



# On the Line



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

## In This Issue...

Chief's Corner.....2

The Illusion of Reality—FM Rech.....3

Tango's Tips—Cody Thorne.....4

Safety Tips.....4

Congratulations.....4

Prevention/Training Efforts.....5

Member Profile: Dustyn Turner.....6

## Upcoming Events

### March 29th

### Start of the Citizen Academy

This is an 8 week program that will meet on Thursday nights at Station 42.

### October 7-13

### Fire Prevention Week

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

### UFD statistics for February

Calls for service: 202 YTD: 417

Average response Time – All incidents: **6 minutes and 22 seconds**

Average response Time – **Emergency** incidents: **6 minutes and 3 seconds**

**Emergency Medical Service calls: 149**

Average Response Time EMS: 6 minutes and 15 seconds

Emergency: 5 minutes and 36 seconds

Non-Emergency: 6 minutes and 46 seconds

### Fire related calls: 53

Average Response Time Fire: 6 minutes and 38 seconds

Average turnout per fire incident: 8 people

We **did not** receive mutual aid in February.

We **provided mutual aid one time**—for an EMS call.

### Types of Fire Calls

The 53 fire calls we had in February fall into the following categories:

<b>Fire / Explosion:</b>	<b>3</b>
<b>Hazardous Condition:</b>	<b>4</b>
<b>Service Call:</b>	<b>6</b>
<b>Good Intent Calls:</b>	<b>10</b>
<b>False Calls:</b>	<b>30</b>



## Birthdays!

Ross Frank	March 2	Paula Merfeld	March 26
Laura Lyons	March 5	Demir Miljkovic	March 26
Brennan Burke	March 7		
Craig Jensen	March 10		





### What's Going on Around the Department...

We recently conducted a survey regarding the newsletter. We were considering eliminating the newsletter however; an overwhelming number of respondents (90%) felt that we should continue publishing the newsletter. We will continue publishing the newsletter. Another question was designed to gauge your opinion on the length of the newsletter. While there was a wide range of responses to that question, it seems like the majority would like to see a shorter newsletter. To that end, we will be making some changes and only one officer will be publishing an article per month. Of course everyone is welcome to submit something for the newsletter and we will publish those as we get them. We will strive to produce a shorter newsletter. Thanks to all of you that provided input!

Well, we are headed full speed into construction season. It will be a busy year and here are some of the projects that will have a big effect on us:

