



On the Line



Our Core Values: Pride, Respect, Duty, Unity, Integrity and Compassion.

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Upcoming Events

January 13th

Swearing-In/Badge Ceremony—City Hall @ 1830 hrs.

February 26th

Annual Awards Banquet-time and location TBD

Be sure to check the pub-ed calendars for upcoming events!

UFD statistics for June

Calls for service: 225 YTD: 2,481

Average response Time – All incidents: **6 minutes and 57 seconds**

Average response Time – **Emergency** incidents: **6 minutes and 24 seconds**

Emergency Medical Service calls: 173

Average Response Time EMS: 6 minutes and 45 seconds

Emergency: 6 minutes and 18 seconds

Non-Emergency: 7 minutes and 18 seconds

Fire related calls: 52

Average Response Time Fire: 7 minutes and 30 seconds

Average turnout per fire incident: 7 people

We **received mutual aid 11 times**—2 times for fire calls and 9 times for EMS calls.

We **provide mutual aid three times**—once for a fire call and twice for EMS calls.

Types of Fire Calls

The 52 fire calls we had in December fall into the following categories:

Fire / Explosion:	9
Hazardous Condition:	2
Service Calls:	6
Good Intent Calls:	14
False Calls:	21



Birthdays:

Dan Seda	Jan 6
Mike Roe	Jan 15
Chad Jackson	Jan 24



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Chief's Corner—Chief Jerry Holt

It's a new year. A blank slate if you will and a chance to "start a new". What's your plan? You have a plan right? Maybe you haven't gotten that far yet but just like you wouldn't start on a trip without having a GPS (map for those die hard old-timers!) to show you the way. The new year is a great time to pull out your old plan and see how it is working for you. Do things need adjusting? Are there things that can be eliminated? Are there new goals that need to be incorporated? It is always good to evaluate where you are and where you want to be...it's the only way to figure out what you need to do to accomplish your trip.

Two things I wanted to share with you as you prepare your "map" for the new year. The first is, yes Virginia, there is a Mrs. Smith...and she and her family are PO'ed! Some people in the fire service have always resisted the Chief Brunacini approach that Mrs. Smith and her family are the core of what we do. Mrs. Smith and her family pay taxes, they support us financially and for the most part, with great appreciation for what we do. They are the "why" and should be the focus on the "how" we do our jobs. For the longest time, Mrs. Smith and her family have been very happy with the fire service. All of that has changed. Mrs. Smith and the rest of the world want to minimize the size and cost of government...and no city department is immune from the scrutiny on how tax dollars are being spent. More about Mrs. Smith and her family in a later article but for now, suffice it to say that times are a changing.

The fire service must change to meet these changes. While we are not the "typical" department in many ways, we need to change as well. What does that change look like? I don't know yet...but I know that we are in the process of developing a new "norm" and I don't believe the fire service will continue to exist in most communities as it does today. Gone are the days of a firefighter being assigned to an engine that does nothing more than "firefighting" or firefighters that are assigned to one rig. The call volume doesn't justify that and frankly, fire seems to be a risk that Mrs. Smith and others are willing to bet won't happen to them. We are better prepared than most departments because we aren't the traditional department. Our approach is more non-traditional but we will have to identify new and better ways of providing the best service at the lowest possible cost. We have to find "unique" ways of doing things and while we must never forget our past, we need to not let the "way the fire service has always done it" cause us to be left in the past. We must evolve and take this current climate and turn it to our advantage.

The second thing I wanted to share with you is that it takes the very best to evolve into something new. A hard task and history is ripe with those who were left behind because they couldn't evolve. But evolving is one thing...excelling is another. We have to excel as only the top notch will survive the current climate. We have to separate ourselves from others who are not willing to develop the "new" norm.

When it comes right down to it, it is all about being better than just good. No one states the course of action on how to be better than good than Zig Zigar:

Doing Better Than Good! By Zig Zigar People frequently ask me, "How can I know when I am doing better than good?" I thought about that question and came up with 15 ways to measure yourself. Take a look and see what you think:

1. You are doing *better than good* when you clearly understand

that failure is an event, not a person; that yesterday ended last night, and today is your brand new day.

2. You are doing *better than good* when you have made friends with your past, are focused on the present, and optimistic about your future.

3. You are doing *better than good* when you know that success (a win) doesn't make you, and failure (a loss) doesn't break you.

4. You are doing *better than good* when you are filled with faith, hope and love; and live without anger, greed, guilt, envy or thoughts of revenge.

5. You are doing *better than good* when you are mature enough to delay gratification and shift your focus from your rights to your responsibilities.

6. You are doing *better than good* when you know that failure to stand for what is morally right is the prelude to being the victim of what is criminally wrong.

