



# On the Line



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

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## Upcoming Events

### February 21

Annual Awards Banquet

### February/March

Annual physicals are due!

### March—May

Citizen Fire Academy

### October 5-11

Fire Prevention Week



*Happy Valentine's Day*

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



### UFD statistics for January

Calls for service: 270—The department's busiest month ever.

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

Average response Time – **Emergency** incidents: **6 minutes and 23 seconds**

**Emergency Medical Service calls: 175**

Average Response Time EMS: 5 minutes 57 seconds

Emergency: 6 minutes and 8 seconds

Non-Emergency: 5 minutes and 50 seconds

**Fire related calls: 95—most fire calls in a single month**

Average Response Time Fire: 7 minutes

Average turnout per fire incident: 6 people

We **received mutual aid five times**— three times for fire calls and two times for EMS calls.

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

### Types of Fire Calls

The 95 fire calls we had in January fall into the following categories:

<b>Fire / Explosion:</b>	<b>7</b>
<b>Hazardous Condition:</b>	<b>9</b>
<b>Service Call:</b>	<b>6</b>
<b>Good Intent Calls:</b>	<b>13</b>
<b>False Calls:</b>	<b>58</b>
<b>Over Press/Heat:</b>	<b>2</b>



## Birthdays:

Cory Macumber	Feb 10
Rob Zahnd	Feb 11
Bryce Landers	Feb 19
Karla Hogrefe	Feb 21
Julie Stuckle	Feb 22
Rob Harris	Feb 23





If you've read many of my articles, you know I am a big fan of Zig Ziglar. I've shared several of his stories in the past and although Zig died in 2012, I still get weekly articles published from the "Ziglar Newsletter." Good stuff and I wanted to share my space with this week's Ziglar article:

### Productivity

Much of success is about performance. It's about what we do and what we are able to inspire others to do. There are some simple performance principles I have learned in my life, and I want to share them with you. They really bring success, and what it takes to be successful, into sharp focus. They are also the basis for developing and maintaining an expectation of success.

### The Five Principles of Performance

**1. We generally get from ourselves and others what we expect.** It is a huge fact that you will either live up or down to your own expectations. If you expect to lose, you will. If you expect to be average, you will be average. If you expect to feel bad, you probably will. If you expect to feel great, nothing will slow you down. And what is true for you is true for others. Your expectations for others will become what they deliver and achieve. As Gandhi said, "Be the change you wish to see in the world."

**2. The difference between good and excellent companies is training.** The only thing worse than training employees and losing them is to not train them and keep them! A football team would not be very successful if they did not train, practice, and prepare for their opponents. When you think of training as practice and preparation, it makes you wonder how businesses survive that do not make significant training investments in their people.

Actually, companies that do not train their people and invest in their ability don't last. They operate from a competitive disadvantage and are eventually gobbled up and defeated in the marketplace. If you want to improve and move from good to excellent, a good training strategy will be the key to success.

**3. You find what you look for in life.** If you look for the good things in life, you will find them. If you look for opportunities to grow and prosper, you will find them. If you look for positive, enthusiastic friends and associates who will support you, you will find them. On the other hand, if you look for ways to cheat, you will cheat. If you look for ways to justify leaving your spouse, you will find them. If you look for justifiable reasons to hold a grudge against another person, you will find those, too. It is a natural tendency of us all to look for things that will justify what we think we need or want. If you are not living by the foundation stones of honesty, character, integrity, faith, love, and loyalty, you will be drawn to seeking selfish gratification, and that leads to misery and unfulfilled dreams. Whatever you have will never be enough. Always look for the good and for ways to help others.