- Widening of 121<sup>st</sup> Street. This project includes making all of 121<sup>st</sup> Street five lanes which will match the entrance areas at 121<sup>st</sup> and Meredith and 121<sup>st</sup> and Douglas. This is a busy road but it is made especially tough on us because it is front of our station and will affect our response in increased traffic and how we exit/enter the station. This project will include the relocation of the side walks in front of the station, the loss of all of the trees to the north of the apparatus pad, some of the trees to the south of the apparatus pad, the reconstruction of the apparatus pad entrance and reconstruction of the south parking lot entrance. During the reconstruction of the apparatus pad entrance, we will be limited to one side for entrance/exit. In the end, everything will be better but we have to endure the inconvenience during the construction project as we really do not have alternative to using 121<sup>st</sup>. This project will begin in early April and is scheduled to be complete by early November.
- Widening of Meredith – 86<sup>th</sup> Street to Urbandale Avenue. This project will make Meredith four lanes in the areas that are currently only two lanes. During construction, Meredith will be down to single lane so you can imagine that traffic will be a huge issue. When this project is up and going, Douglas will be a much better route of travel for the east/west travel. This project should be starting in April/May time frame and should also be completed by early November.
- Widening of 128<sup>th</sup> south of Douglas to Hickman. This project consists of expanding 128<sup>th</sup> to four lanes to match the entrances at 128<sup>th</sup> & Douglas and 128<sup>th</sup> and Hickman. As a certain point in this project, 128<sup>th</sup> will be closed to thru traffic. During those times, Oakbrook, 122<sup>nd</sup> and Ridgeview Drive, all east of 128<sup>th</sup> Street will be accessible only from the south via Hickman. During the time 128<sup>th</sup> is closed to thru traffic, we will have to use an alternate route for going to the Westside hospitals. This project is expected to begin in early April and be completed...you guessed it – by early November.
- Last but not least in the traffic department...86<sup>th</sup> Street/Douglas. There will be a great deal of construction going on in the 86<sup>th</sup> Street/Douglas area. The biggest project will be the reconstruction of the 86<sup>th</sup> & Douglas area as part of the HyVee project. Much of this area will be getting an overlay as well including new traffic signals in the area. Most of the overlay projects will occur at night and we will be notified of the road closings at that time.
- We will be conducting a “trial” with WestCom beginning in April. This trial will most likely be transparent to you as it has to do with when we are dispatched and the information we receive. During the trial, we will be utilizing the dispatching program (EFD) to dispatch as it was designed. Today, WC dispatches us as soon as they can during the process of asking the caller questions—and this sometime results in us being sent out with incomplete information. During the trial, the dispatcher will use the EFD program as designed and will dispatch us when the program tells them to. Some call types will get that dispatch out early in the process while others will take a few minutes to process. Those that require a lot of questions are usually non-emergent call types. The change we are going for is the elimination of being dispatched to a “still” alarm. With this new process, we will know at the time of dispatch that it is a car fire, grass fire, etc. The trial will be April & May.
- We continue to work on specific unit dispatching. We hope in the near future, we will be able to make the switch to dispatching the specific units needed for calls. It may take a while as this is a labor intensive change as all of the call types, units needed and response districts have to be updated in the CAD system. While we are making this change, we are also changing to the national grid system for districts. This will be a change that you will not “see” but is needed to have an updated response map in the event we have a disaster like a tornado that might require federal assistance. Our response districts will remain the same as far as entry into FireHouse and what one hears as we are dispatched.
- We are in the process of changing our responses for “assignments.” We are moving units up that have traditionally been on our second alarms. The hope is that we can bolster our initial response on assignments and perhaps we can reduce the need for multiple alarms. This will result in putting apparatus on the scene faster and in some cases, that might mean that we are not first in within our own district. An example may be Perkins at 86<sup>th</sup> & Hickman. If we had an assignment there, Clive FD would be dispatched the same time we are—they could be first on scene. This change will be coordinated with our changes to the specific unit dispatching.
- The annual report is complete and is published and a copy has been prepared for both stations.
- We continue to work on filling the two new part-time positions (Emergency Preparedness Specialist and Fire Prevention/Education Specialist.) We hope to have interviews later this month.
- We are working on updating/creating SOGs. We will be unveiling a new fire attack SOG in the coming months that will define fire attacks using the latest science to guide our strategy and tactics. There is a great deal of testing done at NIST and the science challenges the traditional method of fire attack. We have used the science to guide us on our last couple of fires but this new approach will be defined in an SOG and will become policy. Look for that in the coming months.

## The Illusion of Reality - Fire Marshal Jon Rech

The results of the 2011 Urbandale Citizen Survey were recently publicized. Once again, the ratings for Fire and EMS Services in the City of Urbandale were above the benchmark comparison. Of the seven public safety services residents rated, Fire (92%) and EMS (96%) received the highest ratings while emergency preparedness (78%) received the lowest ratings. The high ratings have also been noted in past citizen surveys. We should feel good about these results. But, what does this really mean? Have we fully achieved our mission statement based on the results of the survey? Do we just continue the status quo since it's getting us high remarks?

