



On the Line



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

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Upcoming Events

October 3-9—Fire Prevention Week (**Open House October 9th**—1100-1400 hrs at Station 42)

October 14—Pizza Delivery/Smoke Detector Event (1730-1930 with Papa John's Pizza and Safe Kid Des Moines)

Be sure to check the pub-ed calendars and FireHouse for upcoming prevention activities...we need your help!

Last Safety Incident:

As of September 1st

6 days without a safety incident
14 days without a lost time injury

UFD statistics for August

Calls for service: 265* YTD: 1,650
*Busiest in department history
Average response Time – All incidents: **6 minutes and 31 seconds.**

Average response Time – **Emergency** incidents: **6 minutes and 16 seconds**

Emergency Medical Service calls: 188*

Average Response Time EMS: 6 minutes and 30 seconds

Emergency: 6 minutes and 15 seconds

Non-Emergency: 7 minutes and 51 seconds

Fire related calls: 77*

Average Response Time Fire: 6 minutes and 34 seconds

Average turnout per fire incident: 6 people

We **received mutual aid 12 times**—4 times for fire calls and 8 times for EMS calls.

We **provide mutual aid 5 times**—3 times for fire calls and 2 times for EMS calls.

Types of Fire Calls

The 77 fire calls we had in August fall into the following categories:

<u>Fire / Explosion:</u>	9
<u>Hazardous Condition:</u>	9
<u>Severe Weather:</u>	4
<u>Good Intent Calls:</u>	12
<u>False Calls:</u>	27
<u>Service Calls:</u>	15
<u>Overpressure, Overheat:</u>	1



Birthdays:

Aldin Ramic	Sept. 14
Tom Hyde	Sept. 15
Kyle Bissell	Sept. 19
Jerry Holt	Sept. 25
Ryan Shafer	Oct. 3





Expectations. Do you know what is expected from you from our organization? Hopefully you do. We have developed the practice of sharing (in writing) the organization's expectations for all new hires and newly promoted personnel. It is important that we are all on the same page as we strive to be the premier department in the area.

Knowing the expected performance makes matching your actions to the mission very easy. We all know the mission—it is written everywhere and the expectation is that all of our actions match the mission and values of our organization. It is our expectations that all of our staff know the mission statement and core values of the department—they are the “what” and “how” we will deliver our services. Beyond that, we have other expectations on how we are going about the daily delivery of service. The following are the items shared with each “new hire”. They are shared with the candidate and then the candidate is asked if they can meet those expectations:

- Safety is your responsibility – safety first. You can help others if other have to help you.
- Look for things that need to be done – and do them. Don't wait for everything to be assigned to you.
- No freelancing – maintain unity of command and make sure your supervisors knows what you are doing.
- Get out the door FAST – the customer wants to know that their emergency is IMPORTANT to us – make them feel that way
- Answer every call as if you are responding to a family member.
- Whenever you are called on to fill a need, do not complain. If your sleep is interrupted, if a meal is interrupted, if TV time is interrupted, it is to take care of a customer – no complaining about it. Without them-there is no need for us.
- Follow procedures.
- Be customer focused – they are why we are here. Be NICE. Be supportive of POC, PT and FT people – they are all NEEDED - make them feel that way and make them feel appreciated. (Respect is one of our core values – we will respect one another)
- If you have other ideas on how things should be done, feel free to share those in the right place and time – to your officer.
- Practice Crew Resource Management – if you haven't, read the book!!!
- If you mess up, take responsibility...don't blame others. Making a mistake is no big deal – blaming a mistake on someone else is dishonest.
- Actively participate in Pub Ed
 - Embrace pub ed and public involvement – the only way to precipitate change in our customer's safety habits—

fire and health.

- CPR Instruction-including the teaching of healthy living—lets prevent those incident that can be prevented and lessen the severity of those we cannot prevent.

Setting the example – not being the example

- Appearance – shoes shined, professional appearance. You only get ONE chance to make a first impression—it IS important to look professional.
- Know your job—we have high expectations for you.
- High aspirations—we want to be a part of you achieving your career goals.
- Pursues education-discover new and better ways of doing our jobs. Pursue “best practices” and continually seek to identify what the rest of the world is doing...we don't have all of the answers. Not knowing what the rest of the fire / EMS service is doing can be dangerous.
- Classes/Seminars, NFA opportunities.

