



On the Line



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

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Lt. Gentosi has worked his last shift prior to his deployment...please keep Mike, Alana and Mike's family in your thoughts and prayers as he heads into this year-long deployment in a hostile environment with a very dangerous assignment.

UFD statistics for May

Calls for service: 199 YTD: 949

Average response Time – All incidents: **6 minutes and 30 seconds**

Average response Time – **Emergency** incidents: **6 minutes and 11 seconds**

Emergency Medical Service calls: 156

Average Response Time EMS: 6 minutes and 10 seconds

Emergency: 5 minutes and 54 seconds

Non-Emergency: 6 minutes and 25 seconds

Fire related calls: 43

Average Response Time Fire: 7 minutes and 43 seconds

Average turnout per fire incident: 6 people

We **received mutual aid seven times**—once a fire call and six for EMS calls.

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

Upcoming Events

June 14-16

Kid's Fire Academy

June 16th

Training Center Dedication Ceremony

Open House 6-8 p.m., Dedication 7 p.m.

July 3rd

Annual July 4th parade—on July 3rd this year.

Fireworks will be held on July 4th

Gold Wing Riders Parade—July 2nd

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

Types of Fire Calls

The 43 fire calls we had in May fall into the following categories:

Fire / Explosion: 13

Hazardous Condition: 3

Service Calls: 4

Good Intent Calls: 8

False Calls: 15



Birthdays:

Eric Ennen June 2

John Ouverson June 25

Jim Mitchell June 3

Zach Clear July 5

Jon Rech June 8

Rob Light June 10

Craig Pope June 27





A common theme throughout my career was firefighters that desired to have input in the direction the department took, the tools we used, the apparatus we selected and the SOGs that guided our operations. When I accepted the Chief's position, I knew that I always wanted to keep that in mind. To that end, I have always desired to provide everyone in the organization with the opportunity to have a voice, to help shape the direction and vision of the department.

My efforts have included an open door policy where everyone is free to discuss their ideas and suggestions. The open door is not a way to go around the unity of command, just an opportunity to discuss your ideas and thoughts. If your thoughts involve ideas that should go through or require the support of your supervisor, you are going to have to go through your chain of command and you will be directed back through that process but I have always tried to follow up to make sure that your supervisor knows that you would be approaching them.

In addition to my open door policy, anyone in the department is always welcome to have a discussion with his/her supervisors and share those ideas. That's how we move forward with new ideas, new ways of doing things. The supervisor should be your advocate and bring the ideas forward for consideration and action. There are many examples of that working very well.

We have also had a suggestion box for people to submit suggestions. While I prefer face to face communications, the suggestion box provides an opportunity for items to be offered anonymously. It was hoped that those less willing to talk with their supervisor or the Chief, might feel that this is a way to have their voice heard. That box has been in place since the year 2000.

One area of concern that I still hear is that people feel that they do not have opportunity for input. Obviously, with so much effort on soliciting input, I realize I have failed to get that point across when I hear that someone feels they didn't have the opportunity for input. Despite an inadequate effort on my part to keep the opportunities out there where everyone can see them, there are many opportunities for input within our organization. Staff is invited to comment on proposed SOGs, members are solicited for committees; Officers are asked for input on budget items and as such, are expected to get input from staff on items. We have an open "staff" meeting where I personally meet with staff to provide an overview of what is going on in the department (a review of the "What's going on around the department" feature in the monthly newsletter) and discuss concerns, thoughts or suggestions. Staff is invited to offer comments on existing SOGs, offer suggestions for new SOGs and we count on staff to attend outside training to identify new

and better ways of doing what we do.

There are many reasons people give for feeling like they do not have the opportunity for input. Unfortunately, my experience has been the number one reason is a defeatist attitude. "It won't do any good", "They will never change this" are statements I heard way too often throughout my career. If an issue is worthy of a person's concern, it should be worthy of one's effort to bring the issue forward. I cannot promise that every suggestion will be implemented. What I can promise is that every suggestion will be considered...from a big picture perspective. If it makes sense, helps us do a better job for our customers, keeps us mission driven, customer focused then we will likely do it.

