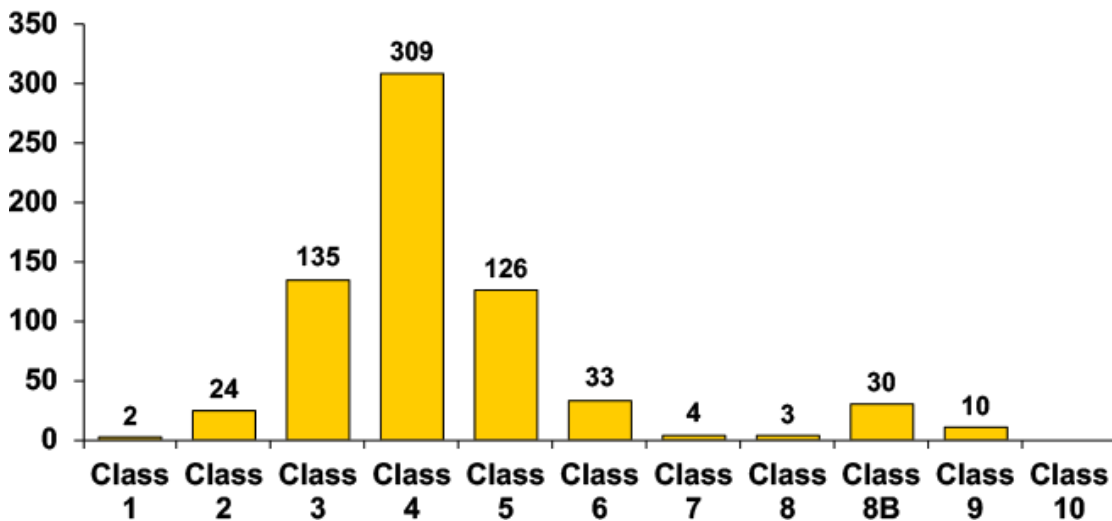
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The Ridgewood Fire Department is proud to announce that in 2012 and again in 2018 we earned the Village a #2 Public Protection Classification (PPC). Insurance Service Organization (ISO) assigns a Public Protection Classification (PPC) from 1 to 10, with 1 being the highest and 10 being the lowest rating. By classifying communities' ability to suppress fires, Insurance Service Organization (ISO) helps the communities evaluate their public fire-protection services. The program provides an objective standard that helps fire departments in planning and budgeting for facilities, equipment, and training.

Insurance Service Organization (ISO) collects information on municipal fire-protection in communities throughout the United States. Insurance companies to establish fair premiums on fire insurance for homeowners and commercial properties use the information. ISO evaluated 41,177 communities countrywide, only 1,597 are rated as Class 2 and 348 received a Class 1. Out of 676 communities in New Jersey, only 24 communities received a Class 2, and 2 communities received a Class 1 rating. This accomplishment has placed the Ridgewood Fire Department as one of the top twenty-two Fire Departments in New Jersey.

A community's investment in fire protection is a proven and reliable predictor of future fire losses. Statistical data on insurance losses proves that there is a relationship between excellent fire protection and low fire losses. Not only does a lower classification reduce the insurance rate for homeowners and businesses, it also justifies the investment that the Village has put into fire protection. Having a Class 2 fire department should give the residents a feeling of security and a greater peace of mind.

### New Jersey



## 5-YEAR STRATEGIC PLAN

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A 5-year strategic plan was developed in 2014 to provide the Ridgewood Fire Department with valuable information concerning goal development as well as the positive and negative aspects of the overall organization. One component of the process included evaluating the past and present culture, programs, and services of the department. The initial part of the strategic planning was spent identifying the strengths, weaknesses, opportunities, and threats (SWOT). Particular attention was given to the current conditions, growth of the community, and demand for services.

The focus was on customer service, continuous improvement, and the safety and welfare of our residents and employees. The Ridgewood Fire Department's Strategic Plan provides a realistic approach that will effectively guide our department for the next five years. The department's goal is to provide emergency and non-emergency services in an effective, fiscally responsible, and compassionate manner. This document serves as a planning tool to direct the current and future activities of the Fire Department in an effort to provide the best possible service to the community for the next five years.

The programs and goals for the next five years are:

- 1-Expand on the current programs/classes to support professional development, leadership training, Firefighting and EMT
- 2-Expand on and improve our emergency medical calls, first responder
- 3-Improve radio communication and equipment
- 4-Increase Fire prevention inspection/pre-fire plans
- 5-Create programs to improve customer service
- 6-Create and improve on Fire Prevention education and outreach programs to children, seniors and the disabled
- 7-Develop a health and wellness program for the personnel

The Ridgewood Fire Department must proactively respond to changes. Today's fire departments are called on to respond to a much wider range of services. The fire department staff must continually assess the needs of the organization and their ability to continue to improve the level of service. Strategic planning is another tool that will aid the department in accomplishing future goals. The strategic plan is never finished; it will need to be evaluated and updated on a regular basis. Strategic goals will need to be updated to identify accomplishments and to recognize change within the fire department. When evaluating progress towards accomplishing the goals, timelines may need to be adjusted to reflect changes in the department's needs, environment, and resources. This year we will be developing a new strategic plan that will be a guide for the next five years.

## FIRE STATIONS: HISTORY AND LOCATION

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### Fire Headquarters:

Fire Headquarters is located at 201 E. Glen Avenue. This facility has been operational since June 1, 1992 and serves as quarters for the officers and firefighters of Engine Company No. 35, Tower Company No. 36, and Rescue Company No. 42. The building also houses the Administrative Offices and the Fire Prevention Bureau.