Six principals that will enhance your ability to meet our expectations:

- Show up when you are at work – have your heart and head in the job. Demonstrate a genuine interest in your career and our mission.
- Don't become part of the problem – Use your knowledge to identify and solve problems – don't become part of the “gripe” session
 - Speak up when appropriate – don't be a yes person – don't set up a boss or a subordinate to fail
 - Take responsibility for your actions – take your lumps when you make mistakes and learn from it – don't repeat the same mistakes.
 - Don't procrastinate – under promise and over deliver – do what you say you will when you say you will do it. Don't wait until the last minute to get the task completed
 - Be nice – be genuine and care about your customers, the job you are doing, and the co-workers you are doing it with



The new patch is coming soon...

We are striving to be a world-class organization. We need team members who want to be problem solvers, who understand the constraints we must work within and who continually strive to be the best we can be with the tools we have available to us. We can achieve that when we all work together to be a mission driven, customer focused organization that provides services that are exceptional and continually exceed our customer's expectations. We can do that while being nice to our customers...and nice to each other. It is all about attitude—approaching the job with a desire to be the best, with the desire to serve others and with the very best attitude.

That's not too much to expect from the very best staff in the state!

"Ability is what you're capable of doing. Motivation determines what you do. Attitude determines how well you do it."
Lou Holtz

The Things That Matter...A/C Light

I have been thinking for the past couple weeks about my article topic when, once again, something happened to bring it all into perspective.

The past several days I have been engaged in a battle with water in my basement. I had water only once before. This time, I had water three consecutive mornings and as deep as 5 inches. I would pump it out one day and start the drying process, only to find another few inches the next morning. The rains have been like monsoons and the ground is so saturated that it can't handle any more. The worst morning was after the second night of heavy rain. I came home from working an overnight FTE shift only to hear a loud noise coming from the basement. To my surprise, it was the sound of fan blades actually hitting the water on the basement floor and spraying it everywhere. It sprayed a large bookshelf full of

books, my desktop computer, my modem, etc. I am surprised the fan continued to run.

I knew I had a lot of "stuff" in the basement, but you really don't realize just how much stuff you have until you have to go through it all. The computer was ruined, the modem ruined, my high school yearbooks ruined, books autographed by authors on various subjects ruined. I found a rather large box that I didn't remember being there only to find it was full of collector's edition die cast NASCAR cars. I thought there may be hope for them but as I picked up each box, I could tell they were ruined also. The ones on the bottom were in display cases and the cases had a couple of inches of water in them as well as in the cars.

My little loss was nothing compared to those who lose everything in a fire. There are some similarities to both of our losses however as many of the things I lost can't

be replaced. As I kept finding more things, it made me think about a lot of the "things". The "things" I have and "things" I have lost.

The most important "things" all of us have and can be thankful for are memories and life experiences. These cannot be taken away by fire or flood. These are the things that really matter in life and things you keep no

matter what external circumstances come and take the other things away. The same can be said for the loss of a friend or family member.

You still get to keep the memories of them from when they were here.

Would I rather have a book about Mount Rushmore or the memory of riding my motorcycle in the Black Hills? I'll take the memory.

Would I rather have a toy NASCAR car or the memories of actually being at races at Phoenix, Kansas, Talladega, Daytona and Iowa? I'll take the memo-

ries.

Would I rather have a modem or the memory of "SemperDouble J" talking smack in the voice of an 8 year old to opponents on XBOX Live? I'll replace the modem and still have that memory.

I could go on and on about some of the dumb things I will always remember. But the great thing is, they will make me smile for years and decades to come.

We all have had losses and will continue to have more losses throughout our lifetimes. The key thing to remember is to be thankful for the memories because they can never be taken away. They are truly the things that matter aren't they?



ATTITUDE

A pessimist sees the basement as half full of water.
An optimist sees it as half empty. It's all about attitude.

Words of Relief & Caution –Capt.

Jim Mitchell

Recently, Lt. Routson and I attended an extrication class and discovered some very interesting facts about vehicle extrication. We found that there are areas that are of great concern when conducting vehicle extrication as well as areas that have been pretty scary that we really don't need to be so concerned about. The two categories involve air bags and hybrid vehicles.