**4. Never make a promise without a plan.** Far too many

people make promises they can never keep. They may have the best intentions in the world to keep their promise, but if they have not made a plan to keep it, they will not be able to do it. Business leaders who make promises to their employees will not honor them if they do not create a plan on how the promises will be kept. If you make a future commitment, you must understand and be willing to do whatever it takes to complete that commitment. One of the reasons marriage commitments fail so frequently is because the husband and wife do not understand what it takes to have a great marriage. They do not plan for or understand the sacrifices each must make for the other to enable a long-lasting relationship.

**5. Happiness, joy, and gratitude are universal if we know what to look for.** I believe you can have everything in life you want if you will just help enough other people get what they want. All people want happiness and joy in their life, but you have to know what produces real happiness and how to do the things that produce it. The moment you begin to worry about the things you want and the things you don't have in life is the moment you will lose your gratitude for what you actually have. If you are ungrateful, you will never be satisfied or content or joyful about your life. The greatest source of happiness is the ability to be grateful at all times.

### The Right Attitude

Obviously, the right attitude to expect the best in your life is a positive attitude. But I want to be very clear that the kind of positive attitude I describe is not one that is contrived or falsely manufactured to impress or manipulate others. The positive attitude I talk about is one that you are filled with, and when you are jostled, it just spills out! What I'm saying is that a genuinely positive attitude is part of who you are at your core. If you have a bad attitude, it is a reflection of who you are, as well. It's a "heart condition," and to get rid of that bad attitude, you need a change of heart. I would be remiss if I did not encourage you by saying that God is the most amazing heart surgeon available to us all. He does not just repair a bad heart; He can give you a new one that your body will not reject. The new heart He provides will produce love, joy, peace, patience, kindness, goodness, faithfulness, gentleness, and self-control in your life. When you have those characteristics and qualities in your life, you will be rightfully positioned to know beyond a shadow of a doubt that you are truly born to win.

Zig Ziglar was known as America's Motivator. He authored 32 books and produced numerous training programs. He will be remembered as a man who lived out his faith daily.

[http://www.ziglar.com/productivity/five-principles-performance?inf\\_contact\\_key=0486ad25eec66047afb1d832857821ce38d36500ea4d6b5cc22cee94ac24ed1e](http://www.ziglar.com/productivity/five-principles-performance?inf_contact_key=0486ad25eec66047afb1d832857821ce38d36500ea4d6b5cc22cee94ac24ed1e)

Life is a classroom  
-- only those who are  
willing to be  
lifelong learners  
will move to the head  
of the class.

Zig Ziglar

## If I Build It – Will I Get Away with It? – FM Jon Rech

I've always been amazed at the amount of time, effort, and even money people will sometimes invest to try and avoid provisions of the fire and building codes. Do I really have to hang the extinguisher on the wall? Do I really have to have an emergency light in my business? The list goes on and on. But what happens when you stumble across something that really isn't covered in the fire code but you're probably sure it doesn't meet the building code? Do you not worry about it because you can't find a code reference on the cheat sheet on the inspection clipboard? The correct answer is – NO!

Over the last few months we have had more than one crew stumble across these types of situations. The recent ones have involved mezzanines that were constructed inside an existing building. You probably know what a mezzanine is. But did you know that mezzanines have their own section in the building code and are subject to the provisions of the building code like any other construction that goes on in a building? What's the real risk – it's just a mezzanine?

When a new building is constructed the building code specifies all the structural aspects required to assure it won't fall down on its own or due other associated construction and building factors. Unfortunately, when someone decides to build a mezzanine without a permit you can see a wide array of construction methods and designs. Like everything, it's all about cost. Most choose not to evaluate the implications of their approach.

We recently came across a large mezzanine in tenant space located in a 20,000 square foot building. This particular tenant has about 3,000 square feet and they decided over a year ago to add a mezzanine area that totaled over 1,000 square feet. They needed more storage and office space. It is considered a non-combustible building. This means that any interior construction must utilize non-combustible or limited combustible materials for structural elements. The mezzanine in question is all wood components. In addition, the staircase and railings (or lack thereof) didn't appear to be typical of what you would see in a building. But, is this really a fire code issue?