7. You are doing *better than good* when you are secure in who you are, so you are at peace with God and in fellowship with man.

8. You are doing *better than good* when you have made friends of your adversaries, and have gained the love and respect of those who know you best.

9. You are doing *better than good* when you understand that others can give you pleasure, but genuine happiness comes when you do things for others.

10. You are doing *better than good* when you are pleasant to the grouch, courteous to the rude, and generous to the needy.

11. You are doing *better than good* when you love the unlovable, give hope to the hopeless, friendship to the friendless, and encouragement to the discouraged.

12. You are doing *better than good* when you can look back in forgiveness, forward in hope, down in compassion, and up with gratitude.

13. You are doing *better than good* when you know that "he who would be the greatest among you must become the servant of all."

14. You are doing *better than good* when you recognize, confess, develop and use your God-given physical, mental and spiritual abilities to the glory of God and for the benefit of mankind.

15. You are doing *better than good* when you stand in front of the Creator of the universe and He says to you, "Well done, thou good and faithful servant."

Think over each one of these 15 ideas and see how you can incorporate them into your life so that you truly are better than good!

To excel in these tough times will require that we do better than good...Mrs. Smith and her family will demand it...and they will expect us to do with the utmost concern on cost and efficiency!

'Soldiers & Jesus' - Capt. Joe Malloy

I recently heard a new song on the radio that made me stop and think about life, especially with Christmas and the New Year fast approaching. The song "Soldiers & Jesus" by James Otto, speaks of who really cares, who would risk their life for yours. It goes:

There's only two people who's ever died for me

Laid down their lives just so I could be free

They both went through hell, beared crosses and shells

And both got back up again after they fell

They never picked the fight, but they're there

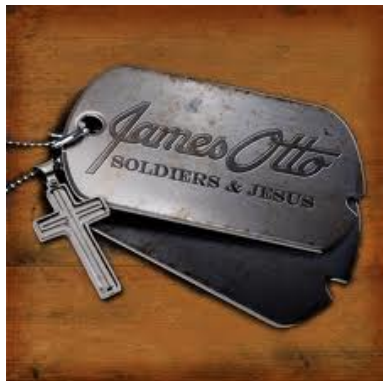
To pick up the pieces

God only knows who we'd be without soldiers and Jesus

To me, they're both heroes for the path that they chose

'Cause one fights for my life, one fights for my soul!

As the 2011 nears and one of our own is fighting for the freedoms we enjoy, it gives me a warm feeling to know either way I am covered. As a retired Army First Sergeant and believer, I can feel the strength that comes from the verses, but also know that we can add a third set of people to this song, you! As a firefighter, you risk your life every time that call for help is paged out.



Our department has changed. We are a multi-cultural, of multi-faith, multi-sex service, whom I am sure that we need help, turn to a mutual God. And give thanks to those who unselfishly protect what we hold so dear. Whether it is soldiers like Mike or Hero's like you, we need to rely on each other to maintain our safety, sanity and sense of worth.

Remember to give a kind word, hand shake or even a friendly hug to show you care. Write that letter to those that would love to hear from you. Spend the time to visit or call people who have been part of your life, who have formed you into the person you are today. My prayer for you is a safe and Very Happy New Year!

Networking – Capt. Jim Mitchell

I recently attended a Hazardous Materials class in Pueblo, Colorado, and had the fortune of meeting 24 Firefighters from all over the United States. Firefighters from volunteer departments to firefighters from large departments like DCFD, Chicago and Miami Dade. This class was a week long and *free*! Something that enhanced the "networking" opportunity was that we all stayed at the same motel, which is very similar to the National Fire Academy.

The course was great and provided new information as well as a review of material and information that I had forgotten. I have been fortunate to have attended various classes, courses, seminars and conferences in various locations in the United States. Most has provided great training and education. However, all of them offered the same thing, NETWORKING! As long as I opened up and talked to people in the class, hard to believe of me, I was able to learn a lot about the operations of departments of all sizes. An example of the above includes talking to departments that are volunteer and respond with a HAZ MAT team comprised of members from departments within a county to departments that staff a HAZ MAT truck 24/7. Discussing how the two services are deployed is extreme. Neither was wrong, just different. The moral of that story is that there are several ways to deploy operations!

I have served on 4 different fire departments, a fire brigade and a race track fire and rescue service. I have found that the majority of the members, from each organization, don't take advantage of outside training. I personally feel that in order to advance and enhance your skills and abilities as a firefighter, EMT, rescuer, HAZ MAT Technician, etc., one needs to attend training/education from outside your fire department. No matter if it is the content of the class or casual discussions with classmates, you have the opportunity to expand your knowledge of a specific subject and/or the general operations of a fire department.

