



On the Line



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

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Upcoming Events

Thursdays in May:

Citizen Fire Academy

This is an 8 week program that will meet on Thursday nights at Station 42...the last class is May 17th with a graduation on Saturday, May 19th!

May 20-26

EMS Week Activities

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

UFD statistics for April

Calls for service: 193 YTD: 817

Average response Time – All incidents: **5 minutes and 58 seconds**

Average response Time – **Emergency** incidents: **6 minutes and 10 seconds**

Emergency Medical Service calls: 149

Average Response Time EMS: 5 minutes and 32 seconds

Emergency: 5 minutes and 33 seconds

Non-Emergency: 5 minutes and 32 seconds

Fire related calls: 44

Average Response Time Fire: 7 minutes and 3 seconds

Average turnout per fire incident: 8 people

We **received mutual aid three times**—two times for fire calls and 1 time for an EMS call.

We **provide mutual aid two times**—once for a fire call and once for an EMS call.

Types of Fire Calls

The 44 fire calls we had in April fall into the following categories:

<u>Fire / Explosion:</u>	<u>5</u>
<u>Hazardous Condition:</u>	<u>1</u>
<u>Service Call:</u>	<u>6</u>
<u>Good Intent Calls:</u>	<u>9</u>
<u>False Calls:</u>	<u>22</u>
<u>Ovr Press/Ovr Heat:</u>	<u>1</u>



Birthdays:

Mike Gentosi	May 5
Tom Montgomery	May 15
Drew Stiles	May 26
Eric Ennen	June 2
Jim Mitchell	June 3





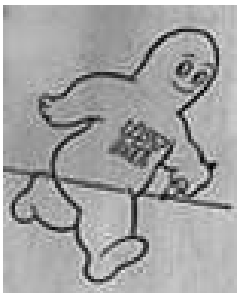
We all have quotes that we like. I have several...more than I have time or space to discuss. Some are funny - you've got to have a sense of humor – and others are more serious. They range from Benjamin Franklin to Lombardi, from Jefferson to Dr. King, from Eisenhower to Simpson. Hopefully you recognize these names but you might ask who is Simpson? Well, not Jessica and definitely not O. J. but that great American boy, Bartholomew J. Simpson. That's right, Bart Simpson...one of 1998's most influential people of the 20th century according to *Time* magazine and the only fictional character to make that list.



So you don't think Bart is that popular or knowledgeable? A recent search on Google.com returned almost 11 million hits when the name "Bart Simpson" was goggled! That's a lot! So what makes Bart so popular? Could it be his deep meaningful quotes? It might be...there are many to choose from. One of my favorites is "I didn't do it, nobody saw me do it, there's no way you can prove anything!" At first glance, this sounds merely like a young boy who is trying to get out of being punished for some wacky prank or "accidental" misadventure. Further exploration reveals a quote that can be applied to our jobs within the fire service and right here within our department.

"I didn't do it, nobody saw me do it, there's no way you can prove anything!"...how can we apply that to our jobs? Unfortunately, there is more than one way to apply that to our work. The obvious way that this quote can be applied happens all too often in the work place – in the fire service and in workplaces all over our country...as a way to avoid blame. I am sure that you have found items that were mysteriously broken over the years. I know that as the Chief, there have been many occasions where something was damaged and no one in the department had "any idea" of how the damage could have occurred.

I am reminded of another fictional character...Billy and Dolly from the *Family Circus*. I have seen many times the "Not me" gremlin in that cartoon when Billy and Dolly are asked "who broke this?" Billy and Dolly answer in unison, "Not me!" just as a ghost named "Not Me" flees the scene with some kind of evidence in hand of his dastardly deed. Just like in *Family Circus*, in our real world work environment there have been many cases where no one would take responsibility for breaking the item nor did they report the item as needing repair or replacement. I can see in my mind's eye someone looking around after breaking a tool to see if anyone happened to see them, quickly putting the item in the back of the shelf as they returned it undetected. It is only discovered later either during a check of equipment or when someone needs it.



But that's not why I think Bart's quote is so meaningful. I think the better way to see that quote is when our personnel do it right. That's right, when they do it right!

"I didn't do it, nobody saw me do it, there's no way you can prove anything!" can be used in a positive manner as much as it is used in a negative manner. It is used everyday when one of our teammates goes above and beyond...for the sole purpose of doing the very best they can do without any expectation of being recognized for doing their job. It could be used when one of our teammates does something nice for another teammate without wanting the good deed to be recognized. I've seen that quote work...I have seen completed tasks that I could tell who had worked on that task just by looking at the quality of the results. I have seen projects that could easily be identified by the results...all while the person responsible sat back with little or no recognition for a job well done.

It could be applied to "going the extra mile" for the customer – exceeding their expectation – all the while not expecting to get anything in return. That may take the form of simply talking and being extra "nice" to someone who is scared and shaken about their adventure in the back of our ambulance. Or it might take the form of taking care of a pet of a person who is traveling through our community with no one to leave their pet with while we transport them to the hospital. Or it could be driving the wife of a customer to the hospital so that her and her husband won't have to take a cab later to get the car when he is released from the ER.