You can be relieved that hybrid vehicles are NOT as hazardous as we once thought! Did you know that there is several safety features built into the high voltage system? Well, for beginners, the high voltage system is eliminated once the twelve volt battery is disconnected. Also, there is a disconnect for all high voltage systems located either at the high voltage battery or behind a panel near the front passenger seat. But, what if you were to cut through a high voltage cable? The construction of the high voltage cable is such that there is a wire that carries the high voltage electricity that is surrounded by a polyurethane sheath and then a braided wire mesh that surrounds that followed by another polyurethane sheath around the braided wire mesh, which is color coded as either orange or powder blue. If you were to cut the high voltage cable, once the blade touches the braided wire mesh, it shorts-out the high voltage electricity. ***No way would I ever advocate cutting the high voltage cable!*** However, there is a safety feature that protects you in the event of a mistake! The high voltage cable usually tracks from the high voltage battery location to the electric engine via the bottom of the vehicle on the passenger side. This information should provide some RELIEF to our concerns of cutting and/or prying on a hybrid vehicle. The hybrid vehicle is a fairly safe vehicle for occupants and rescuer's. To-date, there have been **NO** documented cases of rescuer's being injured while performing extrication on hybrid vehicles!

We need to be extremely cautious when performing extrication or even entering a vehicle involved in a crash regarding airbag deployment! Airbags are located in several different locations throughout the vehicle, i.e.; steering wheel, passenger dash, roof rail, "B" post, the door side of seats, etc. There are new vehicles that are even testing the placement of airbags in the back of the front seat head rests for the back seat passengers. I know, you are probably saying to your self, "there is no safe place to enter a vehicle". A bit of good news is that once the twelve volt battery is disconnected, the airbags

should NOT prematurely deploy. Unless, a cellular phone or laptop computer is plugged into a power port! These devices have enough amps and volts to deploy an airbag! So, once the battery is disconnected, look for electronic devices plugged into power ports! Unplug all electrical devices from power ports! Did you know that newer vehicles are installing weight/pressure devices in the seats to activate the airbags for deployment? So, when you enter a vehicle's passenger side, and either sit or kneel on the passenger seat to perform manual c-spine immobilization, your weight will open a circuit that will allow the airbag, either in front or beside the seat, to prematurely activate. Most airbags will deploy in a split second with over 200 psi. There have been cases where the Patient has airbag imprints on their eyeball because the airbag deployed so fast that the Patient didn't even have time to close their eyes. That's fast!

Protect yourself from premature airbag deployment by disconnecting all batteries located in a vehicle and remove any and all electronic devices plugged into a power port. My rule of thumb for cutting battery cables verses disconnecting them is that if you need to use cutting and/or prying tools on the vehicle, cut the cables! Start with the negative cable and always cut each cable twice approximately one inch apart. If extrication tools are not needed, then use the boxed-end wrench and disconnect the battery cables. Again, start with the negative cable first. Make sure that you bend the cables away from the battery posts and assure they will not return to the post after a short time period. Wire has a memory and they will return to their normal position.

You should have some relief that hybrid vehicles are NOT as hazardous as we once had thought and that we should be more cautious around undeployed airbags than we ever have been in the past!

Always rule on the side of safety so everyone can go home!

Keep up-to-date on the latest facts about vehicle extrication by [v i s i t i n g www.sceneoftheaccident.com](http://www.sceneoftheaccident.com) and www.firehouse.com and search for articles published by



Ron Moore.

Thank You – Lt. Mike Gentosi

Today is August 5th. I am sitting on my bunk trying to escape this wretched, southern weather (no offense Chief). The heat index has been hovering around 112 since we've been here. We were told yesterday that a heat wave is coming... CRAP!

I wanted to get something in the newsletter thanking everyone for their support. Today is my 8 year anniversary of having the pleasure of serving with all you folks on the UFD! I couldn't be more proud to be at UFD! I celebrated by watching a very moving clip from Channel 5 News. I can't express enough thanks to you all. I wrote this several months ago in a newsletter, but I believe it is much harder on those left behind than it is on those of us going overseas.

