



Fire Department



2010 Annual Report

Jerry Holt, Fire Chief



Urbandale Fire Department

3927 121st Street • Urbandale, Iowa 50323
(515) 278-3970 • Fax (515) 278-3972

February 11, 2011

I am pleased to provide you with the 2010 Annual report for the Urbandale Fire Department. In this report, you will find statistical information regarding the types and number of calls, response times, staffing, projects, apparatus condition, performance measures and funding being used to deliver services to our customers in 2010.

All of the services provided are delivered by the dedicated men and women of the Urbandale Fire Department and are delivered with pride, respect, a sense of duty, unity, compassion for our customers and integrity. These words represent more than our core values, they represent a commitment to be mission driven and customer focused as we deliver the highest level of service possible. Their commitment to customer service is apparent when watching them deliver our services or when reviewing the many “thank you” notes, cards and emails that we receive.

On behalf of the men and women of our department, I thank you for taking the time to review our report and I welcome your input as we continue to look to the future for the best possible service delivery models. We are your department – we exist to serve you, our customers and we are honored to be able to provide our services to the citizens and visitors in our community.

If you would like to see any of our performance measures, please do not hesitate to contact me and I will be more than happy to provide you with any information available. In the interest of a safe and prosperous community, I am,

Sincerely,

Jerry Holt, MA, CFO, EFO
Fire Chief



Urbandale Fire Department
MISSION STATEMENT

THE MISSION OF THE
URBANDALE FIRE DEPARTMENT
IS TO PRESERVE LIFE, PROTECT PROPERTY, AND
PROMOTE SAFETY THROUGH EDUCATION

A Summary of 2010

2010 was another busy year for our department. We saw an increase in calls for service and 2010 will go down as our second busiest year in history with an average 6.7 calls for service per day or 2,481 total calls. Not only was 2010 a busy year, it was also a year that saw our single largest fire loss in more than 13 years. A fourth alarm fire at PlumWood Terrace Condominiums resulted in a total loss of the structure and most contents resulting in a loss of more than 3.8 million dollars. In contrast, not all fires resulted in huge fire losses and one restaurant suffered a fire in the kitchen that was contained by a fire sprinkler system resulting in minimal damage and the restaurant was back in business in just two days. This was a testament to the value of fire sprinklers and the vast difference in these two structure fires support the data we have been collecting for years; in addition to improving life safety, fire sprinklers dramatically reduce fire losses and lower the overall cost and demand for fire services within a community.

Staffing issues remained a priority in 2010. As our community grows, so has the demand for services, both fire and emergency medical services (EMS). Staffing has been a long standing issue for our department. Our staffing plan has been built on the demand for services, our ability to meet those needs and our fire codes. Based on those factors, several years ago a staffing plan was developed that would allow for one fire apparatus and one ambulance to be staffed at each of the city's two fire stations. That staffing plan called for the addition of personnel to allow these resources to be deployed and the plan was implemented to allow for the plan to become a reality in FY 2013/14. In an effort to help reduce the cost of adding needed staffing, the department pursued grant opportunities. We were fortunate enough to have been awarded a Staffing for Adequate Fire and Emergency Response (SAFER) grant in 2010. This grant allowed us to accelerate our staffing plan and defray the cost of adding staff. The SAFER grant covers the cost of adding staffing and the grant covers salaries and benefits for new staff for two years. Our grant covered the cost of six new positions at a cost of \$837,953 over the life of the grant. Those six positions were filled in

2010 as well as filling positions that had been previously approved in our budget. Ten total new full-time staff were added in 2010. This staffing model includes two full-time equivalent positions per day providing a staffing level of ten personnel per day and in late 2011, all training will be complete and we will be able to staff both of our stations with three staff members assigned to a fire apparatus and two assigned to an ambulance at each station.

To meet our expanding staff, a project to renovate Station 41 located at 7100 Douglas was undertaken. Currently, only one of our two stations has adequate space to allow for 24 hour staffing in numbers needed to meet our staffing projections. The project at station 41 consists of the expansion of the station to accommodate the space needs of staffing the station on a 24 hour basis. Sleeping quarters, an expansion to the living space, an exercise room, office space, a training room and the updating of the buildings fire protection systems are all a part of the project. The project should be completed in early 2011.

As we continue to grow, we do need to continually evaluate our performance and coverage issues. We continue to see a significant number of calls for assistance. Our mutual aid partners were called more than 130 times in 2010. Additionally, we have developed portions of our most western area of Urbandale that are more than five miles from a fire station. As such, we need to continually monitor the need for the addition of a third fire station and staffing to serve this underserved area. Our Capital Improvement Program (CIP) does include a third station however; the facility and funding remain un-programmed out past 2016.

Our commitment to quality and realistic training was demonstrated with our new training facility in 2010. While the number of fires is relatively low, our need to provide well trained firefighters has never been higher. Firefighters no longer have the opportunity to learn the skills needed to provide professional level of services by gaining real life experience at structure fires. They need to be educated, trained, experienced and provided the opportunity to practice their skills in a safe and realistic environment. Our new training facility allows our staff to train and put their education and skills to the test in situations where our customer's lives and possessions are not in peril.

Our commitment to training hasn't ended with the addition of the training building. We plan on adding a computer training lab in 2011 that will allow us to conduct simulations with multiple staff members participating simultaneously. This computer lab will allow our training to go to the next level and allows us to provide the most cutting edge technology as we prepare our staff to provide the safest, most efficient and reliable services to our customers.

Assistant Chief Reports:

2010 Annual Report – Training: Assistant Chief Cardwell

Once again, 2010 set new standards in a variety of training areas. In total, Urbandale Fire personnel completed 11,527 hours of training. If averaged equally, this represents more than 250 hours of training per person! Once again, our Paramedics completed an average of more than 50 hours per person of in-house EMS training. This is 40% above the national requirement

of 36 hours of continuing education. Our goal is for on-duty personnel to complete some type of training every day. For 2010, the average on-duty employee completed more than 2 hours of training every shift day.

2010 saw the addition of several new career Firefighter/Paramedic Specialist positions. For the first time, these new employees completed a six week, 240 hour recruit academy. In the academy, recruits honed their Fire, EMS, and Rescue skills, reviewed UFD policies and procedures, and worked daily on improving their fitness level. Congratulations to Josh Boyle, Brad Crookshank, Bryce Landers, John McCannon, Michael Roe, Andrew Stiles, Cory Young, and Rob Zahnd. Two paid-on-call personnel completed significant certified training in 2010: Miguel Romero completed his Firefighter I/II training, and Damir Nuhanovic completed his Paramedic Specialist training.

