

**Arvada Fire
Protection District
2009 Annual Report**

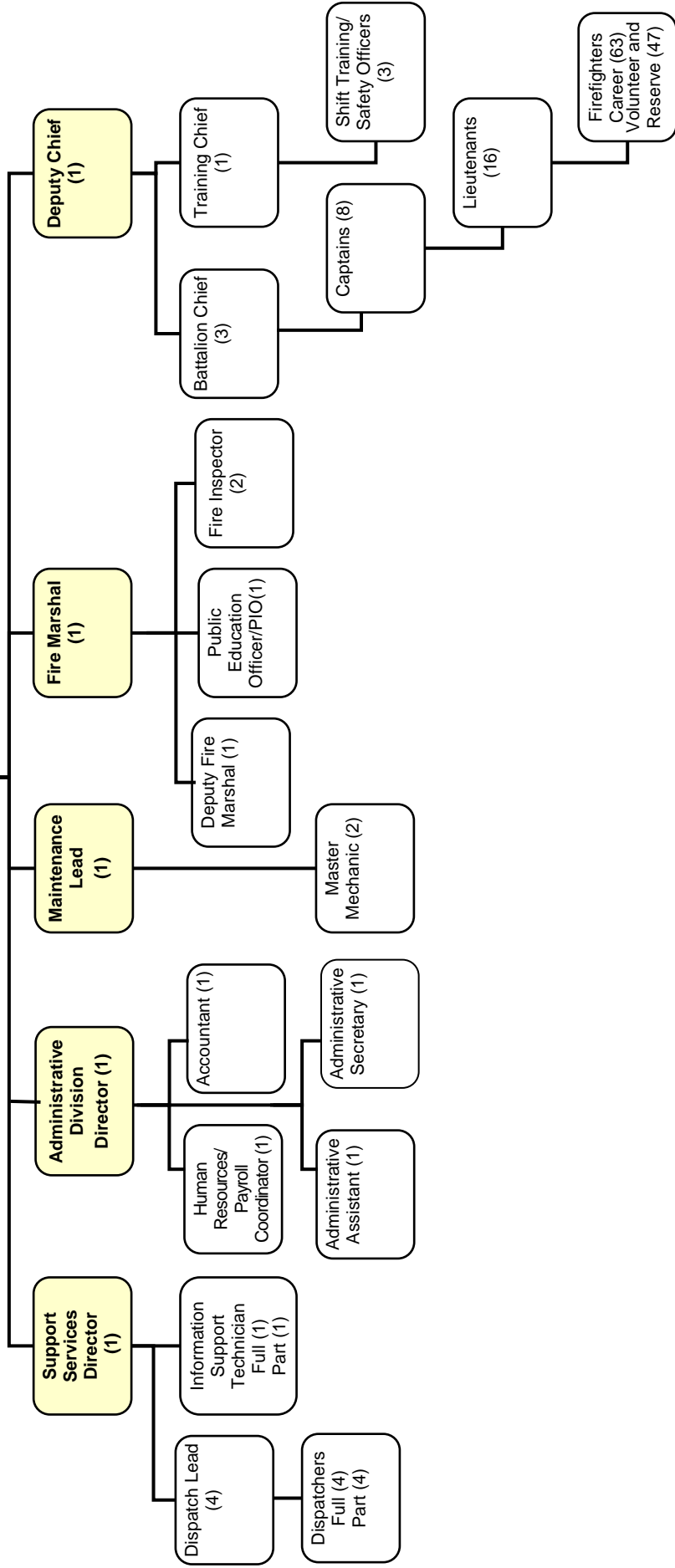
Customers
(120,000)

Fire District
Board
(5)

Fire Chief
(1)

Arvada Fire Protection District Board
President - Jim Snyder
Vice-President - Doug Schneider
Secretary—Mike Kerr
Treasurer - Debi Luft
Assistant-Secretary - Ted Terranova

Arvada Fire Protection District Organization Chart



MESSAGE FROM THE FIRE CHIEF

The Fire District had another great year in 2009. The employees of this organization never cease to amaze me. In addition to the achievements I will document below, we looked ahead more than the District ever has to ensure that the Fire District is focused on its mission to provide an unparalleled level of service to our citizens.