Whatever form it might take...it sure is pleasant when great service is hidden in Bart's favorite quote "I didn't do it, nobody saw me do it, there's no way you can prove anything!" When services are provided to the very best of our ability without the intention of being recognized for doing them...That's the true measure of quality customer service and that's why Bart's quote is meaningful and applies to us! Here is one last quote for you: "By the work, one knows the workman" - Jean de La Fontaine



Remember to conserve fuel whenever possible! We MUST do everything we can to conserve the public's money! (And turn off the lights and TV when you leave the room!!

Tips to Make Training More Engaging, Part 2
- AC Mike Cardwell

Last time we talked, I threw out some ideas I've used to make engine company training more interesting and challenging. This month I'd like to give you a few tips on improving our ladder company skills. Hopefully you'll find time to give these a try, when you've got some free time on your hands and it's a nice day outside...

Ladder Race. On the East Coast there is a competition called the ladder raise where teams on motorized carts race to place a ground ladder up and climb to the top as quickly as possible (don't believe me, take a look...) <http://www.youtube.com/watch?v=jiGyhND6hxM&feature=related>. Now I'm not recommending anything like that, but why not pit one crew against another. Time how fast a 3-person crew can complete the following exercise (remember, all participants have to be in PPE).

Carry set and raise a 16' to the 2nd story window with 2 FF's entering then descending the interior stairs,

Carry, set and raise a 24' to the 3rd story window with 2 FF's entering then descending the interior stairs,

Carry set and raise a 35' to the 4th story window with 2 FF's entering. Time ends with the 2nd FF is in the window.

Equipment Hoist Race. A team sets a 35' ladder to a 4th story window, 2 FF's climb with utility rope, then ascends to the roof via access ladder. Once on the roof, they drop the rope bag where the 3rd FF ties off first a pike pole in-line, then a saw and both are hoisted to the roof. Timing ends when the saw goes over the wall.

Aerial Control Touch. Place 3 traffic cones at various heights and places on the front face of the tower. Have each operator place the tip of the aerial within 6" of each cone without touching, and with the fewest moves. Each move of a control (elevate, rotate, extend) counts as a move. The operator who can get within 6" of all 3 targets in the fewest moves wins.

Making the Rescue. Place the rescue dummy on the 3rd story of the tower. Have one 2-FF team enter and locate the dummy, and remove to the 2nd floor, then have them hand-off to another 2-FF team to finish the removal to the 1st floor and outside. Time how long it takes.

I know repeating basic skills sometimes seem repetitive, so always be on the lookout for additional ways to make these drills more interesting and everyone will get more out of it. Who knows, maybe someone on your shift will have their own ideas for spicing up training.

Safety Tip – It may be routine, but don't forget your risk assessment:

Responding to a vehicle leaking fuel is a fairly "routine call" in the fire and emergency service. Calls of this nature can take on the appearance of looking benign, but pose a serious threat to first responders. Understanding the chemical and physical properties of gasoline or diesel fuel is the key to safely operating on scenes of this nature. Even though responders typically respond in open air environments when dealing with gasoline or diesel fuel leaks, there is still an Immediately Dangerous to Life and Health (IDLH) component. Developing a "best practices" approach to donning all appropriate (PPE) and (SCBA) will afford responders the best protection possible. In this firefighter near-miss report, the fire crew didn't conduct a detailed risk assessment prior to engaging in mitigation tactics to control the leak. This report details the complacency and apathy that can hinder any crew that is operating offensively on a gasoline or diesel fuel leak... ***Wear your gear and anticipate the worse case scenario!***



"While on scene of an auto accident with an active fuel leak, one crew was dealing with the fuel leak...all patients were clear of the area...a firefighter was on a charged hoseline with turnout gear and SCBA with no mask...the engineer was attempting to stop the leak wearing no turnout gear...a second firefighter was reported to have been soaked from head to toe with fuel."

From <http://www.fireengineering.com>

Last Safety Incident:

As of April 1st

66 days without a safety incident

313 days without a lost time injury

Last incidents:

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

WHAT'S HAPPENING AROUND THE DEPARTMENT...