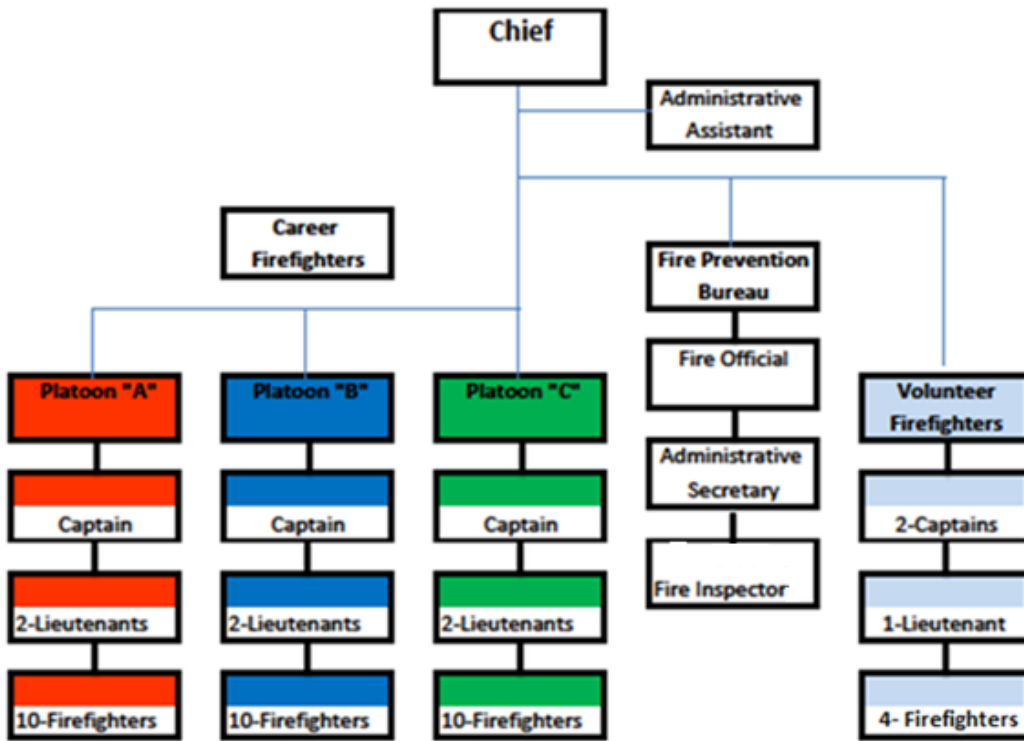


### Engine Company 31:

In response to residents' concerns after serious fires in the mid 1940's, and to better serve the West side of town, Engine Company No. 31 was established in 1947. Located at 311 West Glen Avenue, the structure is a renovated barn, which houses an apparatus room, offices, and living quarters for firefighters. There is one Engine Company with a three person crew on duty 24 hours a day. This fire station has served the Village for almost 70 years.



# ORGANIZATIONAL CHART



## CAREER PERSONNEL

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**Administration:** Chief James Van Goor

Administrative Assistant Patti Walsh

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### **Fire Officers:**

Captain Chris DuFlocq  
Captain Brendan Corcoran  
Captain Scott Schmidt  
Lt. Joseph Ferraro  
Lt. Jason Kane  
Lt. John Judge  
Lt. Michael Kakolewski  
Lt. Justin O'Connor  
Lt. Jordan Zales

### **Fire Prevention**

Lt. /Fire Official John Young  
Lt. /Fire Inspector Vincent Krug  
Admin. Dolores Tomei

Starting in 2010, the “Firefighter of the Year” Award is being dedicated in Memory of FF. Mark Cassidy



“Mark Cassidy Firefighter of the Year” award was presented to Capt. Chris DuFlocq

### **Firefighters:**

FF. Matthew Bombace  
FF. Tim Bombace  
FF. Paul Brennan  
FF. Greg Corcoran  
FF. Scott Cornell  
FF. Anthony Dinice  
FF. Chris Eidschun  
FF. Michael Ferraro  
FF. Kurt Harba  
FF. Jason Jacoby  
FF. James Kakolewski  
FF. Dave Kelly  
FF. Brian Kelly  
FF. Dane Knudsen  
FF. Dan Kostro  
FF. Oscar Martinez  
FF. Michael McLaughlin  
FF. Christopher Mead  
FF. Matthew Musicant  
FF. Brian Peacock  
FF. Matthew Range  
FF. Michael Rohrman  
FF. Ryan Romero  
FF. Thomas Shortway  
FF. Daniel Steen  
FF. Shelby Taylor  
FF. Hank Van Wageningen  
FF. Chris Wolfstirn

### **Appointments:**

Prob. FF Trever Fetkowitz  
Prob. FF Thomas Benintende

### **Retirements**

Capt. Greg Hillerman

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## COMMENDATIONS

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### CPR Save

Engine 35 was dispatched to a report of CPR in progress. Upon arrival they found the Ridgewood Police administering CPR and the automatic defibrillator attached. Engine 35 crew assisted in the CPR and administered one shock. The patients pulse was regained but still needed assistance with breathing. The firefighters assisted the patient with breathing with the use of a bag valve mask. In the ambulance the patient woke up and was alert and breathing on his own.

The Ridgewood Fire Department would like recognize:

Firefighter/EMT Michael Ferraro  
Firefighter/EMT Michael McLaughlin  
Firefighter/EMT Matthew Musicant  
Firefighter/EMT Shelby Taylor

### Life Saving Award

The firefighters on platoon “A” responded to a women trapped under a large tree. She had been walking on the sidewalk when the tree came down. They found her unconscious and her leg pinned under the tree. While the EMT firefighters tended to her medical needs the other firefighters stabilized the tree and use specialized rescue air bags to lift the tree. Due to the fast response, extensive training and teamwork they were able to successfully remove the patient to safety.

The Ridgewood Fire Department would like recognize:

Captain Scott Schmidt	Lt. Joseph Ferraro
Lt. Michael Kakolewski	Firefighter/EMT Matthew Bombace
Firefighter/EMT Greg Corcoran	Firefighter /EMT Anthony Dinice
Firefighter/EMT Daniel Kostro	Firefighter /EMT Thomas Shortway
Firefighter/EMT Scott Cornell	Firefighter/EMT Ryan Romero

### Life Saving Award

During the Emergency Services Annual Dinner in January, a guest was eating when she began to choke on a piece of meat and her airway became completely blocked. The Heimlich maneuver had to be performed several times in order to get the blockage removed. Because of the quick actions and training of the firefighter, the meat was dislodged and she was able to breathe.

The Ridgewood Fire Department would like recognize:

Firefighter/EMT Daniel Steen

## VOLUNTEER PERSONNEL

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### Fire Officers:

Administrative Capt. Richard Scalione  
Capt. Chris Raimondi  
Lt. Robert Peacock

### Firefighters:

FF. David Azzopardi  
FF. Jeffrey Creegan  
FF. Dennis Johnson  
FF. Anthony Monton



## PERSONNEL TRAINING

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### Career Personnel

The Members of the Career Department conducted training in 2018 covering the following subjects:

Active Shooter Response	Confined Space Operations	Decontamination
Blood Borne Pathogens	Personal Protective Equipment	Building Construction
Personnel Accountability	Structural Firefighting	Winter Operations
CPR Re-certification	Building Collapse & Safety	Right to Know
Trench Rescue	First Aid	Pre-Fire Planning
Vehicle Firefighting	Engine Company Operations	Ropes & Knots
Driver Training	Rescue Tools	Brush Firefighting
Extrication – Motor Vehicle	Sprinklers & Standpipes	Forcible Entry
Search & Rescue	Portable Fire Extinguishers	Ground Ladders
Aerial Ladder Operations	F.A.S.T. Operations & Equipment	Master Streams
Radio Communications	Advancing Hand Lines	Computer
Ventilation	Report Writing	Self Contained Breathing
Engines & Pumps	Elevator Rescue	Tools & Equipment
Confined Space Rescue	Use, Care & Maintenance of Equip.	Fire Behavior
Operation of Gas Meters	Salvage & Overhaul	Thermal Imaging Camera
Cause & Origin	Water Rescue	Air Tools & Rescue Air Bags
Natural Gas Emergencies	Incident Command System	

### Volunteer Personnel

The Members of the Volunteer Department conducted training in 2018 covering the following subjects:

Blood Borne Pathogens	Fire Behavior	Building Construction
Structural Firefighting	Portable Fire Extinguishers	Right to Know
Search & Rescue	Ropes & Knots	Mass Decontamination
Personal Protective Equip.	Natural Gas Emergencies	Confined Space Rescue
Rescue Tools	Personnel Accountability – Safety	Self Contained Breathing
Building Collapse & Safety	Forcible Entry	Pump Operations
Ground Ladders	4” Hose Operations	Master Streams
Ventilation	Advancing Hand Lines	Driver Training

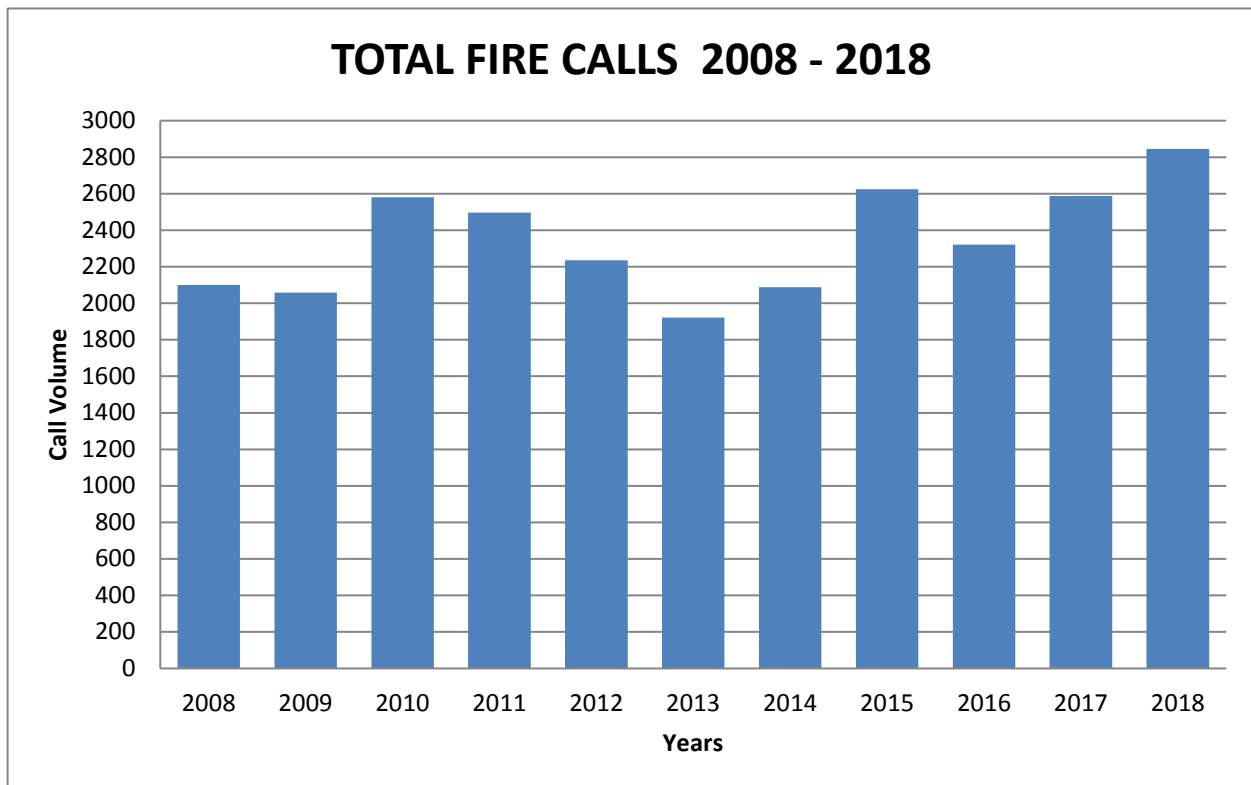
"In the heat of the battle you don't remember very much. You don't think very fast. You act by instinct, which is really training. So you've got to be trained for battle so that you will react exactly the way you did in training". (Admiral Arleigh Burke, USN)

## FIRE CALL VOLUME MONTH/YEAR

### RESPONSES BY MONTH – 2018

JANUARY	240
FEBRUARY	189
MARCH	380
APRIL	212
MAY	288
JUNE	207
JULY	220
AUGUST	245
SEPTEMBER	248
OCTOBER	210
NOVEMBER	201
DECEMBER	206

**TOTAL ALARMS 2,846**



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## HIGHLIGHTS OF 2018 SIGNIFICANT INCIDENTS

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### **Structure Fire- Response Time 5:10**

Upon arrival, found a moderate smoke condition banked down four feet from the ceiling. Ceilings were opened up in the area finding fire had taken hold of the ceiling beams and were extending. The fire was quickly extinguished by the truck company utilizing a water extinguisher. The residence remained habitable.

---

### **Structure Fire- Response Time 1:51**

Arrived on scene finding an exterior fire extending up the side of the structure. The ladder truck company arrived and started opening up wall above the fire, while the first due engine extinguished the fire. The fire started in a trash can next to the home from a discarded cigarette. When the trash can finally melted, the fire quickly extended. The exterior siding was removed from the home along with soffits and gutters. The residence remained habitable.

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### **Over Dose - Response Time 2:03**

Engine 31 responded to a call for a male patient who was not breathing. Engine 31 personnel was notified that police had administered 1 dose of Nar-can due to history of drug use and information obtained by friends. Engine 31 immediately started providing rescue breathing and administered one more dose of Nar-can due to indicating factors. Fire Department personnel assisted in stabilizing the patient and the patient was transported to Valley Hospital.

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### **Lock-In with Medical Emergency - Response Time 4:51**

Car 38 and Engine 35 were dispatched to assist police in gaining entry to a residence. While in-route, Central updated units that the police was requesting ALS to respond for a bleeding patient inside the home who was in and out of consciousness. Fire Department personnel determined the front door was going to be the best way to get inside the home. Fire department personnel assisted in stabilizing the patient and the patient was transported to Valley Hospital.