I see it is very tough for Alana to have to pick up for my slack of not being home with the stuff I normally do. I also see that it is tough for a department the size of ours to have even one person being gone. That goes for any position (i.e. another Cody injury) not just an officer position. I thank Chief and AC Cardwell for being overly gracious with my situation and having to deal with or divvy out more admin stuff with someone being gone. I thank the other LTs and Bissell for truly taking the brunt of what gets divvied out because someone is gone. I thank everyone else because I truly feel your support and love through this all. Alana feels it too.

I hope this next year goes pretty quick. I will try my best to send home some pictures and video once we get overseas. It probably won't be until October sometime before we get there. We will be here at Camp Shelby until September 15ish. Then, we travel to Fort Irwin, CA for approximately 3 weeks. Then, we come back to Camp Shelby for another 2 weeks as we get a 4-day pass and await our transportation to Afghanistan.

Your thoughts and prayers are much appreciated. I am not sure I can state where we are actually going, but I can say it is pretty active. Two of us 168 companies are relieving one of the companies currently operating in our area. There were over 400 insurgent kills and 50 IED attacks in just under 3 months in that area. The unit I am a part of is 2nd Platoon, Charlie Company, 1-168th Infantry, 2nd Brigade Combat Team, 34th Infantry Division.

Be Safe, Mike—I'm out!!!!!!!!!!!!!!



Brennan Burke, Cory Macumber, Jamie Erie, Cody Thorne and Lt. Lance Routson attended the "send off" for Lt. Gentosi at Camp Dodge.

New Faces Around UFD – Julie Stuckle

Several new faces have been seen around UFD in the past few months. These are a mixture of FT, PT and POC. Please look for the following new personnel around the department and say 'hi' to them.

Joshua Boyle: FT, results of his EMT-PS is pending. He is assigned to 'A' shift.

Brook Hansen: PT, EMT-I (going through redbook requirements)

Bryce Landers: FT, EMT-B, he is in EMT-PS school with John McCannon

John Martindale: PT, EMT-PS (going through redbook requirements)

Damir Nuhanovic: POC, EMT-B (going through redbook requirements)

Miguel Romero: POC, EMT-B, currently in FF school

Andrew Stiles: FT, EMT-B, he is currently waiting for his results from EMT-PS, assigned to 'C' shift.

Cory Young: FT, EMT-PS and is assigned to 'B' shift.

Also – acceptance letters have been received and 5 new people are in the process of taking their physicals. So – look for additional people to start their training shortly when all physicals have been completed. Their names will be provided later.

See pictures on page 9 to put a face with the names...

Chief's thanks...

- Thanks to Lt. Birkett for suggesting and coordinating the “Red Shirt Friday (and Saturday)” program. It is a great way to show support to the troops—and specifically to Lt. Gentosi while they are deployed. Lt. Birkett has put a lot of effort into showing our support for the soldiers—thanks for all of your efforts Dan!
- Thanks to Rod Silvers for coordinating the Make-A-Wish benefit softball tournament on behalf of the fire department. Rod has once again put a lot of effort into the worthwhile cause. This year’s efforts raised over \$8,000 which is enough to grant a wish. Rod has been instrumental in coordinating the Make-A-Wish effort since we began supporting the MAW foundation several years ago. This year’s effort was especially meaningful as not only did we get to assist in granting a wish, but we also didn’t have to suffer the humiliation of losing to UPD who after years of winning only one football game per year have decided that they have had enough!
- Thanks to Fire Marshal Rech and Julie Stuckle for their efforts to assist the Police Department in their “National Night Out” campaign. Thanks to all of those who participated in this years event—thank you for seeing the value of being involved in the “community” effort!
- Thanks to everyone who assisted with the recent hiring process. Many volunteers were needed to help with the physical ability testing and we had a very good showing of staff to make the process go smoothly. Thank you for taking the time to help us get the best candidates!
- Thanks to all of the officers who participated in the Lieutenant Assessment Center. This was truly a joint effort as we assessors from seven different departments team with out officers as we performed the assessment center. Thanks for willingly being part of the process to select the most qualified candidates for the three new Lieutenant positions.
- Thanks to the committee that has produce a new patch. We are moving forward with the implementation of the patch proposed by Ed Palizzolo, Lt. Routson, Derek Manser, Cody Thorne and John McCannon. They did a great job of capturing the history of where we came from and the essence of what we are striving to accomplish. Great job! A special thanks to Ed and Lt. Routson for presenting the patch during training sessions during August.
- A **BIG** thank you to everyone who helped with Central Honor Flight! Jon Rech, Mike Cardwell, Aldin Ramic, Dan Birkett & Nikki, Lance Routson, and Julie Stuckle. They joined more than 100 other volunteers in assisting the vets!