There are constraints. Budget is not something that can easily be adjusted in the middle of the year. This is a great reason to bring big ticket items for consideration before the budget process, usually August – October. Bringing an item that requires financial support after the budget has been submitted/adopted means that the item will likely have to wait for the next budget cycle for consideration.

You do have the opportunity for input in this department. Seek out those opportunities and please take advantage of that – your ideas and suggestion are key in helping us as we travel down the road to becoming the premier department in central Iowa.

Congratulations!

- Kyle Bissell—Kyle is having a very good June... congratulations to Kyle for completing his degree and for having an article published:
 - Kyle recently published an article in Iowa *Thunder Roads Magazine* entitled "EMS Trains to Help Bikers". The article covered our efforts to prepare for motorcycle trauma as well as covering what a biker could do until help arrives.
 - Kyle recently received notification that he has completed all of his requirements for the Bachelors of Science degree in Fire Science from Columbian Southern University.



Adaptive vs. Technical: Say What? - Assistant Chief Mike Cardwell

As your career progresses, you will probably be given opportunities to solve problems. Now problem-solving isn't something new to you, you've probably been doing it since you were in grade school. But why is it that some problems seem so easy to overcome while others seem just beyond our grasp? Why is it that some problems seem to have clearly identified solutions yet they remain problems year after year?

In order to solve a problem, you have to first understand it. When I'm teaching problem-solving, I use an analogy which, admittedly I stole from Shrek – quite possibly the finest problem-solving ogre the world has ever known – that of the onion. A problem often has many layers, and to fully understand a problem you have to be willing to peel back the layers and see what's underneath. And just like peeling an onion, this process may involve some angst and may result in a few "tears."

By the way, did you know that problem-solving is the one of the most effective ways to teach adult learners? Adults learn best by trying, and often failing. Problem-solving as part of the learning process requires an adult to engage previously learned knowledge and skills, read and interpret a situation, evaluate options, then apply and evaluate a solution.

Problems are either technical or adaptive in nature. What is technical and what is adaptive? Technical problems require some type of procedure or equipment to solve. The solution can be put on paper or followed in a manual. For example, if we have a problem with ensuring the saws are easy to start, we develop and implement a procedure calling for personnel to regularly start the saws. This solution ensures that both the saw and the personnel who may be called upon to use are ready.

Adaptive problems require some type of change, or adaptation in someone's behavior. Again, if the problem we are addressing is hearing loss in firefighters, part of the solution may be to encourage the use of hearing protection when starting and operating power equipment during equipment checks. We can create a procedure, provide the protection, but the solution requires people to change the way they have been doing it. We have to get personnel to see the need for hearing protection, and to use it.

Solving almost all problems, to some degree or another, require both technical and adaptive. So how do you know on which side of the scale the problem lies? The answer to that is actually pretty straight-forward: authority. As a front-line firefighter, how much authority do you have to change people? Not much. You can influence the people on your crew, your shift, but that's about it. So your ability to solve problems will lie more in the technical area. As an individual promotes, and their authority becomes greater, their need and ability to deal with personnel becomes greater. At the same time, many more of the problems they face are more about people than technical issues, so the problems become more adaptive in nature. Front-line supervisors are often in a position to put in place a solution that is both technical and adaptive. And

about their ability to change people, it actually remains the same: not much.

As often as we wish people would just change to do what we want them to do, it just doesn't happen that way. The purpose of an adaptive solution is to create a way for individuals to see the benefit of making a change. You can't solve a problem by forcing people to change. So a good solution to an adaptive problem is one that has benefit for the organization/shift/crew/individual.

Sometimes, the trick to solving a problem lies in knowing what you as an individual in your current position can and cannot do to effect a solution. As a firefighter, your job, your mission is to deliver service, and most of your duties center around your being prepared to deliver that service. Your focus should be on making sure you can meet that mission: equipment and apparatus ready to go, training, fitness. Your problem-solving should focus on those areas (technical), leaving the rest (more adaptive stuff) to your Crew or Shift Officer.



Front-Line Supervisors (Captains and Lieutenants) also fulfill the same mission, but are also charged with making sure your needs to fulfill the mission are met. That often means addressing problems involving personnel. Again, their focus is on their people and any issues which affect their crew's performance.