Our next step involved having one of the building inspectors come out and take a look. Not surprisingly, there was a laundry list of items that didn't meet code. After providing our findings to the building owner we requested that they have an architect evaluate the mezzanine and provide a report. The items noted in the architect's final report mirrored what our building inspector found. The mezzanine doesn't have the proper footings and structural support, the structural members being used are inadequate for the loads currently in the mezzanine, the stairs do not meet the minimum building code provisions, and the size of the mezzanine exceeds what the code allows for a 3,000 square foot space. There were several other items that were noted but these were the most significant.

Based on what was found the only resolution at this point is to remove the mezzanine. Another mezzanine can be constructed, but only if the tenant gets a permit and follows all applicable codes. So in the end – what's the big deal? Imagine being dispatched to this location for a possible fire. Upon arrival, there is a lot of smoke in the building and occupants advise a large tractor located in the garage area caught fire while they were doing some repairs. As you enter the garage area you can see a glow in the area where the occupants say the tractor was located. While advancing a hoseline you come across a staircase. A little ways from that you come across some sort of metal support. Suddenly, you start to hear things falling from above. What appears to be a wood I-beam drops in front of you a few feet ahead. How long would it have taken you to figure out that you were working under a mezzanine?

Imagine being dispatched to this building for a possible building collapse. When you arrive you find employees frantically trying to lift up what remains of a good chunk of the mezzanine. They state there are three co-workers trapped under there. While backing up a truck, it hit a metal support post causing it to dislodge, which then led to the collapse. Is this the type of collapse you envisioned when you were dispatched?

Having a properly built mezzanine is important not only for the safety of occupants, but also for firefighter safety. The recent examples we have found are a good reminder that you never know what you're going to find in a building. It is important that you have situational awareness in commercial buildings about mezzanines and understand their impact in the event of a fire or collapse. Stay Safe!



If you walked in here and saw this would you pay much attention? Would you even think about how this was constructed?



What's really holding this mezzanine up? How do you get up there? What if the fire is inside the mezzanine room?

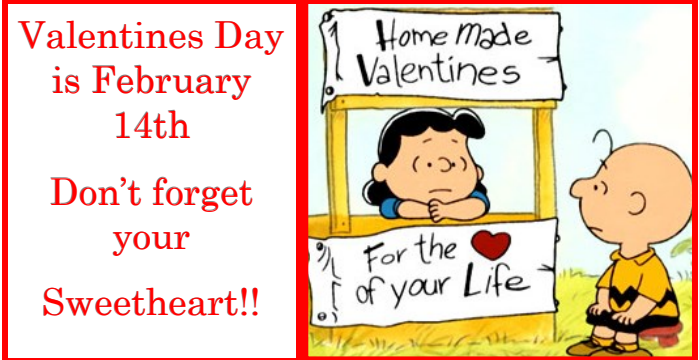
WHAT'S HAPPENING AROUND THE DEPARTMENT...

It continues to be a very busy time with several projects going on.