With the training building completed in late 2009, crews wasted no time getting started on using it. The first live burn took place in January. Over the next few months, more than a dozen UFD personnel, along with firefighters from Clive and Windsor Heights, were trained and qualified as lead instructors for conducting live fire training exercises. The building was officially dedicated on June 16, 2010. A vertical ventilation training prop was added in the Fall. UFD personnel completed more than 1500 hours of hands-on training in the new training building. Training activities ranged from live fires to search & rescue, ladder work, and vertical rappelling.

The training partnership between Urbandale, Clive, and Windsor Heights was extended with the formation of the Tri-City FAST (Fire and Safety Training) Center. This Training group was developed to make basic and advanced training available to fire personnel throughout Central Iowa. In 2010, the FAST Center hosted training courses in Firefighter I/II, Fire Officer I, and Fire Instructor I. Beginning in 2011, a whole slate of training opportunities will be offered for the first time. Special thanks to our training partners, Assistant Chief Scott Lyon from Clive FD and Chief Chris Cross from Windsor Heights FD.



While 2010 was a busy year in training, 2011 promises even more. The kick-off of officer development – Front-Line Officer Boot Camp – is scheduled for January 2011. Various improvements to the training tower will be sure to increase the time and quality of hands-on training. A full slate of certified training will be hosted by Tri-City FAST beginning in March. As the department moves forward, training will continue to serve as a key component to providing quality service.

Special Thanks to Captain Jim Mitchell, Lt. Dan Birkett, FF Kyle Bissell, and Paramedic Julie Stuckle who served on the Training Division that supports the various training activities.

2010 EMS Report – Assistant Chief Light

Looking back at 2010, UFD medics attended 1801 patients. This was a 7% increase over 2009. Of those patients, 1294 were transported to hospitals; this was also an increase of 5% over the previous year. We saw the opening of Mercy West Lakes and Iowa Methodist West hospitals in West Des Moines and transported 231 patients to each of those hospitals last year. This cut some of our transport mileage down but from the east edge of Urbandale, it is actually closer to transport downtown. Patient preference and patient condition actually dictate to which hospital we transport the patient and the new hospitals have been a great asset to the metro area. Besides the new hospitals, the emergency departments at Mercy and Broadlawns received a major remodel last year.

2010 saw us use a previously unknown local vendor for our EMS supplies which has been more convenient to deal with and has actually saved us a little money. A few more stats for 2010...67% of our patients were east of 100th Street and the remaining 33% were west of 100th Street. Our top 3 reasons for being called: 26% of our calls were for traumatic injuries, 11% were for weakness and 10% were for chest pain.

2011 will see our newly purchased Osage Type III Chevy ambulance being placed in service. This new ambulance is greatly appreciated as our current first line units have had many mechanical problems and this will reduce the strain on those units. We will also see a new set of protocols adopted as our treatment regimes are ever changing. We will have a “pharmaceutical vending machine” put in service after the remodeling of Station 41 is finished. This will give us enhanced monitoring and control of our medications including remote 24/7 monitoring. We also will probably see a change in Basic Life Support and Advanced Cardiac Life Support coming from the American Heart Association.

Fire Division: Assistant Chief Denny Danford

We responded to 633 fire/fire related calls in 2010. This was a decrease of 6% over 2009. There was a total fire loss in 2010 of \$3,856,095. The majority of this loss was to buildings (\$3,6085). The major fire loss was a summer fire at PlumWood Condominiums that totally destroyed one multi-family structure.

Ten full time firefighters were added in late 2010 and are completing training before being placed on shift. Several POC (paid on call) and part time members were added in 2010. Unfortunately, we also had a few members retire or leave the department. The additional staff should improve response times and provide more safe and efficient handling of calls.

A new ladder truck was delivered in March 2010. This will provide a ladder truck at each station and improve our ability to have this type of equipment to respond to all areas of the city in a timely fashion.

The year 2011 looks very bright for our department. Our additional staffing will help provide better service to the citizens of Urbandale. We will also be able to provide more Fire Safety

Education to the community. The new expansion at Station 41 will be complete in early 2011. This will provide much needed space for staff to be housed and business to be conducted.

2010 UFD Fire Prevention Summary: Fire Marshal Jon Rech

2010 was a year of unique challenges in the areas of fire prevention. A focus during the first few months of the year involved residential fire sprinklers. During the 2010 Iowa legislative session anti-fire sprinkler groups worked diligently to get legislation passed that would have prohibited state, county, and local municipalities from requiring residential fire sprinklers in single family homes and townhomes. Fire Service Organizations across the State worked hard to provide legislators with the facts about residential fire sprinkler systems. In the end, the legislation did not progress. So, local municipalities can still decide what is the best level of protection for the citizens of the community. The same anti-fire sprinkler groups also attempted to sway local officials with the same “gloom and doom” used during the legislative session. Metro area Fire Chiefs and Fire Marshals provided members of the Metro Advisory Council (MAC) with an extensive packet of information to help better inform elected officials about residential fire sprinklers to help combat the false and misleading information provided by anti-fire sprinkler groups.

Despite the perceived economic conditions in the community UFD saw a 25% increase in the number of plan reviews completed. These reviews were for tenant finishes in existing buildings to new buildings and associated fire protection systems. With the addition of several FT staff during the year work has progressed on developing a Company Level Inspection Program. The goal of the program will be to increase the number of fire safety inspections in existing buildings while increasing and updating the pre-incident data available for these buildings. This will allow members of the business community to have increased awareness of potential hazards at their business and allow UFD personnel to become more familiar with unique building characteristics and potential hazards that could be encountered during an emergency. UFD currently has preplan data for over 340 buildings throughout the city.



Customers requested a wide variety of public education activities during 2010. We held our 4th Kids Fire Academy during June. Overall, we had a 67% increase in the total number of customers that were part of activities during the year. The largest reason for the increase is due to the incredible number of people we had contact with during the annual Halloween festivities at Living History Farms.

During the last quarter of the year we saw challenges to our fire code amendments and efforts by a developer and supported by elected officials to

potentially relax existing fire code provisions we share with surrounding communities. UFD worked diligently to provide factual data to city officials as to why our current level of fire codes need to be maintained.

Looking ahead to 2011, a major priority will be the completion of the State Fire Marshal's Smoke Detector Project. During fall conferences of 2010 surveys were distributed to 2,636 students in Urbandale grades K-6. 401 surveys were returned and are currently being tabulated by the Iowa Fire Service Training Bureau (FSTB) to determine the total number of smoke detectors that will be needed to assure Urbandale students have at least 2 working smoke detectors in their home. The FSTB will provide the detectors and UFD will then coordinate the installation of the detectors.

Additional goals for 2011 include developing fire and life safety materials and surveys for Urbandale's expanding Bosnian and Sudanese populations. We are also looking at partnering with Clive and West Des Moines for a fire prevention grant that would be used for purchasing prevention-related training materials, props, and dual sensor smoke detectors.

