



On the Line



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

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UFD statistics for July

Calls for service: 278 YTD: 1,789

Average response Time – All incidents: **6 minutes and 46 seconds**

Average response Time – **Emergency** incidents: **6 minutes and 42 seconds**

Emergency Medical Service calls: 199

Average Response Time EMS: 6 minutes and 28 seconds

Emergency: 5 minutes and 50 seconds

Non-Emergency: 6 minutes and 52 seconds

Fire related calls: 79

Average Response Time Fire: 7 minutes and 30 seconds

Average turnout per fire incident: 6 people

We **received mutual aid nine times**— five times for fire calls and four times for EMS calls.

We **provide mutual aid eight times**— five times for fire calls and three times for EMS calls.

Upcoming Events

August 26th

Next departmental meeting with the Chief

October 5-11

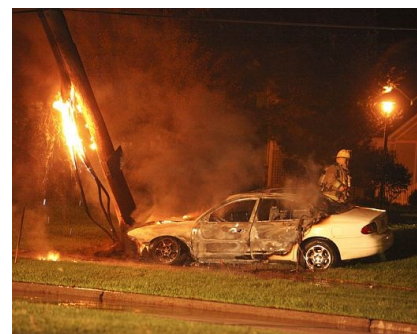
Fire Prevention Week

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

Types of Fire Calls

The 79 fire calls we had in July fall into the following categories:

Fire / Explosion:	4
Hazardous Condition:	13
Service Call:	7
Good Intent Calls:	16
False Calls:	37
Severe Weather:	2



Birthdays:

Scott Lyon	Aug 1
Brad Crookshank	Aug 4
Greg Willis	Aug 4
Elizabeth Harris	Aug 9
Derek Manser	Aug 15
Andrew Klenk	Aug 19
Greg Glendy	Aug 23
Mike Cardwell	Aug 30





I was watching a sports program the other day. During the event, an injury occurred to one of the participants. It was a minor injury but of course the commentators were quick to dive in. The injury was minor and the discussion turned away from the injury to a discussion on when the injured participant “had to get back in the game.” The emphasis was on “had” to get back to doing what he was paid to do; the game. They made it sound like it was so bad to have to go back to the game (work).

They went on and on discussing how tough it was to “have” to get back at it, how “hard” it was to mentally and physically prepare for his return. I don’t dispute the effort it takes to come back from an injury rather it is in sports or in “real life,” I get that it takes a lot of work and determination to get back to the pre-injury condition. I’ve had my share of rehab with two shoulder surgeries. No fun and an awful lot of work including blood, sweat and tears. A highly paid athlete will certainly have the best doctors, Physical Therapist, and the best equipment to make the rehab as quick and thorough as possible.

What I take issue is the approach of “had” to get back at it. How about a different approach of “is lucky enough to get to do it again?” The whole approach of “have” to get back at it versus “gets” to get back at it tells a lot about how they see the “job” and as such, how they view the privilege of that job. In this case, the athlete is well paid to PLAY a game. The truth is that most of us would play the game for free! Sure, our abilities might not match that of the finely tuned athlete, but we would gladly play the game.

In the real world, not the world of professional athletes, I think sadly, most people see it that same way. Take a vacation and at the end, you “have” to get back to work! Miss a few days for an illness and you “have” to go back to work. The evening before your first day back following your off time, you got it; you “have” to go back. With that kind of approach, how can going back to work be anything but drudgery?

I believe that how you view your job affects rather you “have” to go back or you are lucky enough to “get” to go back. Don’t get me wrong, I get it. There are days that even the most content employee might not want to go back to work. A troublesome project, a perceived bad boss, or just some rest and relaxation that might be much needed are all reasons not to want to return to work. But our job, even with those issues, is still the best job in the world.