Starting in the first part of the year, we hired outside consultants to evaluate our department. This group, Emergency Service Consulting, Inc. (ESCI), met with employees and people outside the organization who have a vested interest in the department. They studied statistics for response to emergencies, financial records, dispatching services; in other words they looked at all divisions of the District and then compared us to nationally recognized standards. In the end they presented a comprehensive 300 page document that outlines their findings and areas that they determined should be addressed. We have accepted their findings and continue to work towards implementation. Today, very few of these recommendations have not been implemented.

With the help of members of our community, City of Arvada Staff, and employees from all levels and divisions of our organization, we developed the District's first five-year strategic plan. This plan addresses not only the recommendations of ESCI, but also areas of concentration identified by members of the community and the department. This document has been sent to the Fire District Board for their approval.

One of the major concerns, as the District moves forward, is the ongoing financial stability of the District. In 2010 we will be operating on less income, about \$300,000 less, than in 2008. That number will grow to over \$1,000,000 in 2012. Addressing this projected deficit is paramount to the future of the District.

We are preparing for the future better than we ever have before. You have placed a huge amount of trust in us and we will not let you down.

Chief Jon Greer



MISSION STATEMENT

To preserve life, property and the environment.

NEW EMPLOYEES

Administrative Division Director
Shirley Grantham
Master Mechanic
Kurtis Knight

PROMOTIONS

Battalion Chief
Chad Hyatt
Captain
Todd Gilgren
Lieutenant
Cary Hammond
Lieutenant-Paramedic
Scott Burns
Tim McMahon
Vic Stehle
Firefighter-Paramedic
Joseph Blackwell
Michael Durr
Todd Hobler
Dan Knoebel
Mike Roluti
Allegra Sisneros
Career Firefighter
Jim Bonsante
Michael Durr
Bryce Segovia
Lead Dispatcher
Amber Jones
Karin McMahon
Jen Sliemers
Nina Stringham
Full-Time Dispatcher
Ken Beltran

2009 Accomplishments

OPERATIONS DIVISION

- Provided exceptional service at more than 11,000 emergency incidents
- Provided life safety education to citizens
- Implemented Advanced Life Support capabilities on Engine 8
- Completed fire code enforcement and pre-incident planning at more than 3,000 businesses
- Implemented alternative airway management devices
- Replaced Truck 6 and corresponding tools and equipment



- Replaced hydraulic rescue tools on Engine 8
- Satisfactorily completed annual fitness assessments of all line personnel
- Implemented a validated promotional assessment process
- Revised fireground air management and positive pressure attack practices
- Provided and received cross training with Wheat Ridge and Arvada Police Departments
- Completed improvements to Fire Stations One and Two
- Attended more than 5600 hours of training and continuing education.
- Raised more than \$33,000 for the Muscular Dystrophy Association
- Hosted the "Hot Times Kool Cars" fundraiser raising \$165,000 for the burn center at Children's Hospital

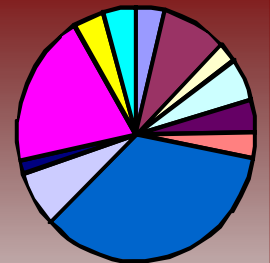
2009 Certifications by Category



TRAINING DIVISION

- Graduated thirteen firefighters from the 2009 Volunteer Reserve Firefighter Academy
- Conducted multi-company 4-hour trainings in Roadway Safety, Truck Company Operations, Positive Pressure Fire Attack, Auto Extrication and Stabilization and Engine Company Operations. Each training was presented 12 times to cover all shifts and stations.
- Hosted Youth Leadership Jefferson County for Crisis Leadership and Positive Pressure Fire Attack Training.
- Hosted Train the Trainer seminars for Auto X Extrication and Honor Guard
- Conducted the 4th Annual Safety Stand-down, a day of safety studies and training presented to each shift with this year's topic: "Protect Yourself: Your Safety, Health and Survival Are Your Responsibility".
- Firefighters attended outside training classes and conferences including the Fire Department Instructors Conference, Fire Nuggets Professional Development

2009 Training by Category



■ Driver Training 216	■ EMS/EMT 488
■ Extrication/Rescue 151	■ Fire Officer/Administrative 300
■ HAZ-MAT/WMD 238	■ Hose Evolutions/Pump Operations 188
■ Physical Fitness 1939	■ Preplans 401
■ SCBA 94	■ Structural Firefighting 1102
■ Technical Rescue 238	■ Wildland Firefighting 251