2010 Events

Conducted training for:

- Iowa Fire Service Winter Fire School – State Conference: Ames, IA
- Fire Department Instructor's Conference – Right Seat Responsibilities: Indianapolis, IN
- Iowa Fire Service training Bureau: Firefighter I & II, Fire Officer I, Fire Instructor II
- Iowa Association of Business Maintenance Engineers – State Conference: Ames, IA
- Presented CPR classes for the general public and local businesses
- Conducted a "Kid's Fire Academy"
- Norwalk Fire Department - Norwalk
- Keeping Kids Safe Conference – Des Moines
- Fire Apparatus Operator – UFD
- Iowa Landlord's Association - Urbandale

Continued our commitment to training by having members attend numerous training opportunities:

- Iowa Fire Service Training Bureau's Winter Fire School – Ames
- Iowa EMS Association annual conference – Des Moines
- Central Iowa EMS conference
- National Fire Academy – Emmitsburg, MD
- Keeping Kids Safe Conference – Des Moines
- Fire Department Instructor's Conference – Indianapolis, IN
- Iowa Association of Professional Fire Chiefs – Ames
- Fire Team USA – West Des Moines
- Governor's Homeland Security Conference–West Des Moines
- Iowa Association of Fire Instructors Conference–Ames
- Fire Officer II–Clive
- National Fire Academy Outreach: Fire Behavior–Ames
- Geriatric Emergency Medical Service–Ottumwa
- Professional Fire Chief's Leadership–Ames

- Peer Fitness Training–St. Peters MO
- Child Passenger Safety Update Training–Ames
- Mercy ACLS Instructor–Des Moines
- DMACC Paramedic Training–Ankeny
- Mercy Paramedic Training–Des Moines
- Fire Inspector Certification Course–Waukee
- Hawkeye State Fire Safety Association Conference–Ankeny
- Mercy PALS Instructor–Des Moines
- FSTB Live Skills Weekend–Ames
- Symposium on Modern Storage Sprinkler Protection–Coralville
- Small Animal Rescue Training–Mason City
- Basic Life Support Instructor Renewal–Des Moines
- Partnered with Safe Kid Iowa to deliver home safety through a pizza delivery program that allowed us to inspect/install smoke detectors.

Once again the department joined forces with the Urbandale Police Department to raise funds for Make-A-Wish Foundation. This year's effort included a softball tournament and raised over \$8,000!



The action was fast and furious at the Fire versus Police softball game for Make-A-Wish.

2010 Statistics

Number of hours recorded for training: **11,623.5**

Number of people participating in tours/talks/public educational programs: **11,452** (7,157 children – this includes students who participated in “reading with a Firefighter” via Iowa Public TV during Fire Prevention Week and children that participated in the Living History Farms Halloween event. 4,295 adults)

Number of fire inspections completed:**174** Number of re-inspections completed: **109**

Number of Pre fire plans completed:**29** Number of plan reviews: **127**

Number of Car Seat Checks: **36**

Number of Home Safety Checks: **8**

Average response time – all incidents:

6 minutes and 54 second

Average **Emergency** response time – **fire and EMS:**

6 minutes and 42 seconds

Average response time – EMS:

6 minutes and 36 seconds

Average **Emergency** response time – EMS:

6 minutes and 25 seconds

Average **Non-Emergency** response time – EMS:

6 minutes and 48 seconds

Average response time – fire:

7 minutes and 44 seconds

Average **Emergency** response time – fire:

7 minutes and 15 seconds

Average **Non-Emergency** response time – fire:

8 minutes

Average calls per day: **6.79 – up from 2.77 in 1990.**

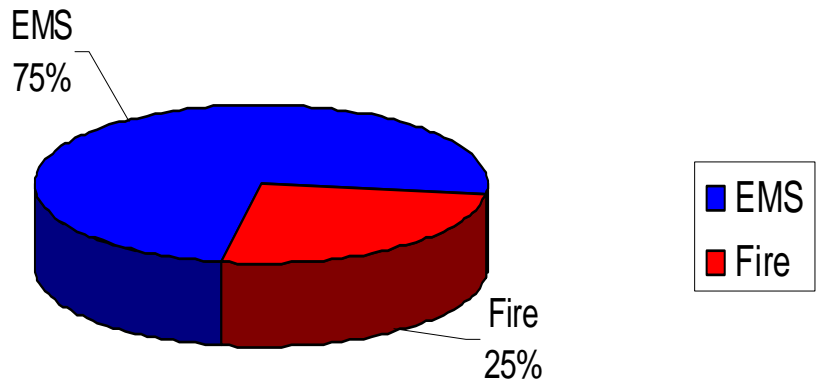
Requested mutual aid from 12 different departments: 136 times

Provided mutual aid to 7 departments: 26 times

FY 2010-11 Adopted Budget
(Fire & EMS budgets
combined): \$2,251,971

**Cost to our customers: 16.7
cents per day** (Budget divided
by population (38,940) = cost per
year per person (\$60,96), divided
by 365)