Command Officers have the responsibility of continuity. They get to deal with problems that effect the organization's ability to deliver service. Any solution has to be applied to all levels of the organization, with the goal of achieving or maintaining balance among the different crews and shifts. Many problems are easy to solve; solving the problem while still maintaining balance is the tricky part. So technical solutions have to be balanced against cost, adaptive solutions have to be balanced against individuals.

While it may seem easier to simply say, "it's not my problem," or "let someone else deal with it," remember what we discussed earlier about learning. Every problem is also an opportunity to learn. Both you and the organization benefit from solving problems. The more often you engage in problem-solving, the more adept you will be at using your problem-solving abilities. By the way, problem-solving is one of the most-valued characteristics supervisors cite when asked to describe their best personnel. This is true in any business, at every level of the organization.

So the next problem you come across, the next challenge you face, peel the onion. Figure out where the problem actually is, then develop solutions that work within your authority. And when grasping that solution seems all but impossible, a little prayer never hurts:

**God grant me the serenity
to accept the things I cannot change;
courage to change the things I can;
and wisdom to know the difference.**

Golf Tournament Update – Lt. Lance Routson

Hello all! I hope that this finds you well and that you are all getting to enjoy the beginning of summer!

I wanted to provide an update on the 1st Annual Greater Des Moines National Fallen Firefighters Foundation Memorial Golf Tournament! Again, our event will be held on the 29th of June. I hope that I see some of you there! We are still taking golfer registrations, so feel free to sign up. We are up to 48 golfers! The Urbandale Firefighters Fund has recently agreed to be one of our biggest sponsors, so thanks to you all! Your sponsorship entitles you to two foursomes, so if you would like to play, email me and give me your name!



We have also been fortunate to obtain two other “Gold” sponsors for the event! Thanks to Dan Keough and the staff of Mercy ONE for supporting us in the cause! They will be at The Legacy that day to help us with our event. And also, thanks to the members of Urbandale Professional Firefighters Local #4! A particular thanks goes to Cory Macumber for his work and help. There are so many people that I need to thank. I will do my best to personally thank you whenever I can. An event like this can't be pulled off without the help of others.....

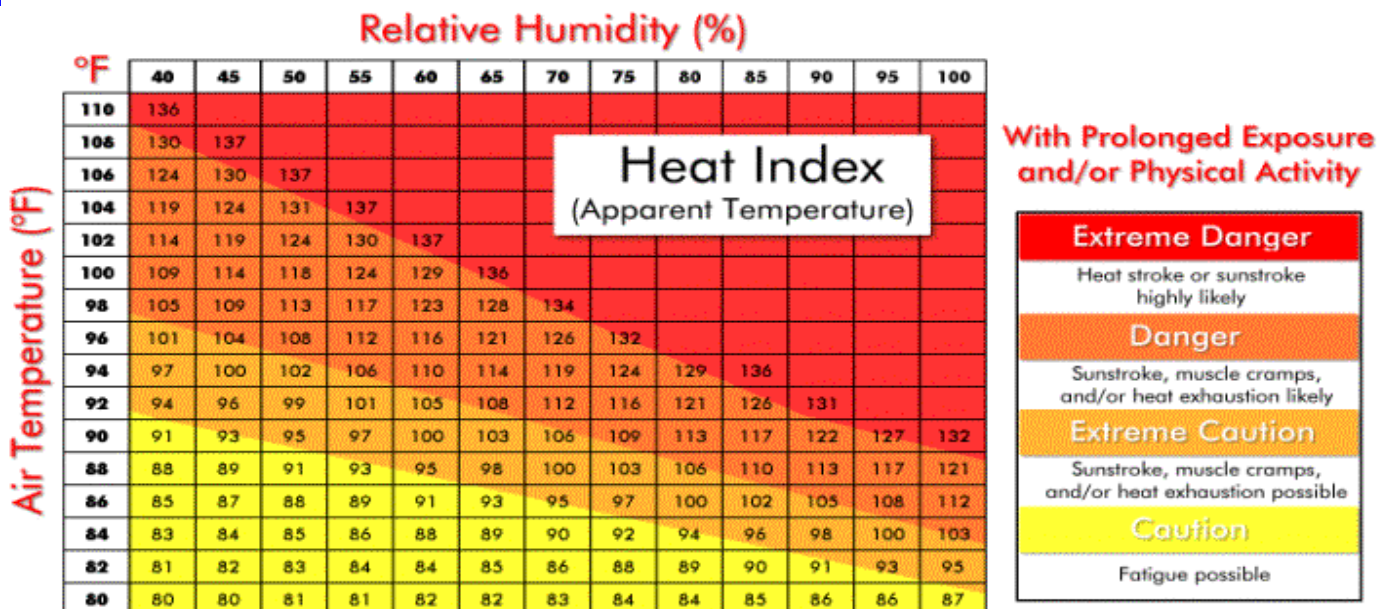
We will be having a raffle the day of the tournament with some pretty cool stuff to give away! And of course, part of your registration fee entitles you to two meals and two free “drinks”.....if you know what I mean!