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### **Carbon Monoxide Incident - Response Time 2:15**

Upon arrival, found homeowner outside stating their alarm had been sounding for a while and he had reset it 3 times prior to calling the fire department. Car 38 entered the home and registered elevated CO readings inside the front door. Engine 31's crew, wearing SCBA's, entered the home to find the cause to be coming from the clothes dryer that had been running all day according to the homeowner. The home was ventilated and continually monitored until no CO readings were found.

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### **Stovetop Oven Fire - Response Time 1:59**

Received a phone call from a resident reporting his stove top was on fire. All apparatus responded. Engine 35 crew reported a burner area for the griddle had active flame visible. Engine 35 crew was able to remove this piece of the stove and extinguish the fire. The area was checked with a thermal imaging camera to ensure no extension. Due to the quick response, the fire was contained to the stove. The homeowner was advised by fire personnel to the oven professionally repaired.

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### **Multi-Vehicle Accident - Response Time 3:00**

Upon arrival, found multiple vehicles involved in a severe accident. Upon further investigation found the driver trapped within the vehicle. The driver was extricated and transferred to the hospital. All occupants were assessed as well and transported to local hospitals.

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**Person trapped under a fallen tree - Response Time 3:08**

Upon arrival, Engine Company 31 evaluated the area for safety and began treating the patient. Utilizing air bags and chocking devices FD stabilized the tree and readied for lift. When paramedics on scene confirmed the stabilization of the patient, the tree was slowly lifted and stabilized to cause no further harm to the patient or create an unsafe scene for the first responders on scene. The lift was successfully executed without incident and the patient was removed from the entrapment and transferred to the ambulance on scene with the Paramedics and EMT's.

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**Odor of smoke in the home - Response Time 2:45**

Homeowner called 911 after detecting an odor of smoke in her home. The home was searched and a strong odor of smoke was found. The odor appeared to be coming from the dryer and FD personnel shut down the unit and investigated. The dryer was partially dismantled to find a fire had occurred in built up lint and some of the inner workings of the machine. The fire was out and no extension was found with multiple TIC cameras. No CO was present in the home as well on all levels. The unit was left out of service and the homeowner was going to have it replaced.

---

**Received nearly 100 calls during Nor'easter Snow Storm-**

Responded to nearly 100 calls during the first shift for the March 7<sup>th</sup> snow storm, with several dozen storm related calls in each of the following days in addition to normal call volume. The calls varied from electrical and utility wires down, several telephone pole and transformers down, large trees into homes, CO conditions and fire alarms as well as outside fires caused by the downed electrical wires.

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**Unresponsive Person - Response Time 3:15**

Upon arrival, found a patient who was unresponsive, without pulse, and CPR being initiated by staff members on scene. FD personnel took over CPR. Upon arrival of the ambulance, the LUCAS automated chest compression device was utilized as CPR continued. Paramedics arrived on scene and administered pharmaceutical interventions as the transport to Valley Hospital was initiated. During transport and upon arrival to the hospital the patients pulse and breathing were restored and follow up showed the patient to still be alive.

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**Heavy Equipment Fire - Response Time 3:10**

Car 38, Engine 31, Engine 35, and Rescue 42 were dispatched to the Lakeview Drive leaf dump for a leaf grinder on fire. Once on scene Engine 31 established a water supply from the closest hydrant and stretched a 2 1/2" line to extinguish the large amount of fire. Engine 35 stretched a back-up line to help with the extinguishment. Rescue 42 used a hook to overhaul the area.

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**Tree onto Car / Wires Down- Response Time 2:05**

Upon arrival, Engine #31 personnel found a large tree had fallen in the roadway and pulled down power and cable lines. The tree was on top of a vehicle with the driver inside who was uninjured. Fire department personnel were able to move part of the tree from behind the vehicle and the driver was able to back out. There was another car that the tree crushed, however, there were no occupants inside. Further investigation of the area found that a primary wire had come down between three poles and secondary wires to three houses were also on the ground.

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**Vehicle Fire at Gas pumps- Response Time 3:01**

Upon arrival, fire crews found vehicle fully involved on fire up against gas pumps. Fire personnel quickly extinguished the fire. Access was gained to the interior of fuel pump to check for extension as the vehicle fire had melted the face and impinged on the fuel pump. The pump was disabled until it could be checked out by qualified pump inspectors.

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**Elevator Rescue - Response Time 2:40**

Upon arrival, a mother with her two children were found stuck in the elevator. Power to the elevator was shut down and the elevator door was manually opened with specialized tools. All three individuals were removed from the elevator without incident.

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**Smoke Condition in Commercial Structure (Supermarket) - Response Time 2:40**

Upon arrival, fire personnel found a strong electrical burning odor and a haze of smoke at the top of the basement stairway. All employees and customers were evacuated. A hydrant line was established and fire personnel made entry to the basement to search for the cause of the smoke. The investigation found a faulty microwave oven, which was the cause the smoke condition. The unit was removed and no extension of fire was found.

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**Structure Fire - Response Time 5:00**

While picking up from another call we were dispatched to a possible structure fire from a lightning strike. Upon arrival, found a large three story home with heavy smoke coming from the roof line. Hand lines were stretched and the fire was extinguished rather quickly. Damage to the home was significant, consuming most of the top floor with smoke and water damage throughout the home.

---

**Structure Fire - Response Time 5:16**

Responded to a report of a structure fire. Upon arrival, found a strong odor throughout the home and smoke coming from multiple vents within the home. Upon further investigation, it was determined that the entire internals of one of the a/c units was found to be on fire. The fire was extinguished, the home ventilated of smoke, and the unit was secured.

---

**Structure Fire - Response Time 1:29**

Responded to a call of smoke coming from a commercial building. Upon arrival, we found a heavy smoke condition as well a strong odor of something burning on the second floor. The entire building and attached buildings were evacuated. A fire was found in an interior mailbox system servicing the multiple occupants in the building. Hand lines were stretched and the fire was quickly extinguished. The County Arson Squad and Prosecutor's office were notified and responded as well.

---

**Animal Rescue - Response Time 6:00**

Responded to a call of a kitten that had fallen through a hole around the radiator in a residence and was trapped in the floor beam between the ceiling below and floor above. The kitten was removed to the outside. The cabinets above the stove were also checked for any extension and the house was monitored with a multi-gas meter.