Break Down of Services



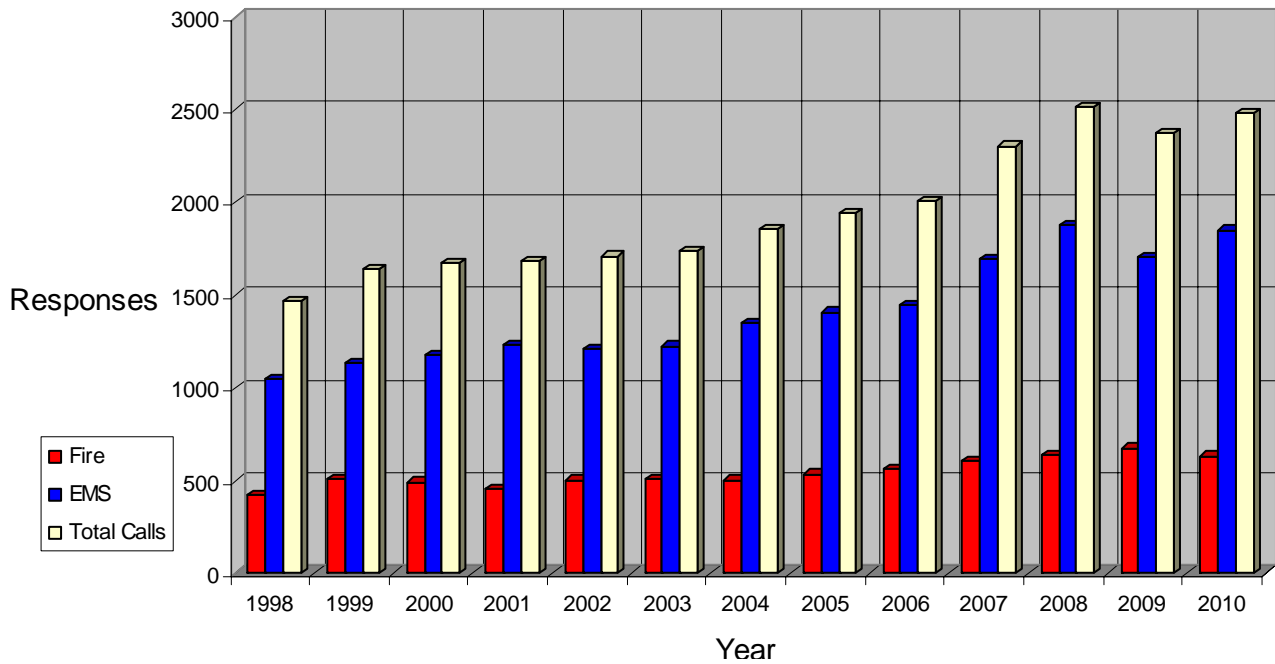
Total Calls: 2,481

Fire: 632 EMS: 1,849



The Legion Riders of Urbandale hosted "Harley & Hoses" pancake breakfast in 2010 and helped raise \$1,000 for the department.

Fire Department Responses 1998 - 2010

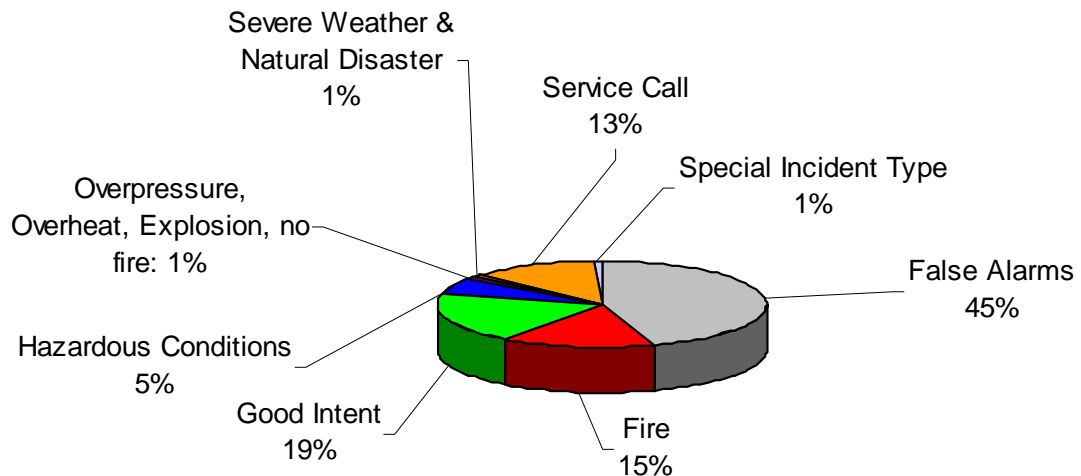


FIRE RESPONSES: 632

There were several structure fires in 2010 but fortunately there was no loss of life or major injuries in those structure fires. We did suffer fires that resulted in major damage to the structures including homes that were considered total losses including the four alarm fire at PlumWood Terrace. That fire displaced 30 families as the entire complex was heavily damaged during the July fire. In addition to structure fires, we responded to numerous other fires including vehicle fires. The total fire loss estimate for 2010 was approximately \$3,856,095 in fire losses (includes property damage, contents and vehicle fires) - \$184,625 of these losses were from vehicles damaged from fire. The three largest losses were:

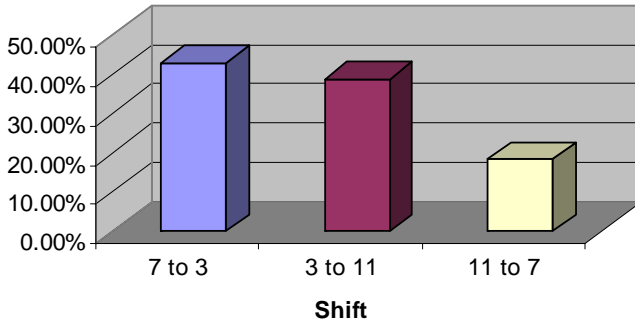
- Condominium fire with a loss estimated at \$3,424,085
- House fire with a loss estimated at \$ 197,000
- House fire with a loss estimated at \$ 60,000

Break Down of "Fire" Call Types by Percent of Total Fire Calls:

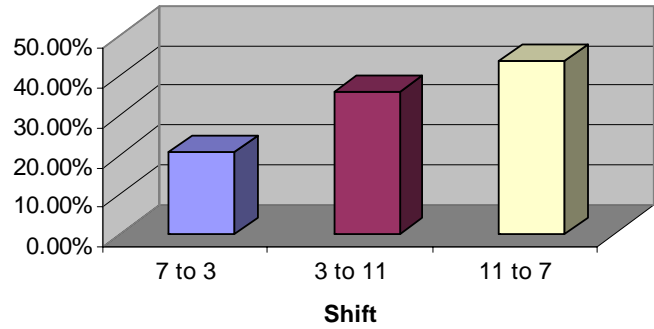


Average Turnout per Fire Incident: 6

EMS Calls By Time of Day



Fire Calls By Time of Day



EMS RESPONSES: 1,849

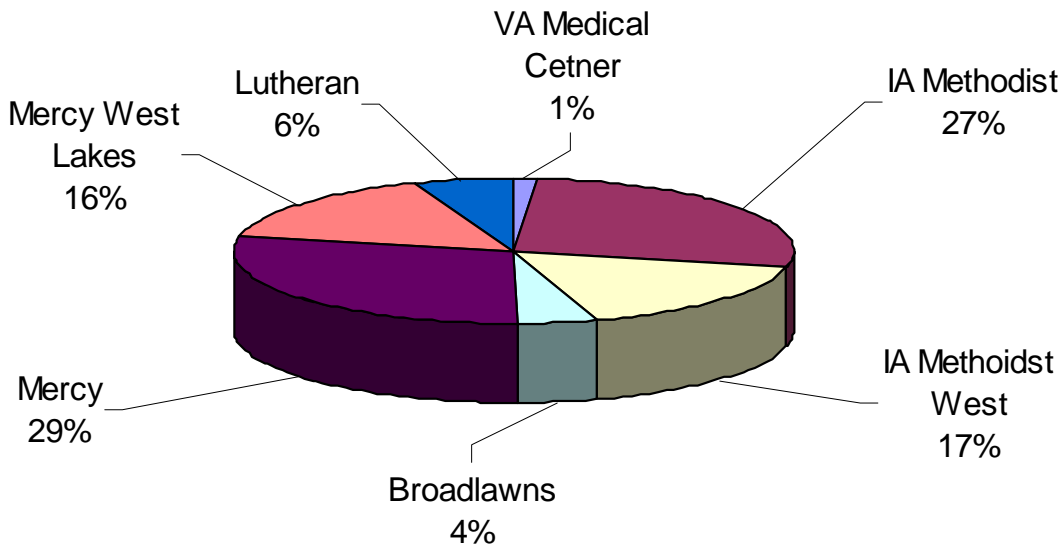
Highest Level of EMS provider on calls: Paramedic 97.5% of calls. The average age of our customers was 56. The top six reasons why our customers called for an ambulance:

- 1) Trauma - falls
- 2) Medical – cardiac
- 3) Medical - respiratory
- 4) Medical - other
- 5) Trauma – other
- 6) Trauma – car accident

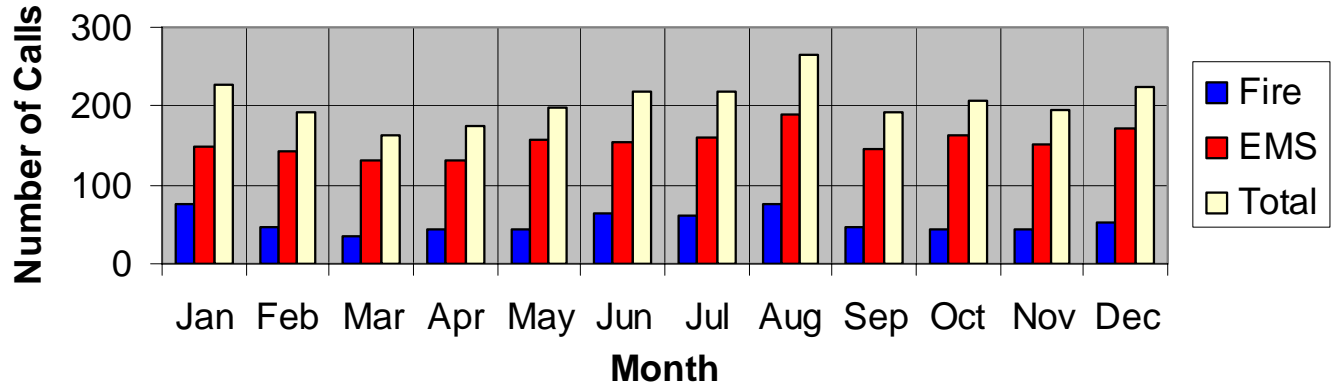
Two leading causes of trauma in Urbandale: Falls and Vehicle Accidents

We transported **1,395 patients** to the following medical facilities:

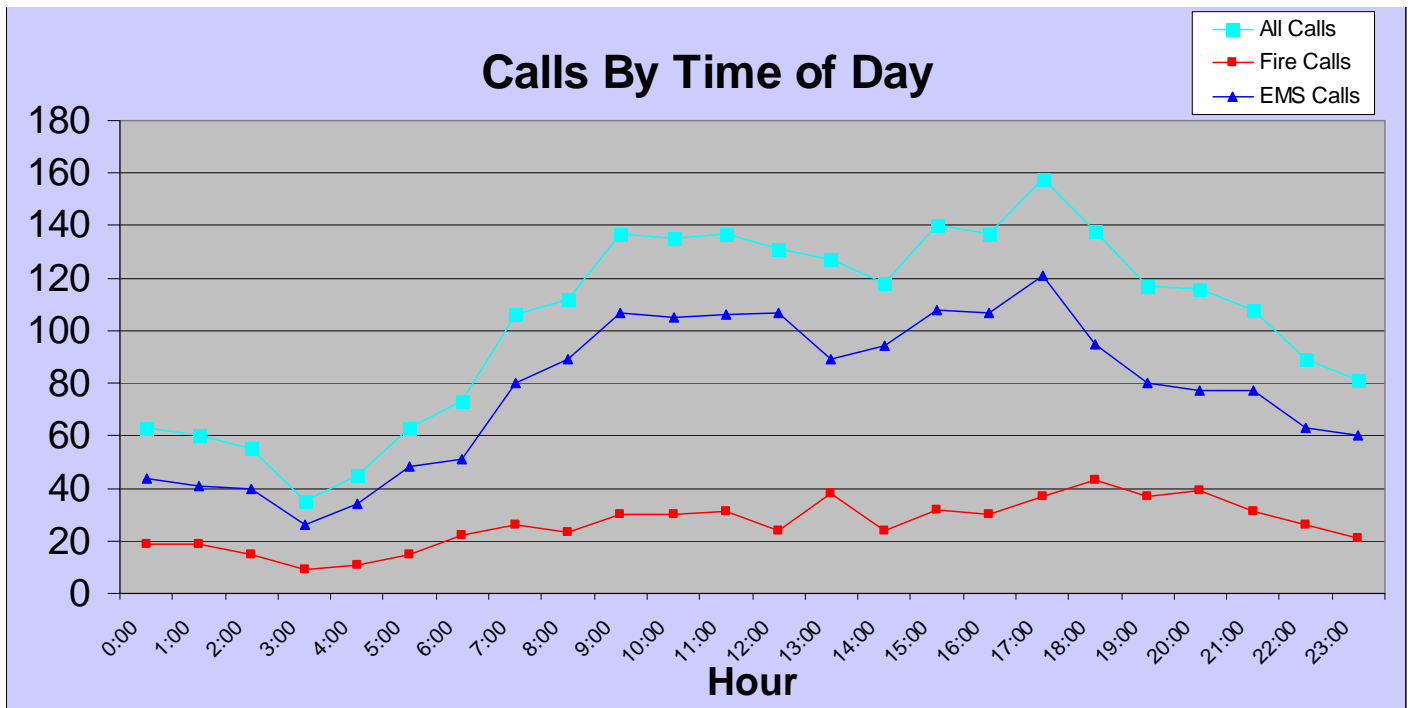
Transports By Destination



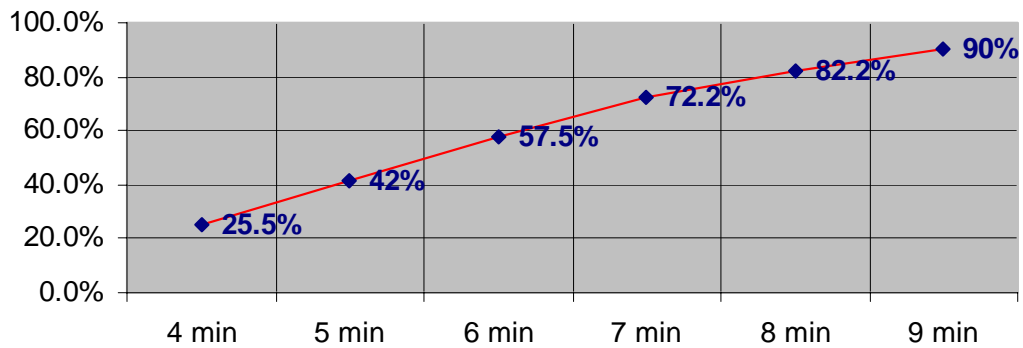
Calls Per Month



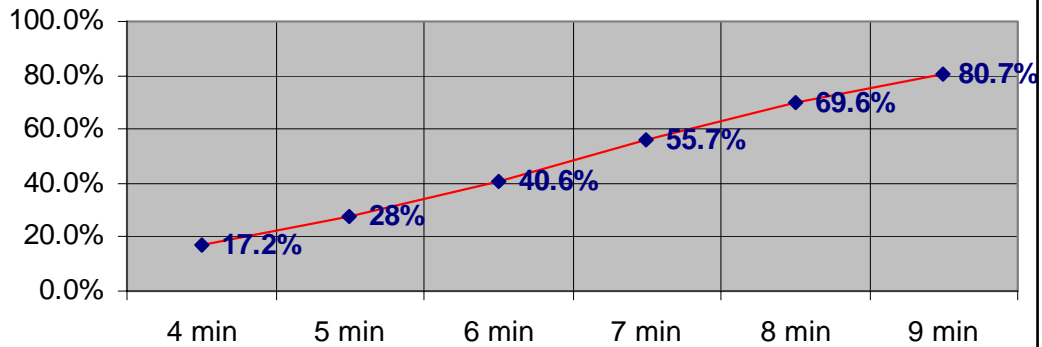
Calls By Time of Day



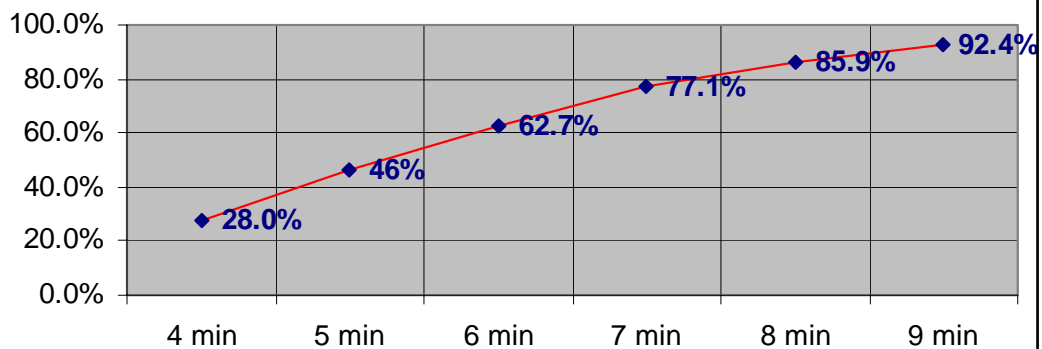
Percentage of Emergency Calls With Response Time Less Than or Equal To:



Percentage of Fire Calls With Response Time Less Than or Equal To:



Percentage of EMS Emergency Calls With Response Time Less Than or Equal To:



<u>Apparatus</u>	<u>Condition</u>
Engine 410 - 1991 1500 GPM Pumper	Fair
Engine 411 - 2001 1500 GPM Pumper	Good
Engine 421 - 1996 1500 GPM Pumper	Good
Ladder 415 - 2009 75' Ladder w/ pump	New
Ladder 425 – 2005 75' Ladder w/ pump (Quint)	Good
Rescue 418 – 2003 Heavy Rescue Truck	Good
Utility 419 - 2007 Chevrolet Pickup	Good
Attack 427 - 2007 Chevy Pickup brush truck	Good
Squad 413 - 2006 Type III Ambulance	Good
Squad 424 - 2010 Type III Ambulance	New
Squad 424 - 2006 Type III Ambulance	Good
Medic 417 - 2005 Ford Explorer	Good
Duty Officer Car 409 – 2003 Ford Explorer	Good
Chief's Car - 2009 Chevy Tahoe	Good



FIRE DEPARTMENT STAFF

January 2010

Full-Time Staff

Jerry Holt, Fire Chief	13 yrs	John Ouverson, FF/Paramedic	3 yrs
Mike Cardwell, Asst. Chief	3 yr	Cody Thorne, FF/Paramedic	3 yrs
Jon Rech, Fire Marshal	10 yrs	Jamie Erie, FF/Paramedic	3 yrs
Dan Birkett, Lieutenant	7 yrs	Derek Manser, FF/Paramedic	1 yr
Lance Routson, Lieutenant	4 yr	Ed Palizzolo, FF/Paramedic	1 yr
Mike Gentosi, Lieutenant	8 yrs	Josh Boyle, FF/Paramedic	Hired 2010
Brennan Burke, FF/Paramedic	8 yrs	Bryce Landers, FF/EMT	Hired 2010
Stuart Wilson, FF/Paramedic	5 yrs	John McCannon, FF/EMT	Hired 2010
Cory Macumber, FF/Paramedic	4 yrs	Demir Miljkovic, FF/EMT	Hired 2010
Eric Ennen, FF/Paramedic	4 yrs	Michael Roe, FF/Paramedic	Hired 2010
Kyle Bissell, FF/Paramedic	3 yrs	Andrew Stiles, FF/Paramedic	Hired 2010
Craig Jensen, FF/Paramedic	3 yrs	Cory Young, FF/Paramedic	Hired 2010

Lesley Olsasky, Billing Specialist 15 years

Part-Time/POC Staff

Medical Director: Dr. Holly Healey

Denny Danford, A/C	33 years	Daniel Seda FF/EMT	2 yrs
Joe Malloy, Captain	31 years	Aldin Ramic FF/EMT	2 yrs
Rob Light, A/C	23 years	Chad Jackson FF/EMT	1 yr
Paula Merfeld, Paramedic	22 years	<u>Recruits in Training:</u>	
Julie Stuckle, Paramedic	19 years	Joe Druppel	POC Candidate
Jim Mitchell, Captain	17 years	Brook Hansen	FF/EMT PT Candidate
Rodney Silvers, FF/EMT	9 years	Tom Montgomery	FF/EMT PT Candidate
Tom Hyde, FF/EMT	6 years	Damir Nuhanovic	POC Candidate
Craig Pope, FF/EMT	6 years	Monte Pirtle	FF/EMT PT Candidate
Jeff Gilchrist, FF/EMT	3 yrs	Miguel Romero	POC Candidate
Laura Lyons FF/EMT	2 yrs	Darwin Spieker	POC Candidate
Jesse Christensen, FF/PM	2 yrs	Will Stinson	FF/Paramedic PT Candidate
Ross Frank, FF/EMT	2 yrs		

Support Volunteers

Terry Allen, Photographer
 Rev. Dr. Arthur McClanahan
 (Chaplain/Photographer)



Ice rescue training: 2010

"2010 Thank You Notes"

211 Saunde Ct
Bellevue NE
February 19, 2010

Urbandale Fire Department
Emergency Medical Services
3927 121 Street
Urbandale Iowa 50323

Dear Medical Responders and Hazmat Team,
Thank you for the care, timeliness and
extreme sensitivity you provided to
my granddaughters and myself.