Please come help us out and enjoy the day. I'm looking for volunteers to help with logistics too, so if that interests you, just let me know! My goal is to have at least one team from as many departments as possible. So please, contact all your fellow firefighter professionals and encourage them to participate! Remember why we are gathering that day...to honor America's fallen firefighters and to help their families rebuild their lives. Thanks for your time, and as always, if you have any questions or comments just let me know!

UFD Member's Name Added To Wall Monte Burr's name is being added to the Firefighter's Memorial wall in Coralville. The service will be June 13, 2010 in Coralville at the Iowa Firefighter's Memorial. The memorial is a means to remember those firefighters who have died both in the line of duty or while they were active members of a department. It is a fitting tribute for Monte as Monte was a long time member of our department. He was a very good person who could be counted on to be there...it is fitting to have Monte recognized by having his name added to the wall.



Safety Tip Well, we are finally done with the winter, the snow is gone and we have already experienced some hot weather. So – as a reminder, keep hydrated, take care of yourself and each other. While the temperature might be hot, the humidity makes it even worse – and add our gear and the “working” factor – yes I'm sure you all remember. As a reminder – please see the heat index chart below. Don't let you and your team suffer from heat stroke or heat exhaustion.



FDIC 2010 - Stuart Wilson

This year I got the opportunity to go to the Fire Department Instructors Conference (FDIC) in Indianapolis. This was the first time that I have attended this conference. Let me tell you it was an experience.

First let me take this opportunity to thank Chief Cardwell and Chief Holt for this opportunity. My first day was on Tuesday for H.O.T (hands on training) classes. If this was the only thing I got to attend it would have been worth it. The instructors for my HOT classes were guys that are currently doing the job. They were from all over the country and from departments that see a lot more fire than we do. This makes them excellent instructors because they have more than likely done what they are teaching you. The instructors are there to make you work but also to teach you so they don't just stand there and scream and yell at you. They are very approachable down to earth people; none of them gave me the impression that they thought they were better than any of us in the class. I learned a couple of different techniques for doing a rapid search. The first was for Vent-Enter-Search. Upon entering a room to search instead of going straight to the door to close it you do a rapid search to the door that way you have that much of the room already searched. The second thing is when doing a primary search on the fire floor you start your search as close to the area of the fire as possible, as this will be the area that has the least chance of survivability for a victim, and then work your way back to your entry point. Another thing to remember when doing a primary search is that if you find a victim, make sure you let command know you have found a victim. That way command can have EMS providers close by to take the victim from you because you might have to go back in to finish your search. My second half of the day was conducting large area searches. I will be working on putting together a class for this as this is something that we need to do, since we have a lot of office/warehouses in our territory. That concluded my HOT classes. Let's just say that by the time I got back to my hotel I was exhausted and beat up.

The rest of the week was just as good. The opening ceremonies are filled with a lot of tradition and pride of the fire service. This really gets you fired up for some good classes taught by instructors like John Salka Battalion Chief FDNY, James McDermott Battalion Chief FDNY and Captain Joe Hatfield Ontario, CA. Those are just a few of the instructors that I had for my classes. Then to get to listen to Alan Brunacini, John Norman and Bobby Halton just sit around a table and talk about the fire service and to take questions from the attendees is just a great experience. You can really pick up on their passion and respect they have for the fire service. That only scratches the surface of what comes with the classroom time. The number of classes and the quality of the instructor is too much for words.