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**Structure Fire in a School - Response Time 3:30**

Upon arrival, found a working fire in a classroom with heavy smoke coming from all windows and the roofline. Hand lines were stretched, the school was evacuated, and the fire was quickly extinguished. Smoke was found throughout the entire school, which was eventually vented. The class Guinea Pig was found, removed from the building, and seemed to be in good health. County investigators were notified and responded to the scene.

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**Attic Fire - Response Time 4:02**

Upon arrival, found fire coming from the roof and smoke in the attic. Hand lines were stretched by the engine companies. Rescue #42 and Ladder #36 performed a search and secured utilities. The fire was found to have started by a recent lightning strike. The quick response and training made it possible to stop the fire before it extended beyond the attic.

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**Vehicle Fire - Response Time 2:50**

Upon our arrival, found a fully involved minivan with fire extending to two other vehicles. A water supply was secured, hand lines were stretched to extinguish the fire, and all three vehicles were overhauled and secured.

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**Carbon Monoxide Incident - Response Time 4:50**

Upon arrival, found that power in the area had been out for many hours. After an investigation, it was found that the backup generator of the home was running and the exhaust was being sucked into the home through the HVAC system. The generator was shut down and exhaust fans were set up to ventilate the home. The homeowner was informed of the problem and was instructed to contact their contractor to resolve the problem.

---

**Vehicle Fire - Response Time 1:17**

Received a report of a car fire at the intersection of W. Ridgewood Avenue and Heights Rd. Upon arrival Car 38, Engine 31 and Rescue 42 found a vehicle on fire and a hose line was stretched. The fire was extinguished and the vehicle was overhauled.

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**Structure Fire- Response Time 3:30**

Received alarm of fire at a residence. Upon arrival command was established and a small fire from an outlet that was running up the wall was found. Hand lines were stretched and a search was done confirming that everyone was outside. The fire was extinguished by a water can and the wall was opened up to check for extension.

---

**Vehicle Extrication - Response Time 2:55**

Received dispatch for a motor vehicle accident with injuries and possible entrapment of occupant inside the vehicle. Upon arrival found injured driver of one vehicle that needed to be extricated from the vehicle. Engine 31 personnel attended to the injured driver as Engine 35, Tower 36 and Rescue 42 personnel initiated and completed the door removal so that injured driver could be removed from the vehicle. Fire suppression line was in place as precaution. Patient was removed in approx. 8-10 minutes on scene.

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**Mutual Aid Structure Fire Glen Rock- Response Time 5:28**

Received request for mutual aid assistance to Glen Rock for a confirmed working structure fire. Engine 35 and Car 38 responded. Upon arrival, Engine 35's crew stretched an attack line into the structure to begin fire attack. Additional members were utilized for ventilation and other fire ground activities at the direction of the Glen Rock Fire Chief. A platoon recall was initiated to cover staffing for the Village of Ridgewood. When the fire was placed under control and mutual aid companies arrived from other towns, Car 38 and Engine 35 were released to return to the Village.

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**Structure Fire - Response Time 4:04**

Received a report of a fire in the garbage chute in an apartment building. Engine 31 personnel secured a water supply and stretched 300 ft. of 1 ¾ hose to locate and extinguish the fire in the basement utility room. All remaining members were directed to conduct a search of the property for both occupants and fire extension. A heavy smoke condition was found in the attic, but there was no fire extension.

---

**Electrical Equipment Fire - Response Time 3:45**

Responded to a report of an electrical fire in a commercial business. Upon arrival, found that an electrical motor was on fire in a dry cleaners. The fire was extinguished quickly and the power to the unit was secured. The building was then ventilated of smoke.

## **EMERGENCY RESPONSE COMPARISON 2016-2018**

<b><u>FIRES (100 CODE)</u></b>	<b><u>2016</u></b>	<b><u>2017</u></b>	<b><u>2018</u></b>
STRUCTURE FIRES (111-123A)	45	37	38
VEHICLE FIRES (131-138)	7	6	10
TREES, BRUSH & GRASS FIRES (140-143)	14	13	16
REFUSE FIRES (150-155)	3	6	4
SPECIAL OUTSIDE FIRE (160-173)	0	0	3
<b>TOTAL CODE 100</b>	<b>69</b>	<b>62</b>	<b>71</b>
<b><u>OVERPRESSURE, RUPTURE, EXPLOSION - (200 CODE)</u></b>			
STEAM, AIR & GAS RUPTURES (200-251)	10	8	13
<b>TOTAL CODE 200</b>	<b>10</b>	<b>8</b>	<b>13</b>
<b><u>RESCUE &amp; EMERGENCY SERVICES (300 CODE)</u></b>			
EMT CALLS (321D)	972	1245	1207
EMT MUTUAL AID CALLS (321M)	0	0	0
SEARCH, RESCUE, EXTRICATION (322-381)	32	26	34
<b>TOTAL CODE 300</b>	<b>1004</b>	<b>1271</b>	<b>1241</b>
<b><u>HAZARDOUS CONDITIONS (CODE 400)</u></b>			
COMBUSTIBLE SPILLS & LEAKS (400-413)	124	102	116
CHEMICAL HAZARD/Carbon Monoxide (420-431)	45	44	41
ELECTRICAL WIRING/EQUIPMENT (440-445A)	148	186	316
VEHICLE ACCIDENT/STRUCTURE COLLAPSE (451-482)	16	29	40
<b>TOTAL CODE 400</b>	<b>333</b>	<b>361</b>	<b>513</b>
<b><u>SERVICE CALLS (500 CODE)</u></b>			
SERVICE CALL PERSON IN DISTRESS (500-512)	75	77	68
WATER PROBLEM (520-522)	49	52	53
SMOKE REMOVAL/INVESTIGATION (531-531A)	121	107	93
OTHER ASSISTANCE (540-571)	111	112	138
<b>TOTAL CODE 500</b>	<b>356</b>	<b>348</b>	<b>352</b>
<b><u>GOOD INTENT CALL (600 CODE)</u></b>			
GOOD INTENT CALL (600-641)	43	66	108
SMOKE SCARE/INVESTIGATION (650-661)	25	24	27
HAZMAT RELEASE INVESTIGATION (671-672)	2	4	4
<b>TOTAL CODE 600</b>	<b>70</b>	<b>94</b>	<b>139</b>

EMERGENCY RESPONSE COMPARISON (2016 - 2018) CON'T

**ALARM ACTIVATIONS (700 CODE)**

MALICIOUS CALL (700-729)	7	14	11
MALFUNCTION OF ALARM (730-736)	159	189	234
GENERAL ACTIVATION (740-746)	228	235	258
<b>TOTAL CODE 700</b>	<b>394</b>	<b>438</b>	<b>503</b>