You might be thinking, “The Chief is smoking crack!” but I’d have to challenge you on that. (For the record, there is no crack smoking going on!) Our job is such that there are many people who do what we do and they do it for free! I think sometimes we forget that. Beyond free, there are many people who would love to have our jobs. They see the

job as meaningful, a great way to give back to the community, a nice paying job and ultimately an exciting way to make a living. And while I know their perception doesn’t always match the reality of our jobs, the fact remains that there are thousands of people who would love to have our jobs.

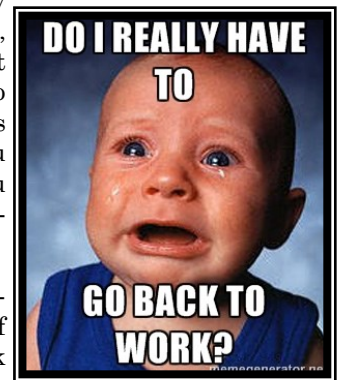
If our jobs are so sought after – and they are and you are the proof because you pursued this job – then why would we ever feel that we “had” to go back to work? I’ve listed some reasons and I know that there are many more but the point I want to make is that we are lucky to have the jobs that we have. If there are reasons that make you hate to “have” to go back to work, you owe it to yourself to pursue other options. Life is too short to “have” to go to work. Jobs like ours are hard to come by and if you “have” to go to work, there is something better out there for you. We “get” to go back to work and when there is a long term feeling that you “have” to go back to work, you might have lost the appreciation for the job.

Everyone has bad days. I understand that but when days of “having” to go back to work turn into weeks and weeks

turn into months, something is wrong. Pretty soon, months turn into years and that’s just too long to feel that you “have” to go to work. Before you know, you spend an entire career unhappy and dreading work.

If you want a different perspective, ask someone who wants to work but cannot, how they view our jobs. We all have known people that have pursued firefighter jobs but have never been hired. I have known people who left the job only

to realize how good of job it really was but unfortunately, they were unable to get back to the job or it took a very long time for them to be hired again. I’ve known Chiefs who were forced out simply because of a change at the Mayor level that resulted in them being on the other side of the political aisle. I have also known several people who “had” to retire following injuries that would have given anything to “get” to go back! Being forced to retire over an injury, being forced out because of an age limit, political affiliation or not being allowed in for one reason or another might change your view on if you “have” to go to work or if you “get” to go to work. Many people test and test and are unable to get into the fire service. That’s not you. You have the job! **You “GET” to go to work!** Enjoy your job or find one that you can enjoy. **Life is much too short to “have” to go back to work!**



A Look Back - Lt. Cory Macumber

Sometimes we get caught up in the moment and forget where we have been and that the moment may not be as bad as we think it is or it may be as bad as we think it is only because we do not know or understand where we have come from. Last week after live fire training, Mr. Craig Pope and I were talking about some of the changes that the department has gone through since we were brought on which was about 10 years ago. Don't worry this short article is not about war stories nor "the old days" but rather to bring up the point that we must understand where we have come from to understand what we have today and know where we are headed tomorrow.

The conversation that started this for Pope and I was a discussion on staffing levels when we came on. Pope told me that he remembers signing up for FTE shifts and his partners sometimes would call in sick, which left him the only person staffing the station for that period of time. The duties did not change just because of the sick call and he had to work through them on his own, which he did. Then when a call came in, he would have to sit and wait for other staff to arrive before he could respond on the call. I agreed and remember sleeping at 42 all by myself while Gentosi was on vacation or at NFA. We both chuckled over those things and looked into the bay noting about 11 guys putting things back together so we were ready for the next call knowing that they were here for the rest of the shift and that we did not have to worry about being alone and waiting for others before we could respond. At this point I was thinking to myself wow, this change happened in only 10 years. Ok, 10 years seems like a lot, but in the world of planning, budgets and politics 10 years is not that long. Now, am I here to say we have enough staff, NOPE but I will say what we have today is much better then what we did have when I started let alone when Chief Holt started and he was IT, besides the POC's. One can also talk to FM Rech, Lt. Birkett or DE Burke about low staffing levels and they too can explain how calls were handled when it was just them alone in a car covering the city. That's just one example, there are many more changes that we could discuss but won't as that's not my point.