Now that I have the business part of the article done let me tell you about some of the fun things and the people that you meet at FDIC. I met firefighters from all over the world while I was there. In my HOT classes I had a guy that was with the Federal Fire Department in Hawaii. He was at a station on Pearl Harbor. I also had a guy that was from Alberta Canada in one of my classes. I also saw people from Mexico, Ecuador, Panama and Singapore. You can really see why this is the largest conference and trade show in the world. Speaking of trade show, the exhibit hall is unbelievable. I will try to explain it to you. Very simply it has everything you could possibly imagine and then some, even a bunch of do'n it t-shirt vendors for Dan and Mike. Some of the new products that I saw while I was there was the Stryker version of the Ferno Statrac. I saw the new concept airpack being designed by MSA. This is really cool, it is a flat pack; it uses pressure vessel technology to make the pack smaller and lighter. Then there was a fire truck by HME that runs on compressed natural gas.

Then comes the after hours. This is where most of the networking happens. Every night there is some sort of organized social event. One night there was a party held by the F.O.O.L.S (Fraternal Order of Leatherhead Society). At this event I spent some time with John Norman from FDNY and a Battalion Chief from Pittsburg. Then the last night I was there, Indianapolis Fire Department had their open house at their fire museum/union hall. At this event I spent some time talking to Brain Sanford the IFD fire chief.

This article just gives you a taste of what FDIC is all about. To truly know what it is all about you just have to go and see it for yourself. This conference is something that I would definitely encourage everyone to try and attend at sometime. The experiences that I took away will be invaluable to me and I hope to be able to share them to the department in the years to come. I look forward to the time that I get to return to FDIC.

ON THE LINE

WHAT'S HAPPENING AROUND THE DEPARTMENT...

- The hiring process continues. We have four new people scheduled to start on June 14th and are working on the fifth person. We anticipate another testing process in August with hopes of getting the next five on board by the end of August or early September.
- Work on updating the city's disaster plan is underway. The plan was updated in 2006 from a plan written in 1983. The 2006 plan is in need of updating to include emergency support functions (ESF) and assuring that every city department understands their role in disaster management.
- We will be conducting our annual Kid's Fire Academy in June. Please see Fire Marshal Rech if you are interested in helping out with the great event.
- We will be hosting an Open House for the Tri City Fire And Safety Training Center in June—June 16th. This event will celebrate the official opening of this collaborative effort and the Mayors, City Managers and Councils from Clive, Urbandale and Winsor Heights are invited.
- A committee of department members is meeting on updating the department's policy and procedures. These focus on the administrative issues and although the P&P was updated in 2007, many things have changed since that time and there is a need to update this document.
- Unfortunately we are having some electrical issues with 425 and 418. These items are being addressed as soon as possible.
- We continue to work on the moving of the air compressors. We are awaiting city staff to complete the move of the compressor from 42 to 41.
- The renovation project of station 41 continues to move forward. The bid will be let this month and we still anticipate this project being completed by December 1st!
- We are moving forward with a transition to time clocks that will allow timecards to be kept electronically. As part of this move, new ID cards will be issued and those cards will be part of the timecard process as well as an improved security system for city facilities. This will require ID cards to be displayed while employees are on duty.
- We continue working on a new ordering system for uniforms. The new system is an on-line system and should make it easier for members to request uniform parts—pants, coats, hats, t-shirts, etc.
- The evaluation process is in full swing and if you haven't met with your assigned supervisor, you should be getting that completed in early June.

Last Safety Incident:

As of June 1st

71 days without a safety incident

405 days without a lost time injury

"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 June 1st, we have sent 38 letters to our personnel. The following people received "You've Been Caught" letters since our last newsletter:

- **(Birkett, Rech, Ennen, Lyons, Stuckle & Seda)** We received a thank you note for our involvement in the Health and Wellness Fair at Kaplan University. The thank you note was sent to the "Fire Department Team" thanking us for sharing our knowledge with their guests, students and staff.
- **(Rech and Birkett)** We received a thank you note for our involvement in the English Language Learner's program at Karen Acres. Jon and Dan presented a class on fire safety and what to expect in the way of EMS for people who didn't understand emergency services.
- **(Jon Rech)** We received a thank you letter for Jon's participation with the Career Day at Valerious school. The letter expressed appreciation for Jon sharing his expertise and knowledge and for bringing the pictures, books and equipment.