**SEVERE WEATHER/NATURAL DISASTER (800 CODE)**

WIND STORM, LIGHTNING STRIKES (800-815)	3	4	14
<b>TOTAL CODE 800</b>	<b>3</b>	<b>4</b>	<b>14</b>

**SPECIAL INCIDENT TYPE (900 CODE)**

SPECIAL TYPE (900-911)	82	2	0
<b>TOTAL CODE 900</b>	<b>82</b>	<b>2</b>	<b>0</b>

<b>2016 TOTAL INCIDENTS</b>	<b>2321</b>		
<b>2017 TOTAL INCIDENTS</b>		<b>2588</b>	
<b>2018 TOTAL INCIDENTS</b>			<b>2846</b>



## 2018 DEPARTMENT PHOTOS

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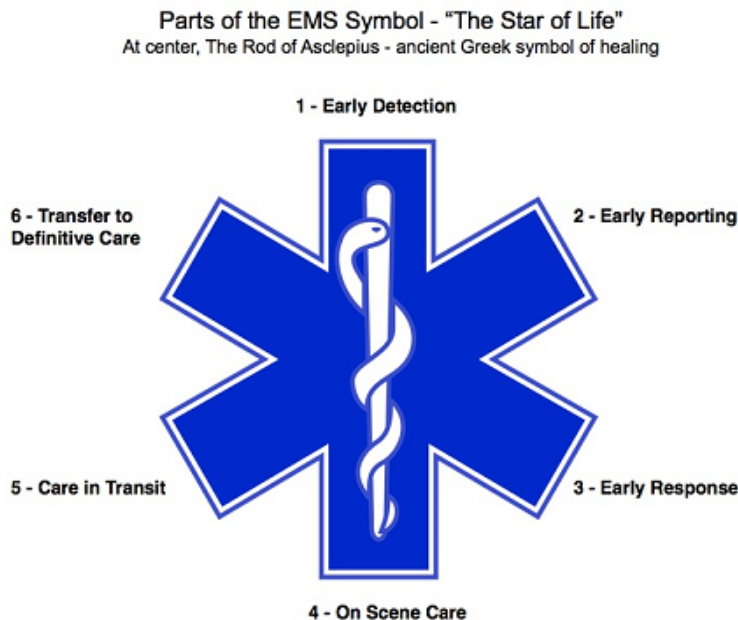


## EMERGENCY MEDICAL RESPONSE

For many years, Ridgewood had ample volunteer coverage of the Ambulance Corps. However, the Village is not immune to the problem of volunteer staffing during daytime hours. In 1986, Ridgewood addressed this problem by allocating Fire Department resources to make sure that Village residents are provided with the best emergency medical service available. Monday through Saturday, from 6:00 am until 7:00 pm, the Fire Department responds in conjunction with the Ridgewood Ambulance Corps. to all emergency medical calls with additional responses to all advanced life support calls 24/7.

When an emergency medical call is received, Fire Department EMT's are given the call location and the nature of the problem. Depending on the location, the nearest fire engine company is dispatched from either Fire Headquarters or the West Glen Avenue Firehouse. At least one Fire Department EMT is always on duty at each location. The Ambulance Corp. EMT responds with the ambulance from their quarters, located on Douglas Place, to the call. Both fire engine companies carry three firefighter/EMT's and provide First Responder capabilities upon arriving at the scene quickly. Engine Company #35 and Engine Company #31 are both equipped with medical bags, oxygen units, a defibrillator, narcan (naloxone), glucose, and epipens.

The system ensures two EMT's arrive on the scene quickly and additional manpower is available to handle the emergency. While two EMT's are required to staff the ambulance, many calls require additional help with lifting, securing equipment, and providing other assistance. One of the biggest advantages of having extra personnel is that you have the support you need to move and carry the patient, especially when flights of stairs are involved. An example would be a patient requiring Cardio-Pulmonary Resuscitation (CPR). CPR requires at minimum, both EMT's to work on the patient, leaving no one available to move the patient and/or drive the ambulance



## EMERGENCY MEDICAL TECHNICIAN (EMT)

There are twenty-seven Firefighters, six Lieutenants, one Captain, and the Chief that have completed the extensive Emergency Medical Technician training course and have become certified. In addition, one Lieutenant is a trained Paramedic.

### Fire Department Firefighter/EMT

Chief James Van Goor  
Captain/EMT Scott Schmidt  
Captain/EMT Brendan Corcoran  
Lieutenant/Paramedic John Judge  
Lieutenant/EMT Michael Kakolewski  
Lieutenant/EMT Justin O'Connor  
Lieutenant/EMT John Young  
Lieutenant/EMT Jordan Zales  
Lieutenant/EMT Joseph Ferraro  
Lieutenant /EMT Jason Kane  
Firefighter/EMT Matthew Bombace  
Firefighter/EMT Tim Bombace  
Firefighter/EMT Paul Brennan  
Firefighter/EMT Gregory Corcoran  
Firefighter/EMT Scott Cornell  
Firefighter/EMT Anthony Dinice  
Firefighter/EMT Chris Eidschun  
Firefighter/EMT Michael Ferraro  
Firefighter/EMT Trever Fetkowitz  
Firefighter/EMT Kurt Harba

Firefighter/EMT Jason Jacoby  
Firefighter/EMT James Kakolewski  
Firefighter/EMT Brian Kelly  
Firefighter/EMT David Kelly  
Firefighter/EMT Dane Knudsen  
Firefighter/EMT Daniel Kostro  
Firefighter/EMT Oscar Martinez  
Firefighter/EMT Chris Mead  
Firefighter/EMT Matthew Musicant  
Firefighter/EMT Brian Peacock  
Firefighter/EMT Matthew Ramage  
Firefighter/EMT Michael Rohrman  
Firefighter/EMT Ryan Romero  
Firefighter/EMT Thomas Shortway  
Firefighter/EMT Dan Steen  
Firefighter/EMT Shelby Taylor  
Firefighter/EMT Henry VanWageningen  
Firefighter/EMT Chris Wolfstirn



## SWIFT WATER/ RESCUE DIVE TEAM

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The Ridgewood Fire Department proudly staffs a special swift water rescue team during and after extreme rainfall events. Specially trained fire fighters equipped with wet suits, personal flotation devices, helmets, and specially designed water rescue devices staff these teams. The Department's Swift Water Rescue personnel have the ability to create land-based water rescue system, as well as to perform water-based contact rescues in order to save victims trapped in the many natural and man-made waterways in the Village of Ridgewood.