- The remodeling of Station 42 is moving ahead. The preliminary plan was approved by the City Council in January and the project is going out to bid. We are on schedule and plans are to begin construction in the spring. Although this is a much needed improvement, it won't be without pain. There will be considerable growing pains as we work through this project. There will be times where the kitchen, dayroom and exercise room will be out of service and we will have to work around that as well as being limited on where we can be within the building. It will definitely be a challenge but as you work through the frustrations keep the end goal in sight...generally growth equals some pain along the way!
- As you are well aware, the new radios have been rolled out. The second part of the new system is the upgrade to the infrastructure. The towers have been completed and they are now working on the microwaves that will provide redundancy on the towers. This will allow the five towers to work in a "ring" making sure that data can flow from two directions. Should a tower be damaged or otherwise go out of service, the remaining towers will continue to work. The system has redundancy and that's a good thing! In the coming months, Motorola will be doing signal strength testing. This will assure that the strength of the signal is as the system was designed. At some point, all of our radios will need to be "touched" again by WestCom. This will allow WestCom to program the digital portion of the system. Once the system is up and running, radios will be able to be programmed over the air—a big step forward. Look for the system to go live in April.
- The new U419 will be delivered in late January. We hope to have it in service before Feb. 1st but much of that will depend on how soon it is delivered and how soon we can get the graphics. The truck will be in service in February at the latest.
- The direct capture exhaust system will be delivered the first week in February. Installation will be that same week and they are estimating that installation will take about a week per station. Lt. Routson is working on an SOG that will be rolled out with the new system. This is a great example of the city supporting initiatives that are designed to improve the air that our staff breathes. It is also a great example of an idea being brought forward for consideration that made it its way up through the chain of command to implementation. Kudos to Lt. Routson for the idea, the documentation to prove the need and for seeing the project through.
- Budget hearings were conducted the last week in January. As of this writing, our budget is moving forward through the process. Look for more information in next month's newsletter on the approved and adopted budget. In the meantime, if you have questions, please see your supervisor.
- The 2013 Citizen Survey has been completed and the

results have been posted on the city's website at <http://www.urbandale.org/biennial.cfm>. This year the fire/EMS services rated an overall 97% which is the highest service rating in the city. That's a direct reflection of the efforts that each and everyone of our dedicated staff members put forth. The survey details some interesting information and all staff are encouraged to review the survey.

- The traffic preemption project is getting ready to move forward. We are in the process of exploring the different type of systems and how they can best serve us. Looking at our response times certainly provides ammunition for a traffic preemption system. There is only a 12 seconds difference in the 2013 statistics of emergency responses versus non-emergent EMS responses. This new system will improve our response times over time. This is an expensive process and we will start with a limited number of intersections and continue to grow the system. We are working with an engineering firm to identify the system that will provide the best solution for our needs.
- The City has completed an evaluation of the city's OSHA compliance. There will be several initiatives that come from this effort. It was a good process and while we do a great job of meeting NFPA standards as they relate to our operations, there is work to do on covering the OSHA required elements in our non-response roles. Look for more on this in the coming months.



**Safety Tip:** From Chief Brunacini's Timeless Tactical Truths

- Firefighting is the very smartest form of manual labor – respect the task.
- Don't assume anything is separated – the only perfect fire walls are in heaven.
- When you are having problems – take on a partner to share them.
- The fire always plays for keeps and is unforgiving and democratic – it will never kick you when you're up.
- Keep working on the basics – most of us are not advanced enough to make advanced mistakes.

## ON THE LINE

### Other programs/training/projects completed by UFD in January:

Training Report: **539 hours** of training were completed in January.

**Fire Training: 241 hours**

(233 in-house hours – 8 outside hours)

**EMS Training: 298 hours**

(143 in-house hours – 155 outside hours)



### Prevention & Inspection Activities:

- ◆ Completed 31 Inspections
- ◆ Completed 53 re-inspections
- ◆ Completed 1 Preliminary Walk-thru/meeting
- ◆ Completed 14 preplans
- ◆ Conducted 15 plan reviews
- ◆ Conducted 3 Car Seat check
- ◆ Conducted a CPR class for 9 people
- ◆ Conducted public education for 85 people – 29 children and 56 adults



In memory of

Firefighter Stephen Machcinski

Firefighter James Dickman

Last alarm: January 26, 2014

Toledo Fire Department, Toledo, Ohio



**“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 January 30th we have sent 18 acknowledgements to our personnel. The following people received “You’ve Been Caught” notifications since our last newsletter:

**Lt. Macumber, Nick Heuer, Cody Nicely-Green, Derek Maser, Tim Malchow & Drew Stiles** - received an email “thank you” that’s worth a “You’ve Been Caught” - Awesome job!! Thank you Urbandale Fire Department. I thought I needed the batteries in my super high smoke detectors replaced and found out I needed new units. So off to Menard's I went and the guys came back to replace the units and the base plates. Wow, I was really blessed by these guys. (So was my husband :-D)