Whether you are Paid-on-Call, Part-Time or Full-Time, attending these outside training programs will require some sacrifice. Maybe it's vacation or special arrangements for child care or time at a part-time job. I am not downplaying these issues because they are difficult to coordinate around them! However, I do believe the sacrifice will allow you to grow as a member of the Urbandale Fire Department and as a person! I have always been able to bring back something that made a positive impact on the department and, more importantly, me as an emergency services provider!



If you have any questions about attending outside training and/or the opportunities available to you, contact either Assistant Chief Cardwell or myself!

WHAT'S HAPPENING AROUND THE DEPARTMENT...

- Work continues on the renovation of Station 41. It is anticipated that the work will be completed in January and there may be some "punch list" items that carry over into February.
- Work continues on the "simulations lab". Chief Cardwell has been hard at work and we anticipate that the purchase of the computers and software will go to the City Council in January.
- We continue to meet with elected officials, developers and a Committee through the Chamber of Commerce regarding our fire codes. A request has been made to allow an exception to the fire sprinkler requirements for the construction of a self-storage project and that has led to further discussions regarding relaxing the fire codes in our community. The hearing for the self-storage request is the second week in January. The Board of Appeals denied that request in 2010 however the City Council has agreed to hear the request at their level and it appears that the Council may grant the exception. Unfortunately, there seems to be support for relaxing the codes to allow greater flexibility for development and this would be a blow to our efforts to prevent fire loss in our Community.
- Work on the annual report is underway. It is anticipated that the report will be completed in late January or early February.
- We are in the process of filling the open full-time position. We hope to have a job offer extended by the end of January or early February.
- Work was completed on the renumbering of apparatus in December and apparatus was relocated to meet our needs. R418 was update to R428 to reflect the location of that apparatus.
- The new 424 is in the process of being "readied" for activation. We anticipate that it will be placed in service during the second week of January.
- The replacement of our existing MDCs is underway. The new computers have been received and are in the process of being programmed with all of our programs. Once that is complete, we will begin the process of updating apparatus with mounting brackets so that the new MDCs can be deployed. The timeframe for this process is not clear but I am hoping that we will have all of these operational by March.
- The CIP was approved in December by the City Council. We haven't heard regarding our AFG request for SCBA however we anticipate that we will be going out to bid in 2011 for the replacement of all of our SCBA. The CIP will fund the project if the grant request is unsuccessful.
- The new patches have been rolled out and should be in full use by January 13th. The patch will replace those on Class A and B shirts. We will not be replacing polo shirts or other "logo'ed" items. Those will continue to be used until they are no longer serviceable at which time they will be replaced with the updated items.

Safety Tip from firefighterclosecalls.com: The following is the last of the suggested resolutions for safety tips from the website:

Resolution No.1:

"This is my rifle. There are many like it but this one is mine. My rifle is my best friend. It is my life. I must master it as I must master my life."

Following the U.S. Marine Corps' Rifle Creed, whether you have a quint, a rescue engine, or just an engine, if you have to stretch a line, the basics don't change. Make sure your members are familiar with what comes off your engine, how it is packed, how it is used, and how to solve any problems you might have with it. Remember "How the first line goes, so goes the fire." If we can't get the line from point A to point B properly, then we're all going to have problems.



New Year, New Who? - Cody Thorne

Happy 2011! It's a new year and obviously the biggest topic on most red blooded Americans minds is FITNESS! The New Year is always a time when tons of people seek out "the new you". A common resolution which commonly fails. I myself sometimes find it hard to stick to my fitness routine. A new year is a simple little reminder to get back in the saddle.

We have to remember; in the fire service we are anything but "routine" when it comes to running 911 calls. Obviously we need to train our bodies to function outside of routine. Even though we are not a super busy department, we certainly are busy enough and the risk of injury or death is always present. Remember what Chief Holt says, "Highly predictable, highly preventable". Now I'm not going to pour a bunch of statistics down your gullet referencing line of duty deaths which are cardiac related, because we have all heard them. Just remember the danger is out there for injuries, believe me, I know, and only you can help yourself.

What's my point?

As your department fitness trainer, I feel obligated to provide you with some basic, entry level, cake walk tips on avoiding the common routine of the FD lifestyle. Remember all that talk a few seconds ago about routine and function? I'm going to have to elaborate on that a bit more. Even if you're not into the heavy weight lifting or the long distance running you can make yourself more functionally fit on a day to day basis. Obviously the best form of training for an event is by doing the event! Eureka!!! Don't be afraid to venture into the apparatus bay or maybe even the tower to do a little exercise. For example:

Do hose pulls in full turnout gear, maybe even on air.