The Ridgewood Fire Department Dive Team has sixteen Certified Scuba Divers and sufficient equipment to facilitate a water rescue when needed. Whenever the lifeguards at Graydon Pool receive a call of someone missing or a possible drowning, the fire department is summoned. The Dive Team conducts combined drills with Graydon Pool Lifeguard Staff and Ridgewood Emergency Services. While the Dive Team is dispatched primarily to Graydon Pool, there are several large ponds located in Ridgewood where the Dive Team may be needed.

The Professional Association of Diving Instructors certifies the following personnel:

Captain Brendan Corcoran	Firefighter Greg Corcoran
Lieutenant Joseph Ferraro	Firefighter Kurt Harba
Lieutenant John Judge	Firefighter Jim Kakolewski
Lieutenant Mike Kakolewski	Firefighter Brian Kelly
Lieutenant Justin O'Connor	Firefighter Dane Knudsen
Lieutenant / Fire Official John Young	Firefighter Matthew Musicant
SFFE Michael McLaughlin	Firefighter Matthew Range
Firefighter Matt Bombace	Firefighter Chris Wolfstirn

## **FIRE PREVENTION BUREAU**

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### ***Fire Prevention Bureau***

Lieutenant/Fire Official John Young is Director of the Fire Prevention Bureau along. John joined the Fire Department in December of 2002 as a Firefighter and was assigned to the Bureau in July of 2005.

### ***Staff***

Lieutenant/Inspector Vincent Krug

Administrative Secretary, Dolores Tomei

There are 36 Fire Inspection Districts in the Village that include Valley Hospital and Nursing Homes, all Village Owned Buildings, Public and Private Schools, Day Care Centers, Multi-Family Dwellings, and all Commercial Buildings. In 2018, there were 191 Life Hazard Uses, and 1,231 periodic Fire Safety Inspections conducted. A total of 516 occupancies were re-inspected for the 1,223 violations issued. At times, these inspections are shared with the on-duty shifts and double as a building familiarization drills for all Firefighters.

### ***Fire Investigations***

Under the N.J. Uniform Fire Code 5:71-3.3, the local Fire Official is required to “investigate, or cause to be investigated, every reported fire or explosion occurring within the jurisdiction that involves the loss of life or serious injury or causes destruction or damage to property.” Sr. Fire Inspector John Young is trained in fire cause and origin investigation.

### ***Open House***

In October 2018, a very successful Open House was held at Fire Headquarters supporting Fire Prevention Week. Demonstrations on cooking safety, repelling, fire extinguishers, exit drills, and stop, drop, and roll were all well attended. There were tours of the Fire House and Fire Department apparatus were on display. A car fire was simulated and extinguished by firefighters and a demonstration on how the jaws of life are used at a motor vehicle accident.

### ***Public Education***

The Fire Prevention Bureau is very involved in Public Fire Safety Education. In 2018, there were 16 School Visitations, 15 Visitations to Fire Headquarters, and 6 Special Programs, reaching over 2,687 children and 635 adults. Also, the Fire Department conducted fire drills at all the Public Schools, Church Sunday Schools, and various locations as requested for 4,575 children and adults.



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## Annual Report of the Fire Prevention Bureau

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### **FIRE PREVENTION INSPECTIONS** **(COMMERCIAL BUILDINGS & DWELLINGS)**

General Business	945
Gas Station and Auto Repair Shops	11
Restaurants	72
Retail Food Stores	5
Lumber Yards	1
Multi Family Buildings	54
Institutional Buildings	20
Public and/or Private Schools	35
Church and/or Sunday School Buildings	25
Municipal-Owned Buildings	22
Life Hazard Use - Annual	90
Life Hazard Use – Quarterly	24
Fire Prevention NE/INL	101
Smoke Detector Certification Inspections	686

### **UNIFORM CONSTRUCTION CODE** **(HEAT PRODUCING APPLIANCE INSPECTIONS)**

Fireplace/Chimneys	10
Furnace Installation – Gas	67
Furnace Installation – Oil	4
Other Gas Appliances	94
Oil Tank Installations	2
Fuel Tank Installations	1
Fuel Pump Installations	0
Abandonment of Underground Tanks	0
Removal of Underground Tanks	166
Removal of Interior/Above Ground Fuel Oil Tanks	15
Chimney Liner Installation	62
Other	1

**UNIFORM CONSTRUCTION CODE**  
**(CERTIFICATE OF OCCUPANCY INSPECTIONS)**

Fire Sub-Code Permits Issued	570
Building Permits Issued/Fire Inspector Inspects	3
U.C.C. NE/INL	2
C.C.O. Permits Issued	27
C.C.O. Inspections of Commercial Occupancies	33
Progress Inspections	1
Fire Sub-Code Related Duties	239
Blueprints Checked	83
Review of Site Plan Locations	8
Smoke Detector - Placement/Installations	172

**NOTICES ISSUED FOR VIOLATIONS**

Fire Sub-Code Violations	107
Fire Prevention Bureau Violations	1,422
Re-Inspections to Assure Correction	906
Summons Issued	26
Letters Sent	159
Municipal Court Appearances	2
Construction Board of Appeals Appearances	0
Fire Prevention Permits Issued	43
Fire Prevention Permit Inspections	32
Fire Prevention Penalties Issued	88

**FIRE PREVENTION ACCOUNTS RECEIVABLE**

S/D Certification Fees (Ordinance #3288)	\$34,500.00
Inspection Fees Local	\$83,140.00
Fire Prevention Permit Fees	\$ 1,122.00
Fire Prevention Penalties	\$7,070.00
Life Hazard Use Inspection Fees (State)	\$28,380.63
Fire Sub-Code Fees (Building Department)	\$65,367.00
Fire Alarm Registration Fees	\$42,445.11
C.C.O. Fees	\$0.00

**JOINT INSPECTIONS WITH OTHER DEPARTMENTS,  
CONTRACTORS, OWNERS, TENANTS, AND OTHER AGENCIES:**

With Building Department	31
With Other Village Departments	0
With Fire Department or Signal Bureau Personnel	0
With Board of Education Personnel	1
With Valley Hospital Personnel	13

**NOTIFICATION TO OTHER DEPARTMENTS AND AGENCIES OF CODE VIOLATIONS:**

To Building Department	13
To Other Village Departments	0

**CONFERENCES WITH OTHER DEPARTMENTS, CONTRACTORS, OWNERS, TENANTS AND OTHER AGENCIES:**

With Building Department	220
With Other Village Departments	0
With Fire Department or Signal Bureau Personnel	1

**COMPLAINTS INVESTIGATED:**

Hazardous Condition	91
Blocking Exit Ways	2
Improper Trash Storage and/or Collection	
Re-Inspections to Assure Corrections	48