Look How Far
We've Come

My point with this example is that, it is not always as bad as one thinks it is whatever the case may be; staffing, salaries, equipment, people etc.. and that it could be worse. Trust me, there is a reason I left my prior job and have not left here. Sometimes it takes one to look at things from another perspective to better understand the surroundings. Now I am not saying we have to look at everything through rose colored glasses as we should always strive to improve, but when we get caught up in the moment and think things are bad, whatever it is, step back, put on another set of glasses and look at it from another perspective. Finally, try to understand where we have been compared to where we are at today and look forward to tomorrow because I am here to tell you, tomorrow looks really good.

WHAT'S HAPPENING AROUND THE DEPARTMENT...

- The next meeting with the Chief will be August 29th @ Station 41—1400 hours. Be sure to have your agenda items to the Chief no later than 24 hours before the meeting.
- The Chief met with Public Works Director in July to discuss the replacement of the concrete in front of Station 41 and the repairs needed around the drain in the employee parking lot to the south. Repairs have been made in the south parking lot but the proposed changes in the north apron are much more expensive than anticipated. Attempting to develop a more smooth transition to Douglas will require changing the grade which is obviously more expensive. Furthermore, changing the grade changes the angle of departure for apparatus and further study is needed to be assured that any propose change doesn't affect our ability to pull in/out of the station without scraping bumpers or undercarriage. Funding for the project may delay implementation.
- The dead tree on the west side of Station 41 has been reported to City staff. A vendor that will remove the tree has been selected and the tree is scheduled for removal on 8/18/15.
- We will be conducting the engineer's inspection of our training building in this year's budget. Our warranty requires that we have an engineer inspect the building every five years.
- We will be changing our EMS report software this year. FireHouse has informed us that existing records management software (RMS) will not be NEMESIS compliant beginning Jan. 1, 2016. We have until then to make a decision. The leading candidate is still FireHouse's "Medic" product. To accomplish this task, the planned purchase of two additional Lucas devices may have to be postponed so that we can use that money for the RMS project. The RMS project hadn't been identified before the budget process was complete hence; no funding for this project.
- We have added an additional FireHouse user license. This will allow for four simultaneous users to be logged in at the same time. Hopefully this will decrease the number of occurrences where we are unable to log in because our number of users has been exceeded.
- We will be tweaking the PCR in FireHouse. Completing the PCR will have you adding the EMT#2/Driver in the "report authorization" tab AND having the report author AND the EMT#2/Driver sign the completed form.

For the "fun" of it...Two hydrogen atoms walk into a bar. One says, I think I've lost an electron. The other says, Are you sure? The first replies, Yes, I'm positive.

ON THE LINE

Other programs/training/projects completed by UFD in July

Training Report: **763 hours** of training were completed in July.

Fire Training: 400 hours

EMS Training: 363 hours



Prevention & Inspection Activities:

- Completed 43 Inspections
- Completed 46 re-inspections
- Completed 10 preplans
- Conducted 29 plan reviews
- Conducted 4 Car Seat checks
- Conducted public education for 802 people – 425 children and 377 adults
- Installed 11 smoke detectors and changed batteries in 6 other detectors



Safety Tip – *Rules of Engagement for Firefighter Survival*—From www.iafc.org

1. Size up your tactical area of operation.
2. Determine the occupant survival profile.
3. DO NOT risk your life for lives or property that cannot be saved.
4. Extend LIMITED risk to protect SAVABLE property.
5. Extend VIGILANT and MEASURED risk to protect and rescue SAVABLE lives.
6. Go in together, stay together, come out together.
7. Maintain continuous awareness of your air supply, situation, location and fire conditions.
8. Constantly monitor fireground communications for critical radio reports.
9. You are required to report unsafe practices or conditions that can harm you. Stop, evaluate and decide.
10. You are required to abandon your position and retreat before deteriorating conditions can harm you.
11. Declare a Mayday as soon as you THINK you are in danger.

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.