Thanks to all of you for providing outstanding service!!

ON THE LINE

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

Training Report: 772 **hours** of training were completed in May.

Fire Training: 569 hours

EMS Training: 203 hours

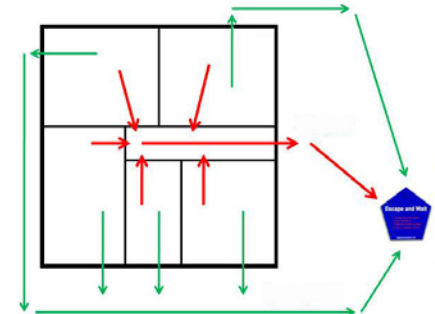
Prevention & Inspection Activities:

- Completed 9 Inspections
- Completed 8 re-inspections
- Completed 1 preplans
- Conducted 8 plan reviews
- Conducted 5 Car Seat checks
- Conducted CPR classes for 3 people
- Conducted public education for 275 people (77 children, 198 adults)



			Children	Adults		
5/1/2010	St.42	Juvenile Fire Setter Mtg.	1	2		
5/3/2010	3500 74th	Safety talk	8	25		
5/10/2010	4154 NW Urban- dale Dr.	Extinguisher training	0	20		
5/11/2010	7305 Aurora	BP Checks	0	12		
5/15/2010	7201 Aurora	Lifeguard training	1	15		
5/19/2010	St.42	CPR class	0	3		
5/20/2010	8450 Meredith	EMS Week Display	6	8		
5/21/2010	8450 Meredith	EMS Week Display	20	15		
5/22/2010	8601 Douglas	EMS Week Display	14	23		
5/24/2010	3721 144th	Truck Request	12	12		
5/26/2010	3520 86th	AED Review	0	30		
5/27/2010	7755 Douglas	Fire Drill	0	20		
5/28/2010	4700 84th	Extinguisher training	0	28		
			76	199	275	

Escape Plan



Chief's thanks...

- Thanks to B-Shift for their work on getting the SCBA fill station relocated to 42. This certainly makes sense with the training building being out here. Eric Ennen initiated the process and did some of the early leg work on the project. Lt. Birkett oversaw the actual movement of the fill station and several people assisted in that process including all of B-shift and Jamie Erie. Thanks to everyone that helped make that process happen! The only remaining work is the movement of the air compressor from 42 to 41 and we are waiting on city staff to make that move hopefully in early June.
- Thanks to Rod Silvers for working on replacing the pop machines. Rob has worked with Pepsi to place coolers at both stations that will replace the pop machines which are no longer serviceable.
- Thanks to all of you for the great EMS services that you provide. EMS week was in May and providing EMS is clearly the majority of our efforts. Thank you for doing it with great compassion and concern for your patients.

Member Profile...

Member Profile: Aldin Ramic

Length of time with UFD: Since August 2009

Level: FF I/EMT-B

Why I became interested in the UFD: I always wanted to be in the fire service and if you want to be great firefighter you need to be with a great dept.

Previous EMS experience: No previous EMS experience

Previous Fire experience: I attended the Fire Academy in Ames to earn my Firefighter I / Hazmat certifications in August 2009.

Family life: Engaged to Semira. No children, but I do have one awesome nephew named Tarik.

Current Profession: Technical Support for government software and I've been doing it for about 2 years now.

Activities or hobbies I enjoy: I enjoy working out and spending time with family and friends.

Most memorable moment outside of UFD: The day I proposed to my fiancé and the day my father was laid to rest.

Favorite TV programs: Anything on History or Discovery Channel.

Favorite movies: I love you man, Cinderella man, Ladder 49.

Last book that I read: Confessions of St. Andrews, Seneca.

Personal goals: To be the best son / husband / and future father that I can be. Complete my bachelor degree and having a long and safe carrier in the fire service

What I enjoy about the Urbandale Fire Dept: All the members of the Urbandale Fire Dept. are very supportive and understand how you feel as a new recruit because they all went thru the same process. I'm very thankful for that.



EMS Week Activity...



Picture this...

TRAINING - MEMBERS IN ACTION...