**MISCELLANEOUS:**

Fire Safety Education/Training Program	3
Prep. and Maintenance of Reports/Inspection Schedules	239
Respond to Fire Incidents	9
Investigate Fire Incidents	4
Meetings and Schools Attended	10
Check for Safety at Public Affairs	7
OPRA Requests Completed	88



## ADOPT A HYDRANT PROGRAM

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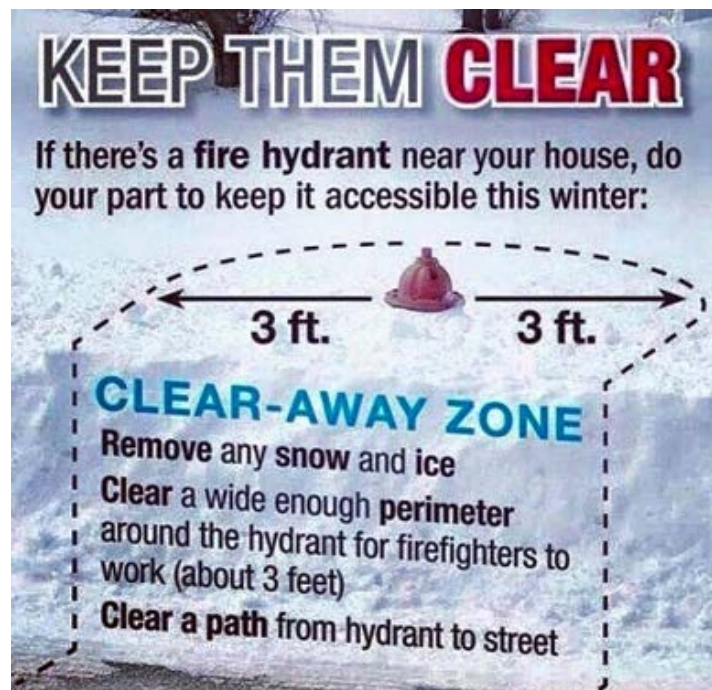
In 2013, The Ridgewood Fire Department began a program called “Adopt A Hydrant”. The purpose of this program is to encourage Village residents to keep the fire hydrants in their neighborhood clear of snow and debris.

Most people think little about the fire hydrants throughout the Village, other than it’s a good place to walk the dog to. Actually, fire hydrants are a very important device; it is the Fire Department’s only water source and is necessary to help them save lives and protect property.

When a fire is reported, the Fire Department looks at a map to find the closest hydrant to the fire before responding. When they get there, they must be able to find the hydrant very quickly and every second counts. When things block their view, (i.e. cars, trucks, dumpsters, construction equipment, garbage cans, etc.), it could take minutes to find them and once found, may not be able to be used if blocked.

In winter months, snow covered hydrants are a very serious problem. During high snowfall winters, the fire hydrants could be covered by as much as 4’ of snow. This would make them impossible to find. Even a moderate snow can completely cover them, as they are located on the curb line where snow plows pile up the snow. When the hydrant is needed in an emergency, if not cleared and easily located, it could make the difference between life and death.

Although we have had quite a few adoptions, we are still looking for residents and civic groups to adopt a hydrant in their neighborhood.



## APPARATUS

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**Car # 30:**

2018 Chief's Chevy Tahoe

**Car #40:**

2017 Chevy Tahoe

**Eng. # 31:**

2012 1500 gpm Pierce Saber

**Eng. # 32:**

1994 1250 gpm Pierce Pumper

**Eng. # 33:**

2003 1250 gpm Pierce Pumper

**Eng. # 35:**

2017 1500 gpm Pierce Pumper

**Tower # 36:**

2012 Pierce Mid-Mount Platform ladder

**Eng. # 37:**

2000 1250 gpm Pierce Pumper

**Car #38:**

2018 Chevy Tahoe

**Car #39:**

2015 Chevy Tahoe

**Car #41:**

2010 Ford Escape XLT

**Rescue #42:**

1998 International E-ONE

**Car #43:**

2014 Ford F250/Plow



## LETTERS OF COMMENDATION

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To all of the Emergency  
Responders,

We'd like to extend a special  
thank you to all of you.  
When our baby daughter  
was recently hospitalized,  
your entire team of 911  
responders were extremely  
quick, incredibly sweet &  
caring, & really put us  
at ease with what was  
happening. This was our  
first time really experiencing  
your services since moving  
to Ridgewood & we are  
very comforted by the fact  
that you guys are near us

should we ever have an  
emergency again.

Thank you! Thank you!

Amanda & Jeff  
Parents of Mia Goria

JANIS FUHRMAN

Dear Captain VanGoer, 2-8-18

I'm writing to let you know about two people in your department who have given outstanding service. Vinny Krug recently went out of his way to help me. He went above and beyond and was professional, quick thinking and very polite. He even followed up with me the next day.

Delores Tomei is someone I speak to frequently. She is a gem. Consistently courteous, patient and knowledgeable; she frequently has to cross reference information as she is an amazing detective.

Thanks to you and to all who comprise such an outstanding Fire Department.

FERRIE O'CONNOR REALTORS

Best,  
Janis Fuhrman

## James Van Goor

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**From:** richard nolan <jnolan03@optonline.net>  
**Sent:** Wednesday, November 21, 2018 9:33 AM  
**To:** James Van Goor  
**Subject:** Happy Thanksgiving !

**Follow Up Flag:** FollowUp  
**Flag Status:** Flagged

Joan Fitzsimons  
208 Pershing Ave.  
Ridgewood NJ 07450  
November 21, 2018

Chief James Van Goor  
201 East Glen Ave.  
Ridgewood NJ 07450

Dear Chief James Van Goor,

Please allow me to take the opportunity to express my sincere gratitude and appreciation to the tremendous members of the Ridgewood Fire Department.

Unfortunately, on August 7, 2018 lightning struck my house shattering my chimney and causing a fire hidden in my attic. As I am sure you are aware, this event had the potential to cause catastrophic damage to my home.

After recognizing what had happened, we called your Department. They responded within minutes. It is because of their dedication, commitment and training, they were able to resolve the situation quickly and avoided a catastrophe.

I would especially like to call out Lt. O'Connor and express my thanks to him and his crew that day. His calm demeanor explaining the situation to me was very comforting. The direction he gave to his team with that same calmness was amazing. He is certainly a credit to your Department.

Again, Thank You to all the members of the Ridgewood Fire Department. We are very lucky to have you supporting us! I am truly grateful to have my home for Thanksgiving.

With Gratitude,  
Joan Fitzsimons