- WestCom is upgrading our wireless connections to our MDCs. In the coming months there will be a shift from the current Sprint wireless connections to a Verizon 4G connection. We are able to accomplish this with no increase in cost to WestCom. This should improve connectivity and speed for our connections including the ability to use FireHouse via the MDCs. FireHouse is currently available on our MDCs.
- You may recall that part of the radio project was to include a site on the KCCI tower located downtown. Following an engineer's report, we are going to be unable to utilize the KCCI tower space. Work remains underway to explore other options for tower space. The original plan called for a tower in the eastern areas of WDM and a satellite tower in the area of the hospitals to allow for coverage at the hospitals. We may be back to a satellite location in the areas of the hospitals as we search for a suitable location for tower space.
- New Hires: The two new part-time positions have been filled and the new hires will be starting in early May. Mindy Cross has been hired to handle the Public Education/Prevention Specialist and Michael Morlan has been hired to fill the Emergency Preparedness position. Michael is a part-time FF in Boone and is completing his degree in Emergency and Disaster Management. He has worked with the Polk County EMA and has worked for FEMA in the Public Assistance Program. Mindy is a FT employee in Clive and has spent a good deal of time in prevention and public education activities. Both of these positions are to work 16 hours per week and we look forward to both of these new additions assisting us in goal to be a mission driven, customer focused fire department. Please make them both feel welcome.
- We continue into construction season. As shared in the last newsletter, there will be several road projects that will impact travel this season.
 - 86th & Douglas Project. The intersection on 86th and on Douglas will be reconstructed as part of the HyVee project. Traffic will be down to one lane at times. This project will extend to the west to where the bike path passes under the road on Douglas.
 - 128th Street is being reconstructed from Douglas to Hickman. This project will completely shut down thru-traffic from Douglas to Hickman.
 - Meredith from 86th Street to NW Urbandale. Meredith is being widened and this project will completely shut down thru-traffic during the project.
 - Widening of 121st Street—121st is being widened to include five lanes.

The impact of these projects will be obvious to us. Our east/west corridors will be effected greatly as will our ability to travel to the western hospitals via 128th Street. Be sure to check status of roads each shift!

Congratulations!



- Lt. Mike Gentosi—Lt. Gentosi completed his Master of Science degree in Emergency Management from Jacksonville Sate University!
- Lt. Kyle Bissell—Lt. Bissell completed his Masters of Science in Leadership with an emphasis in Disaster Preparedness and Executive Fire Management from Grand Canyon University!

WHAT'S HAPPENING AROUND THE DEPARTMENT...

- The Citizen Fire Academy is under way and going well! The nine members of the inaugural class started on March 29th and will continue meeting every Thursday evening from 1800 to 2200 hrs until May 17th. There will be graduation on Saturday, May 19th at 1100 hrs. We are proud to have our Mayor, a City Council member and our Assistant City Manager in the class.
- Planning is complete for the Kid's Fire Academy June 4-6. Classes will be conducted each day from 0800 to noon and we are currently accepting registrations.
- We identified a problem with the windows in the training room in March and we are working to resolve those problems. The windows have gotten moisture in them and the wood has rotted. We will be with a firm to identify a permanent solution.
- We are waiting for the radios to come in for our new Tahoes that will replace 417 and 409. The radios should be in within the next couple of weeks and we will get our new units placed in service.
- We plan on scheduling an update for all of our instructors who are part of the live fire training. We hope to get this important update taught on each shift during the month of May so that we may resume live fire training.
- Our work on the new fire attack SOG continues as we decided to add additional components. It will be completed in May and rolled out to the officers and then to each shift. Suffice it to say, the transitional attack will be an integral part of our operations.
- The hiring process for the City's new HR Director continues. Interviews are being conducted on May 3rd and May 10th. The hope is that we will have a discussion soon after that and will have the new HR Director on board as soon as we can!

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

Training Report: 871.5 hours of training were completed in April.

Fire Training: 502 hours

EMS Training: 369.5 hours

Prevention & Inspection Activities:

- Completed 20 Inspections
- Completed 10 re-inspections
- Completed 1 Preliminary Walk-thru/meeting
- Completed 4 preplans
- Conducted 8 plan reviews
- Conducted 4 Car Seat checks
- Installed 29 smoke detector batteries
- Conducted CPR classes for 24 people
- Conducted public education for 82 people



Member Profile...Kelly Spooner

Member Profile: Kelly Spooner

Length of time with UFD: 7 months

Why I became interested in the UFD: I got to visit station 41 when I was 3 years old after a house fire and have been interested in Fire and EMS since then.

Previous EMS or Fire experience: None

Family Life: Amber, girlfriend for 2 years. Pets include some fish and my girlfriend's cat..

Current Profession: Urbandale Fire Dept., Army National Guard for 4 years, Student

Activities or hobbies I enjoy: Hockey, restoring my '72 Chevelle SS, and exercise.

Most memorable moment: Graduating Army Sniper school in 2010 or coming home from deployment.

Favorite TV programs: NHL hockey, Seinfeld, The Office, and occasionally Fox News.

Favorite movies: Terminator 2 and Dumb & Dumber.

Last book that I read: Paramedic Practice Today: Above and Beyond.

Personal goals: Pass Paramedic school.

What do you enjoy about UFD? The people who work here are intelligent and experienced and I learn something new every shift.

Favorite quote: There is no limit to the good you can do if you don't care who gets the credit-George C. Marshall



Picture this...

FROM THE CITIZEN FIRE ACADEMY...