The date of my accident was 11/21/09,
around the busiest time of the year!
Yet, you were there and patiently served!

Many times, during this stressful time,
I was unaware of all that was
being given to my granddaughters.
I had time to recall this incident
many times over the past months, and
I had to say "Thank You"!

Sincerely,
Carol A. Guilroy



To The wonderful Staff
Words do not express
how I feel. Your
Skills & Kindness will
never be forgotten.

Sherill Bain
3913 Harton trail



PEPSI BEVERAGES COMPANY

3825 106th Street, Urbandale, IA 50322 • Phone: (515) 270-1332 • Fax: (515) 251-3313

July 6, 2010

Lucas Gray
HR Generalist
Pepsi Beverages Company

Jerry Holt
Fire Chief
Urbandale Fire Department
3927 121st St.
Urbandale, IA 50323

Jerry:

Please accept the enclosed check as a donation made by the employees of Pepsi Beverages Company and Kelmar Safety. We appreciate your support at our employee safety event on June 12, 2010. During the event employees raised money by hosting a dunk tank. During the event employees donated \$100 to dunk managers, PBC matched the employee contribution and Kelmar Safety matched the employee donation as well.

Again, thank you for your continued support of our Safety Programs at Pepsi Beverages Company and we appreciate your participation.

Sincerely,

A handwritten signature in black ink, appearing to be 'L. Gray', is written over a horizontal line.

Lucas Gray
Human Resources Generalist

Emergency crew of Urbandale Fire Dept.

Thank you so much for your quick response and expertise to my need on June 23rd. Without your assistance, I would not be alive today. I am eternally grateful.

Sincerely,

Darrell Harlan
3421 66th St
Urbandale, IA 50322

once again we thank the Urbandale Fire Dept people for coming to our home to help Clark get up after he fell Saturday morning. He has been real careful but he missed the chair. What a wonderful service you give to Urbandale!!

Mrs. Clark Simon
7323 Maple Dr
Urbandale, Iowa

Chief - On July 2nd my wife made a 911 call when I became unresponsive, after I was over come by the heat and humidity, while working in my yard. Three paramedics from your department responded to that call and had me feeling much better after treatment. I should add

With Thanks
and Appreciation

that those three paramedics were very professional, very compassionate and also very competent. They are excellent representatives of your department. The citizens of this community are very fortunate to have such qualified individuals serving them. Please convey my appreciation to each of them.

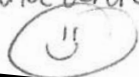
Please use the enclosed gift for any purpose you deem appropriate.

Sincerely
Phil Severson 4505 78th St. Urbandale

For all of you who helped set up Red Shirt Friday. Thank you! I continue to wear my shirt w/ pride. Everyone asks me about my shirt and I'm able to tell them about the support you give!

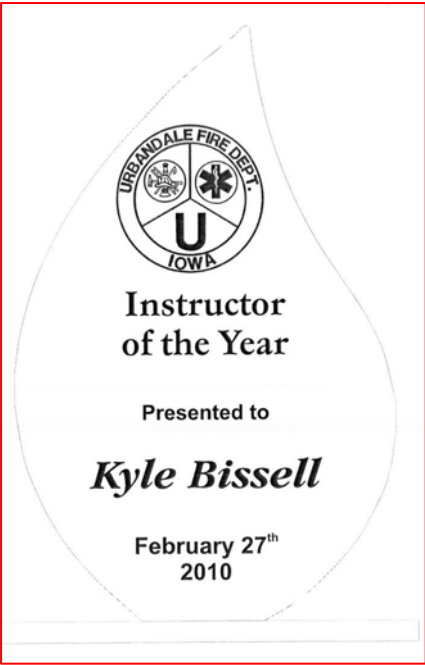
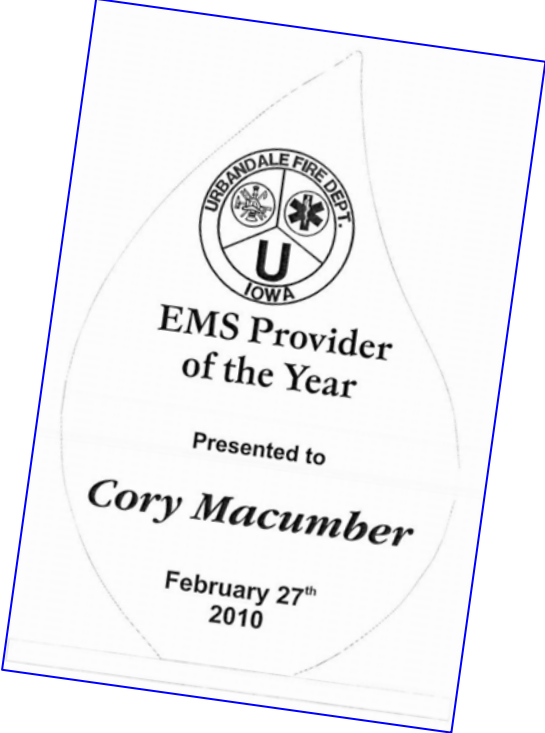
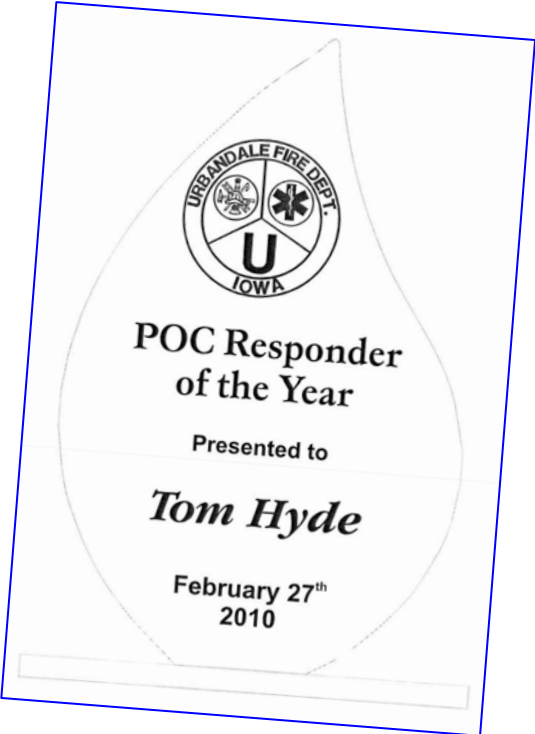
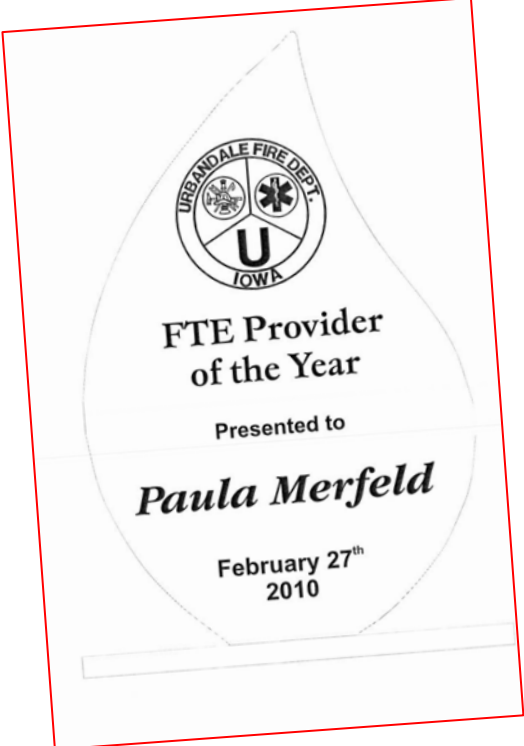
- Thank you Dan, Lance, Rodney, Cory, Jamie, and John for helping out at the FRG trunk or treat event. The kids loved it! Thanks for giving up an entire afternoon! The FRG is amazed by all you do!
- Kyle, Cory, Cody, & Dan my yard & gutters are great because of your hard work! A big time thank you for taking care of me!