Safety Tips

Safety Tips from firefighter-closecalls.com: The following is a continuation from the website of their list of suggested resolutions for safety tips:

Resolution No.5: Skip the Salty Look for the Experienced, Mature Look

Yeah, you’re Burkes are warped, but other than that, what did you learn? And, just as important, what did you teach to others? A lot of impressions are made on younger firefighters while at training evolutions. Just like your own children (if you have any) they are always watching you.

Clean your gear...and keep it clean all the time—no excuses!

Photo courtesy of: www.happymedic.com



CHARACTER KILLS

A dirty helmet doesn't mean you're a cool firefighter, just one who doesn't know how to clean your safety gear.

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

Training Report: 687.25 hours of training were completed in August.

Fire Training: 408.75 hours EMS Training: 287.5 hours

Prevention & Inspection Activities:

- Completed 24 Inspections
- Completed 13 re-inspections
- Completed 2 preplans
- Conducted 19 plan reviews
- Conducted 5 Car Seat checks
- Conducted CPR classes for 14 people
- Conducted public education for 473 people (193 children, 280 adults)



Fire Prevention Week is October 3—9th

Be sure to do *your* part to teach fire prevention...



WHAT'S HAPPENING AROUND THE DEPARTMENT...

- The job offers have been made and five prospective new employees are scheduled to take their physicals the first week in September. We anticipate a starting date of mid September for our newest staff members. We have a Civil Service list of 11 names that will be valid for the next year.
- The Assessment Center for the three new Lieutenant positions was completed in August and the list will go to the Civil Service Commission in early September for certification. Promotions will be forthcoming. We will begin an officer development program later this year and another assessment center will be conducted at a later date.
- The parking lot expansion project is underway at station 42. It is anticipated that project will last approximately two weeks. We hope to add a side walk that will allow staff to enter the building at the dayroom without having to walk through the grass and snow.
- We hope to begin a small construction project at the statue at station 42 sometime this fall. Preliminary plans would have a side walk circling around the statue, a flower feature around the statue and possibly a bench and a light feature for the statue.
- The process of repairing the HVAC at station 42 are underway. The planned repairs will include a new control system as well as addressing the humidity issue.
- The City's Capital Improvement Program is underway and there are some changes being recommend to the City. All current projects are being updated to reflect changes in cost and scope of projects as well as eliminating the replacement of E410. It is being recommend to eliminate this engine from our fleet. Two new projects are being submitted for consideration; SCBA replacement to conform to NFPA compliances and a traffic preemption program is being considered for submission.
- It will be budget time before you know it...if you have items that you would like to see considered for the 2011/12 budget, please see your supervisor so they can direct you on what is needed to have an item considered for budget submission. The budget process usually starts in October/November.

“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 September 1st, we have sent 69 letters to our personnel. The following people received “You’ve Been Caught” letters since our last newsletter:

Derek Manser & Drew Stiles—We received a thank you note for our involvement in station tour for a child. The mom sent us a thank you note thanking us for the great work we do and stating that we were “wonderful”, very patient and kind.

Brennan Burke, Jamie Erie, Craig Jensen and Capt. Mitchell—We received a thank you note for an EMS call – the patient wanted to thank her “heroes” for the amazing job they did with her children during the call.

Fire Marshal Jon Rech & Julie Stuckle—We received a thank you noted from the Police Chief for our involvement in setting-up and participating in the fire department’s role with the National Night Out for the Police Department. While there were several fire department personnel on duty at this event, both Jon and Julie invested volunteer time to help coordinate our involvement.

Tom Hyde, Ed Palizzolo, Craig Jensen & Lt. Routson—We received a thank you note for our involvement in an EMS call to Super Target. The customer sent a thank you note thanking us for providing her care. She said the “young man who cared for me was very professional, concerned and helped me to be as comfortable as possible”.

Thanks to all of you for providing outstanding service!!

In about the same degree as you are helpful, you will be happy. ~Karl Reiland



Bryce Landers

New Faces at UFD...