I think it's important to take a closer look at the numbers and the actual "services" citizens were asked to rate. Here are some basic stats related to the survey:

- Population of Urbandale = ~ **40,000**
- Number of random households that received surveys = **1,200**
- Number of surveys completed and returned = **399**
- % of respondents who have "had any in-person or phone contact with an employee of the City of Urbandale Fire Department within the last 12 months?" = **8% (31 people)**

Citizens were asked to rate the quality of service as 'excellent', 'good', 'fair', 'poor', or 'don't know'. The high ratings we received do not show the true picture of this survey. The overall ratings only take into account the ratings of 'excellent' and 'good'. *Of the 399 surveys returned, 27% (106) of respondents checked 'Don't Know' for the quality of Fire Service in Urbandale. 34% (135) checked 'Don't Know' for the quality of EMS Service. 33% (127) checked 'Don't Know' for fire prevention and education.* So.....are the overall high ratings of our department just an illusion? Here is my attempt to put things in perspective:

- If only 31 people have had any contact with anyone at UFD in the past 12 months, how can those that didn't check 'Don't Know' (255) really objectively rate the fire department? Are they just assuming we're a good department? Did they hear from someone that we're a good department? Inquiring minds such as myself would like to know!
- Sending out 1,200 surveys to a community of 40,000 provides a 3% total representation assuming 100% of the surveys are returned. The 399 returned surveys repre-

sent a 35% return rate. Do the math and you will see that overall the sample size for the survey is extremely small.

- In 2011, we had contact with over 12,000 people during fire and life safety programs. This doesn't include calls for service, fire inspections, preplans, car seat checks, and many other department services. With the services we provide do we have contact with more people that actually live outside of Urbandale, or are citizens not really aware of who we are and what we do, nor use very many of our services?

Elected officials will use the citizen survey as a measuring tool for the city. From the FD perspective, we certainly have nothing to be ashamed of. We know what our mission is and we will continue to look for innovative ways to deliver our services despite the low number of citizens who have had contact with us. The results of the 2011 Urbandale Citizen Survey should serve as a reminder for all UFD employees that we still have a lot of work to do. When the opportunity presents itself, take advantage of it to promote our organization and educate residents on safety. Here's a good example - On December 26, 2011, "A Shift" responded to a medical call out west. While attending to the patient the personnel present were also able to identify issues with the home's smoke detectors. In addition to providing good patient care the crew was able to replace smoke detector batteries. That's exactly the type of service we are capable of providing!



### Last Safety Incident: As of March 1st

**5** days without a safety incident

**251** days without a lost time injury

Last incidents:

- **Lost time:** head injury when wood struck head during training.
- Last incidents: 2/23: Door closed on A414 @ Mercy ER
- 2/24: Shoreline tangled in 415 while exiting the station

## Tango's Tips High Intensity Interval Training: HIIT – Cody Thorne

Lately I have seen an increase in circuit training around the station. Allow me to tell you a thing or two about circuits and intervals.

Circuit training is meant to be performed as most do, several different exercises performed one at a time for a set duration with minimal rest in between intervals and sets. This results in an extreme fat burn and fantastic increases in muscular strength, endurance, and cardiorespiratory benefits. So what's the difference between HIIT and circuits?

High Intensity Interval Training or HIIT is strictly for cardio training. It's very similar to circuit training in the sense you perform different exercises for specific time periods. HIIT would be classified as a short cardio warm up and stretch followed by your workout. A HIIT workout is a 3 minutes of 70% of your Heart Rate Max (HRmax) followed by a 4 minute bout of 90-95% of your HRmax. Keep this up until you begin to feel fatigued, your distance is completed, or your time is through.



The advantage to HIIT over continuous cardio training (CCT) is a 15% increase in VO2max or your body's ability to uptake O2 as compared to the 9% increase shown by CCT. Obviously with an increase in VO2max you have a stack effect for cardio benefits. Studies have also shown an increase in left ventricle heart mass of 12% and contractility increase of 13% which results in increased preload and stroke volume. Not a bad benefit for your body. HIIT training is also advantageous in that it can be completed in a shorter time period as compared to the long training period of CCT.

So if you're looking for a new cardio training challenge I highly encourage HIIT. I have been doing it for only a week and I must say I have noticed quite an increase in my cardiac endurance.

Until next month... Stay fit! Be healthy!