Climb some stairs or ladders.

Crawl around on your hands and knees on air.

Carry around the high rise packs or hose rolls.

Swing and axe and chop some wood.

Find stuff to push, pull, swing, hoist... whatever you want. (Safely of course)

Essentially, find the tasks that can be challenging for you and constantly push harder to make yourself better at what you do. 30 minutes of doing things like I've listed above are more than enough to keep you functioning better. Change it up too. Your body will love you for adding surprises in a fitness routine and you may even find yourself loving the results. Remember, the harder you push yourself in practice, the harder you will be able to play. Sometimes all it takes to get you going is a little New Year.

Cheers!

Have you reviewed the revised Policy & Procedures manual?? It is available on the "G" drive for download...if you need help obtaining a copy, see your supervisor! This should be your starting point if you have any questions regarding policy and procedures...

Looking for help!! More chances for involvement!

- If you are interested in updating/reviewing SOGs...please contact the Chief.
- If you are interested in working on the newsletter...please contact the Chief.
- If you are interested in helping update our TEAMS cards...please contact the Chief.

ON THE LINE

Other programs/training/projects completed by UFD in December:

Training Report: **862.5 hours** of training were completed in June.

Fire Training: 350.5 hours

EMS Training: 512 hours

Prevention & Inspection Activities:

- Completed 24 Inspections
- Completed 23 re-inspections
- Completed 4 preplans
- Conducted 9 plan reviews
- Conducted 3 Car Seat check
- Conducted 3 Home Safety checks



			Children	Adults	
12/1/2010	5915 Sutton Pl.	CPR class	0	8	
12/13/2010	12703 Sunflower	Home Safety Check	0	1	
12/14/2010	7305 Aurora	BP Checks	0	11	
12/20/2010	Residence	Home Safety Check	0	1	
12/22/2010	Wakonda Club	Safety talk	0	41	
12/24/2010	4404 64th	Home Safety Check	0	2	
12/26/2010	4525 70th	Home Safety Check	0	1	Total
			0	65	65

2010 Totals:

Children	Adults
7157	4295

11,452 people benefited from our public education-public relations efforts in 2010!

The patch colors: The color **Red** - symbolizes the life and continued growth of our **FD**. **Gold** trim - symbolizes that Firefighters, like gold, will withstand trial by fire and still remain. **Black** background - represent the foundation built by our past members and we will never forget all they have given in the line of duty.



Member Profile...

Member Profile: Chad Jackson

Length of time with UFD: The first time or second.... 3 years

Level: FF/EMT forever

Why I became interested in the UFD: Childhood dream and my dad.

Previous EMS experience: none

Previous Fire experience: none

Family life: Married or single – Depends what my GF says... I got her diamonds for Xmas to keep her happy. (Earrings) I've been dating Ashley for just over a year. No children now, or anytime soon. I also have a fat chocolate lab who likes to eat expensive shoes.

Current Profession: Professional sleeper (23 yrs) and making my GF mad (over a year). I drive a concrete truck (seasonal, 4 yrs), pouring concrete (6 yrs).



Activities or hobbies I enjoy: Keeping my GF mad.... Sleeping, lifting, ice fishing, fighting fire.... Even though there's not much here. (Chad – where were you Christmas night????)

Most memorable moment with UFD: First fire at Valdez and Demir getting sick on the way to a call in 413.

Most memorable moment outside of UFD: Pulling Demir out of the mud. He was working in Auburn and got a fire vehicle stuck in a cemetery.

Favorite TV programs: Don't watch TV unless on shift.... oh and Oprah, Cops, Ice Road Truckers, College Football, Man VS Food, Home Shopping Network

Favorite movies: Tommy Boy, Donnie Darko, Talladega Nights, Days of Thunder, Walking Tall, Forrest Gump

Last book that I read: FF 1 Essentials

Personal goals: Career Firefighter

Words of advice for someone new getting into EMS or Fire: Do your job and your safety is always first.

What I enjoy about the Urbandale Fire Dept: I enjoy: house fires (not 129th), the guys I work with, being on a fire truck, running calls in the middle of the night, car fires, dumpster fires, grass fires, mobile home fires (not 41), MVC's, going to all 51 1/2 retirement homes we have in Urbandale.



Last Safety Incident:

As of January 7th

0 days without a safety incident

101 days without a lost time injury

Last incident: R428 struck the mailbox at Sta. 42

Other incidents since last newsletter:

- Portable radio left on the edge of a sink, slid into sink and got wet
 - A423 struck guide-wire scrapping paint
 - The garage door shut on 413 at IMMC

Christmas party...