Miguel Romero



Cory Young



Josh Boyle



Drew Stiles

Member Profile...Mike Cardwell

Length of time with UFD: 2 years **Level:** Assistant Chief/Training

Committees: Training, Staffing & Response, Safety, Fire Apparatus, Training Facilities

Why I became interested in the UFD: I was looking for a new challenge in my career, saw Urbandale was looking for an AC and Training Officer – a friend who knew Chief Holt said he would be a good fit for my style, so I applied and was selected.

Previous EMS experience: EMT basic in 1986, EMT-Intermediate in 1988, Paramedic since 1990

Previous Fire experience:

Volunteer department 1985 – 1991 (FF 85-87, Lieutenant 87-91)

Part-Time FF 1986 – 1996 (FF 86-89, Lieutenant 89-93, Captain 93-96)

Vocational Fire/EMS Program Coordinator 1990-1996

Captain/Training Officer, career 1996-1998

Battalion Chief, career 1998-2006

Deputy Chief, career 2006-2008

Assistant Chief, career 2008-present



Family life: Married to Michele for 11 ½ years. We have 3 boys: Tyler (12), Aaron (10), Dominic (6). Grandchildren - not for a long time, I hope. We also have one dog, Chance (German Shepherd mix, 6 years old).

Activities or hobbies I enjoy: Reading (Tom Clancy, historical biographies), bike riding (when I can find the time). I'm also a Cubmaster with Pack 31 (Timber Ridge Elementary) and teach faith formation to grade-school kids at my church, St. Pius X in Urbandale. I am an avid sports fan (go Reds!), but my time best spent is barbequing.

Most memorable moment with UFD: Grillin ribs and hanging out at our Smoke showing B-B-Q's.

Most memorable moment outside of UFD: On a fall Saturday several years ago, Michele and I went to a 9:00 tailgate, a 12:05 Cincinnati Reds game, a 3:00 Ohio State/Univ. of Cincinnati football game and back for the 7:05 Reds game that night. Nirvana!

Favorite TV programs: Rescue Me, Mad Men, Golden Girls (just kidding, Michele!)

Favorite movies: Any Mel Brooks comedy

Last book that I read: Currently reading a collection of short stories by Mark Twain.

Personal goals: Whatever I'm doing, I want to make a difference.

Words of advice for someone new getting into EMS or Fire: Train, train, train. It's the only way to hone your craft and reflects well on your dedication to the EMS/Fire Profession.

What I enjoy about the Urbandale Fire Dept: There is a clear sense of vision that runs through the organization. UFD personnel have a desire to elevate Urbandale to a unique and envied Emergency Service Organization – the place other places wish they could get to.

No matter what you do, do it with passion.

Picture this...



Water supply training with Adel Fire...



Softball tournament for Make-A-Wish



ON THE LINE



Pictured are those who gathered early on Saturday, Aug. 28 for a picture to show the "Red Shirt" Fridays (and Saturday) that we are doing to show our support for Lt. Gentosi and all of the troops who are deployed. We purchased our shirts through Adventures in Advertising and they have created a web site to help "spread" the news on the program. The site can be viewed at www.redshirtfridaygear.com

Recent Memos & Other Items

Memo

To: All personnel
From: Rob Light, AC-EMS
Date: 8/31/2010
Re: EMS Response Modes

Effective immediately, all apparatus (including ambulances and "cars") shall respond non-emergent to calls unless WESTCOM advises the call is emergent.

We have too many instances where we roll out of the station emergent, then have to downgrade a minute later because it is a non-emergent call.

This will have very little effect on overall response times. It will also help eliminate confusion of other drivers and portray a more professional image of the fire department.

Getting out the door 30 seconds quicker, on the other hand, has a direct effect on improving response times whether the call is emergent or non-emergent.

alarm. They advise WestCom of their findings and WestCom relays that to the responding units. At that time, we shall immediately downgrade our response to non-emergent.

We will be adjusting our response policies in the very near future to reflect responses of multiple apparatus to automatic fire alarms.

On another response issue...when we are responding in the emergent mode and we are advised by WestCom that no emergency exists, ***we are to downgrade the response immediately.*** An example would be that we are responding to a fire alarm and UPD arrives to find that it is a false