Micha Zuhl, MS, and Len Kravits, PhD. "HIIT vs. Continuous Endurance Training." IDEA Fitness Journal. February 2012: 35-40.

## Congratulations!

- Eric and Kristy Ennen on their new addition to their family. McKinley Anne Ennen was born on Feb 11 at 12:54 pm in Kansas City, KS.
- Ed, Jacie and Gavin Palizzolo also have a new addition. Liam was born on Feb 23 at 18:30.



Safety Tip: From [www.firefighternearmiss.com](http://www.firefighternearmiss.com)

I was removing a burned up mattress and box spring from the second story window of a townhome fire. The mattress and box spring had burned completely through and all that was left was the metal framework of them. When I went to throw them out of the window, part of the metal frame hooked the loop of my air hose between the regulator on my face piece and the connection on the harness. When it caught the hose, it pulled my face piece forward breaking the seal on my face piece and pulling me out the window with the mattress and box spring. I leaned back and began to remove my face piece to prevent myself from going along with the frames. My two partners, heard the air rushing and were able to help support me to keep me from falling out the window. My helmet had been dislodged and fell out the window. I was able to remove my face piece and, with the help of my partners, I was able to free myself from the framework. I just thought this might be an interesting topic to discuss and remind people about.

### Lessons Learned

Have situational awareness of yourself and partners at all times.

Anticipate the unexpected and seemingly simple procedures as being potentially dangerous.

All firefighting activities are potentially dangerous.

Always work together as a team - multiple firefighters were able to stop a two-story fall of this member by working together.

Although the atmosphere was mostly clear during this overhaul operation, the removal of the face piece would have had a worse outcome if severe IDLH atmosphere was present.

TRAIN and always be familiar with your equipment.



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

Training Report: **888.5 hours** of training were completed in February.