**Fire Marshal Rech & Cody Nicely-Green** -We received a thank you note/picture from a family for which we had installed smoke detectors. The note read: “Dear Jon, Thank you to you & your staff for coming to the Taoh house to review for safety & add all new smoke detectors. Your help was greatly appreciated!! A new water heater was installed, new furnace motor, updated outlets, new lights, stove venting updated & circuit box updated. They were surprised, overwhelmed, overjoyed & so grateful for everything. A HUGE thanks to you & your team. Sincerely, Janelle Siders”

**All thank yous are special – but this one is so special – it resulted in the ultimate service; the saving of a life. Unfortunately these are too few and far between – they should be celebrated when they happen – very good work!!**

**Greg Glendy, Rob Harris, Derek Manser, Lt. Routson and Cory Young** – We received a thank you card that stated; “We want to thank you for your quick & professional response for our call for help on the morning of Sept. 21, 2013. Ned has recovered to almost 100% and we are so thankful for your skill & knowledge in those critical moments. Every Dr. we have seen has been amazed at the outcome given the situation of an at home cardiac arrest. One Dr. explained that it was the technique of CPR, with the oxygen that was flushing through his body that kept his system from building up acids & causing more damage. We would like to personally thank each of you if that would be possible. Words of thanks on paper just don’t seem adequate for saving a life to its fullest. If there’s some time when we can come by to say “thank you,” please let us know. If not, please know that we are so very grateful for how hard you worked that morning when things looked very grim. Sincerely, Ned & Beth”

**Derek Manser, Chad Jackson, Lt. Macumber, Drew Stiles and Rob Zahnd** – We received a thank you note thanking us for the care we provided. The note reads: “I want you to know how very much I appreciate your care for me the evening I thought I was having a heart attack. You were professional and caring – qualities in short supply now days!”

*Thanks to all of you for providing outstanding service!!*



*Great Job!*



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

# Member Profile...

**Member Profile:** Karla Hogrefe

**Length of time with UFD:** Since December

**Why I became interested in UFD:** I went through the academy 3 years ago with Urbandale, Clive, and Windsor Heights. I liked how Urbandale did things and enjoyed the atmosphere.

**Previous Fire and EMS experience:** Windsor Heights for 3 years and Clive for 4 months.

**Family Life:** Single with a kitten named Vinny

**Current Profession:** Production specialist at a printing/signs company for 6.5 years

**Activities or hobbies I enjoy:** Playing softball, boating, biking, going to concerts

**Most memorable moment:** Watching the Denver Broncos win the AFC Championship live.

**Favorite TV programs:** Biggest Loser, Greys Anatomy, Law and Order SVU, Big Brother, Survivor

**Favorite movies:** Dumb and Dumber, Dazed and Confused, Ace Ventura

**Last book that I read:** Sum it Up

**Personal goals:** Attend paramedic school starting this summer

**What I enjoy about UFD:** The atmosphere and the people who work here are a lot of fun.

**Favorite saying:** 'That's what she said.'



## Last Safety Incident as of February 1st:

- 47 days without a safety incident
- 47 days without a lost time injury

Last incidents:



- **Last Lost Time:** Fractured toe – dropped table on foot
  - **Last incidents:**
    - 12/16/13: Dropped table on foot while moving the table
    - 12/5/13: E411 struck a tree branch breaking a ladder bracket causing the ladder to fall from the truck.
- 6/24/13: Damaged the light on L-425 while turning the truck around in a limit clearance space



*We had previously made it over 421 days without a lost time injury...let's get the streak going again.*

**NO NON THINKING SYNDROME (NTS) INJURIES!**

**Take care of yourself, each other and our equipment!**