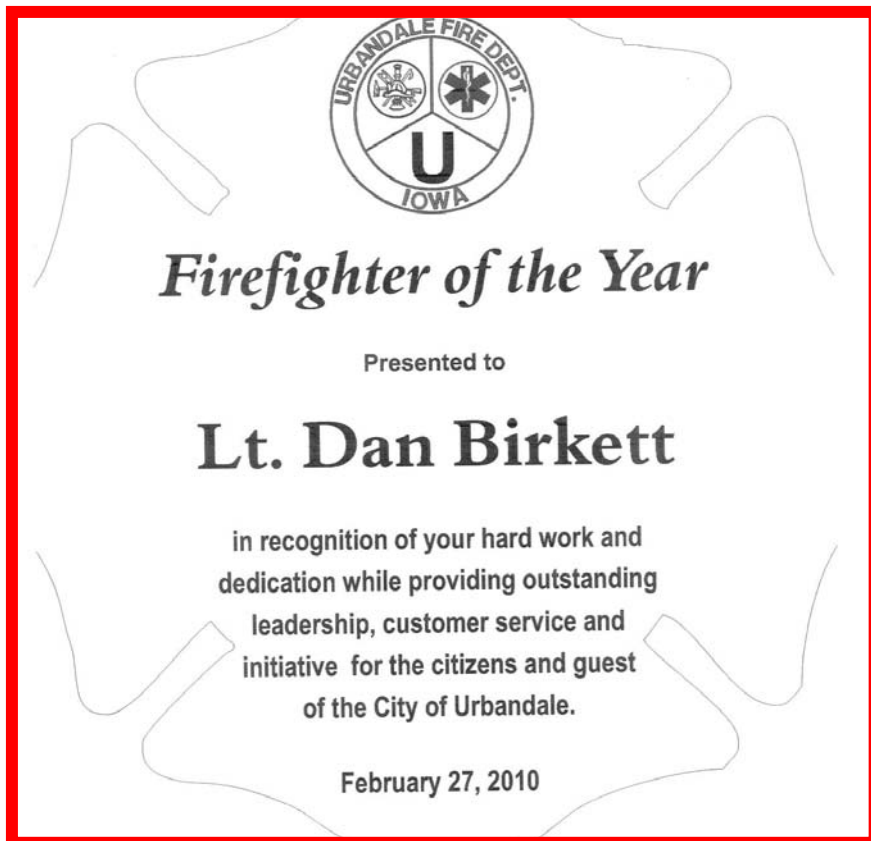
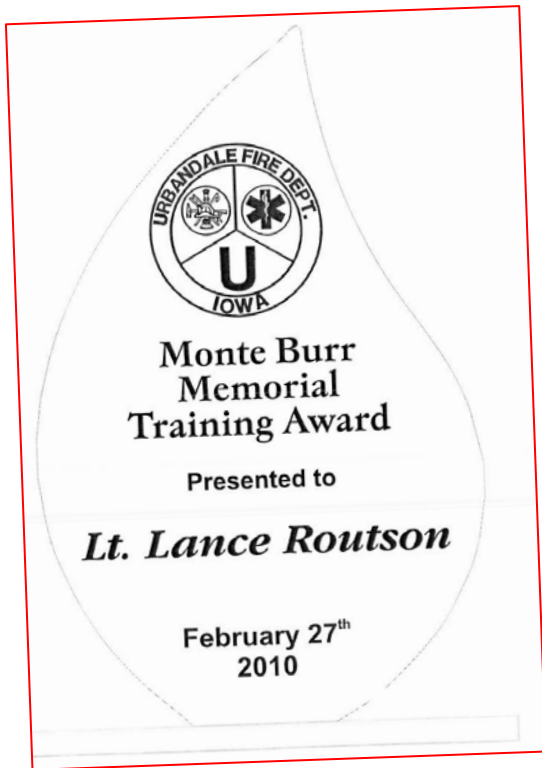
~ Alana Gentosi



Dear Urbandale Fire Dept,
Words can't express how thankful I am for all of you! You have gone above and beyond the call of duty. I appreciate your kindness, support and encouragement more than you'll ever know. When Michael decided to enlist, I was apprehensive about many things. Mainly his safety but also how I would tend to everything he takes care of for us. You all have stepped in and lifted the burden! Thank You! Michael and I are blessed to know you and be a part of a great department. Thank you for supporting him in this endeavor. Red Shirt Friday, the messages, letters, packages, and everything else you send him are definitely appreciated. Thank you for being a part of our family. Love Alana G.

Awards from annual awards banquet:





Urbandale Fire Department

Core Values

Pride - Serving our community with honor, dedication and confidence

Respect - We treat everyone with dignity.

Integrity - You can trust us to do the right thing even when no one is watching. We are responsible for our actions.

Duty - We are committed to do whatever it takes to get the job done.

Unity - Working as a team to accomplish our mission.

Compassion - We care about you.