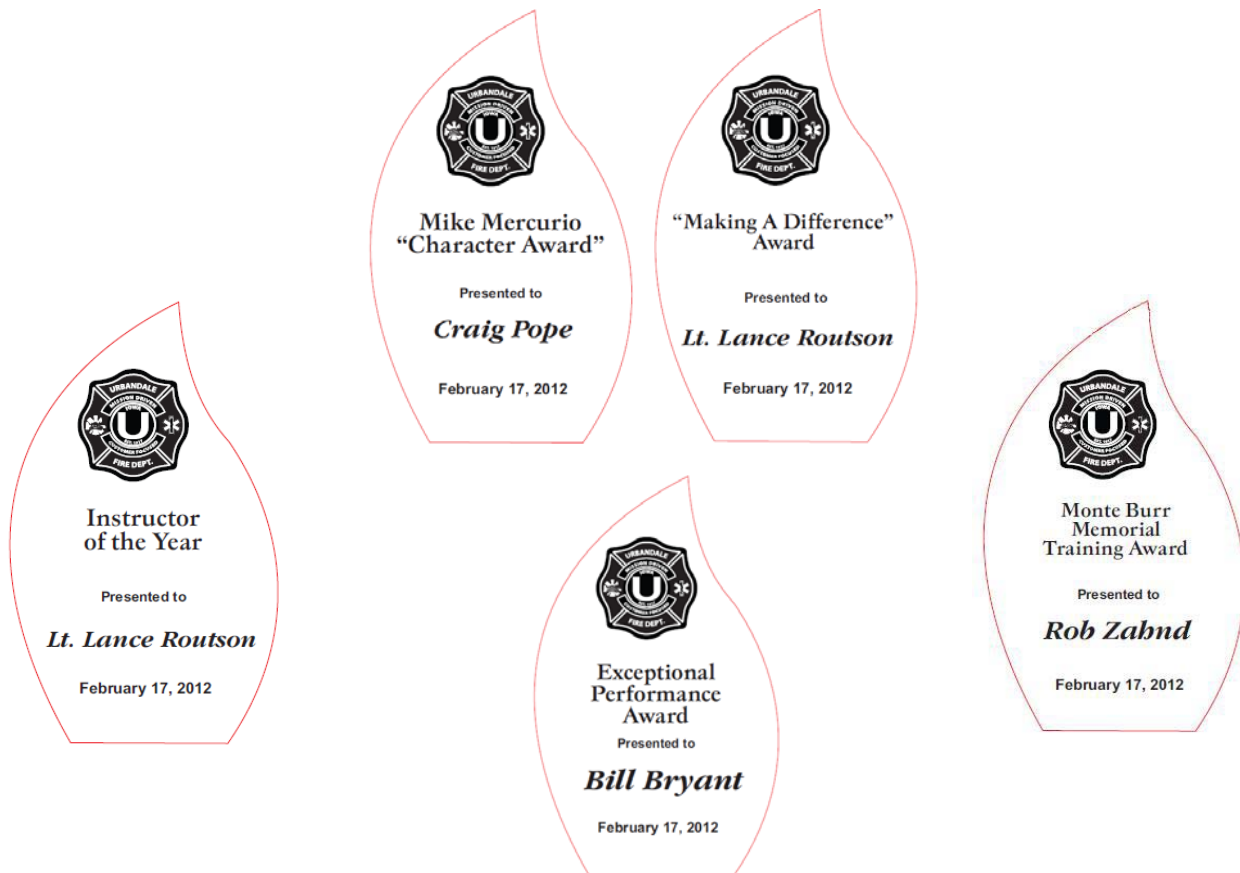
Fire Training: 502.5\* hours

EMS Training: 386 hours

\*Special note to the following who taught at the **2012 Iowa Fire School**: Chief Holt, AC Cardwell, AC Mitchell, Lt. Birkett, Lt. Routson. This represents 48 hours of donated instructional time.

Prevention & Inspection Activities:

- Completed 21 Inspections
- Completed 9 re-inspections
- Completed 3 Preliminary Walk-thru/meetings
- Completed 4 preplans
- Conducted 6 plan reviews
- Conducted 3 Car Seat check
- Conducted public education/PR for 283 people
- Installed 11 smoke detectors and replaced 6 batteries



Member Profile...

Member Profile: Dustyn Turner

Level: PT FF/EMT-B

Length of time with UFD: Since October 2011

Why I became interested in the UFD: I was looking for a part time job in Fire/EMS and I heard great things about Urbandale Fire, training, and the personnel.

Previous EMS experience: I worked for Area Ambulance, 2008/09, in Cedar Rapids, as an EMT-B for six months prior to getting hired by Ames Fire.

Previous Fire Experience: I worked two seasons as a wildland firefighter for the U.S. Forest Service in Montana based on the Helena National Forest, Lincoln Ranger District.

Family Life: Amy and I have been married since April 2008. No kids yet. We have two border collies, Chico and Rue, and a cat named Pat.

Current Profession: I work full time for Ames Fire and I've been there a little under three years.

Activities or hobbies I enjoy: I like to travel, cook, fish, hunt, and hang out with friends and family.

Most memorable moment: Since my wife is reading this over my shoulder, getting married was the most memorable moment that I have ever had. Other memorable moments include elk hunting in Montana, rafting down the Clark Fork, and fly fishing the Blackfoot River.

Favorite TV programs: Justified, Nova, Meateater

Favorite movies: Anchor Man, 180 Degrees South

Last book that I read: Between a Rock and a Hard Place, by Aron Ralston

Personal goals: I want to take my wife on vacation to Iceland, ski across the Bob Marshall Wilderness, mountain bike the continental divide trail from Banff to Colorado, and hunt whale from a small fishing boat.

What I enjoy about UFD: The people I get to work with.

Favorite Quote: Amateurs train until they get it right. Professionals train until they get it wrong



**Jerrel Holt Leadership Award:**

*Lt. Dan Birkett*

**Mike Mercurio Character Award:**

*Craig Pope*

**Monte Burr Memorial Training Award:**

*Rob Zahnd*



Paula Merfeld

**Firefighter of the Year**



Lt. Lance Routson

**Instructor of The Year  
Making A Difference Award**