Our Mission is to preserve life, protect property,
and promote safety through education.

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



ON THE LINE

“YOU’VE BEEN CAUGHT DOING AN OUTSTANDING JOB” LETTERS...

We continue to recognize your efforts. Whenever we receive a thank you letter, card or a phone call, we pass that along to the people involved in the form of a “You’ve Been Caught Doing An Outstanding Job” letter. As of July 31st, we have sent 102 notices to our personnel. The following people received “You’ve Been Caught” notices since our last newsletter:

Lt. Birkett, D/E Eric Ennen, Nick Heuer, Brad Crookshank, Greg Glendy and Karla Hogrefe: We had some cookies delivered to station 41 from a resident that wanted to say thanks for coming to her home this morning (B shift) for a smoke detector problem (Juaita Scriven at 8844 Meredith). She was very thankful to those who came out.

D/E Manser, Bill Giusto, David Burns, & Craig Pope: We received a box of cookies and donuts @ 42 from a EMS call back in April of this year and the note reads: “My name is Bill Donahoe. In late April I suffered my 2nd heart attack in the past 3 years. Both times your station responded and helped save my life. There is nothing I can say to show you how much that means to me, and I can never say thank you enough. I hope some sweets for your office might make your day a little more enjoyable. Thank you once again for all of your hard work and dedication. Bill Donahoe – 16002 Walnut Hills Dr.” Now that’s got to make you feel good about the job that everyone here does!!

Dave Wyner: We received an email from Deb at City Hall thanking Dave Wyner for all of his efforts in putting together a tornado/fire exit plan for them. The email reads “I’ve been working with Dave for Tornado and Fire Exit maps for our Admin/CD/Eng building. Just wanted to let you know that he’s been great to work with. He’s been very responsive – and patient – and has answered all my questions, explained why he set it up the way he did, etc. I really appreciate his making this project so easy.”

Lt. Bissell, D/E Burk, Rob Harris, Ryan Young, and Rob Zahnd: The Chief received a voice mail thanking us for the care we provided to a patient on Friday evening. The patient was complaining of dizziness and the patient’s wife wanted us to know that she really appreciated the care they received. She said that those who responded were very professional and very nice and it made her proud to live in Urbandale.

Fire Marshal Rech & Dave Wyner: We received a thank you card for a presentation. The card reads “Urbandale Fire Department, Thank you for coming to present to the ESL summer class. The goal of this program is to get them familiar with the community and people of Urbandale. Taking your time and coming to visit these kids helps us do that! The students all enjoyed learning about fire safety with the hands on activities! Thanks again! Annie Jordan, Urbandale High School.”

D/E Drew Stiles & Cody Nicely-Green: A family came in with a bag of cookies and a note that read “Thank you for being so awesome!! - The Brown Family. They had participated in a station tour and wanted to show their appreciation for the tour.”

Lt. Routson, Josh Boyle and David Burns: We received a \$50 donation from the parents of a birthday child where A-Shift made an appearance...Andrea and Gerald Hiesterman - 15012 Madison

Lt. Miljkovic, D/E Stiles, Chad Jackson & Elizabeth Harris: We received a thank you note for the care provided on a DOA call. The card reads “Your Kindness And Sympathy At This Time Are Deeply Appreciated – Demir & Urbandale Fire, Thank you for your prompt response at our deepest time of need. It meant a lot that you waited with us and offered support in many ways. We are grateful to have such caring and supportive people in our community. Stark Family”

Thanks to all of you for providing outstanding service!!

Last Safety Incident:

As of August 1st

55 days without a safety incident

158 days without a lost time injury

Last incident:

- 1/24/15: Employee injured shoulder while moving patient to hospital bed. Light duty required.
- 4/23/15: Employee struck and broke the passenger side mirror as he backed A414 from IMMC.
- 5/2/15: While attempting to park the ambulance near the curb and between two parked cars, we struck a vehicle’s front bumper with the exhaust pipe of the ambulance
- 6/9/15: Plywood fell on a firefighter while working over head