SUPPORT SERVICES DIVISION

Communications

- Hired Firefighter/ IT Tech Chris Ambrosio as acting Support Services Manager
- Purchased and installed a state-of-the-art fire-based Computer Aided Dispatch (CAD) system created for Arvada Fire by Zoll Data Systems, which allows for CAD to CAD interface with Pridemark Paramedics and with Firehouse, our incident reporting system. Trained Communications staff to utilize the system 24/7
- Automatic Vehicle Locator (AVL) system installed in CAD and on department apparatus to ensure the closest apparatus is dispatched to calls. System includes automatic crew response for more accurate times, location routing, and automatic updates to responding crews via computer
- Created a Lead Dispatcher Position to ensure a supervisor for all communications shifts. Developed the selection process and promoted four existing dispatchers
- Hired one new EMD certified part-time dispatcher
- Updated Standing Operating Guidelines for the Communications Center
- Purchased, installed, and trained on NICE – a new up-to-date phone recording system for all phone lines and radio channels
- Sent two dispatchers to NAEMD conference in Las Vegas, NV
- Handled two major incidents including a weed fire/house fire and the July “micro burst” storm. Both included numerous 9-1-1 calls and units dispatched
- Promoted one part-time dispatcher to full-time position
- Received \$197,000 in reimbursements from Jefferson County Emergency Authority Agency for dispatch center upgrade

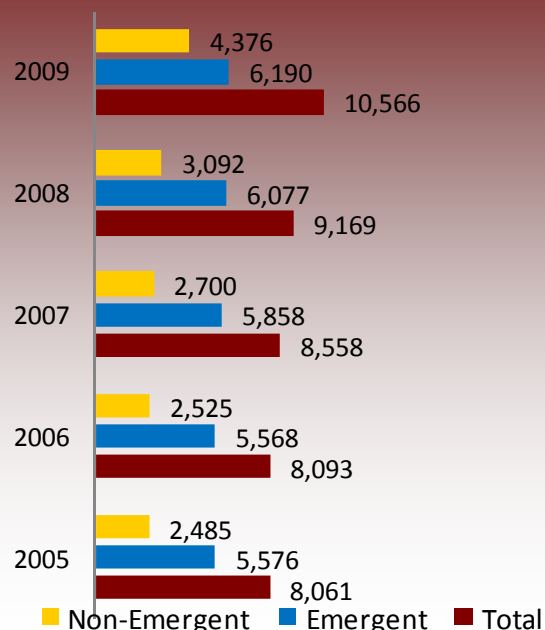
2009 Call Center Summary

Emergency	38464
Non-Emergency	5935
TOTAL Calls	44399
TOTAL Incidents Dispatched	10463

Information Technology

- Added backup servers for disaster recovery
- Set up and installed computers and servers for new CAD system
- Installed secure wireless networking between stations 7, 8 and the Training Center
- Set up and installed the servers for AVL
- Set up and configured the rugged computers for the truck to use for AVL
- Installed new financial and invoicing system
- Installed new fax server
- Set up secure wireless networking at all District locations
- Coordinated the rewiring of the Training Center and added video conferencing
- Prepared server room for new voice recorder

2005-2009 Calls





DIVISION OF FIRE PREVENTION

- Began collecting information for our next ISO rating review
- Documented a 50% decrease in arson fire investigations and no increase in accidental structure fires
- Conducted 40 fire cause investigations including two fire fatalities
- Reviewed 390 plans for new construction and tenant finishes
- Conducted 805 building inspections, with 451 subsequent follow-up inspections required
- Issued 156 Certificates of Occupancy
- Developed and implemented a process to issue all fire permits in-house, eliminating third party administrative costs
- Began preparing station officers for the Fire Inspector I certification exam
- Prepared local amendments for adoption of the International Fire Code
- Promoted the adoption of the 2009 International Residential Code



Fire & Life Safety Education/ Public Information

- Arvada Fire conducted 285 public events reaching an estimated 21,000 people.
- Family Safety Day was held September 19th and included displays and demonstrations from Arvada Fire, Arvada Police, Pridemark Paramedics, Flight for Life, and St. Anthony's Hospital.
- Our "Keep Your Butt out of the Pot" campaign designed to raise awareness of discarded cigarettes was awarded Program of the Year by the Fire & Life Safety Educators of Colorado.
- Purchased a new inflatable Fire Safety house that can be set up either outside or in a gym to teach home fire safety
- Assisted with a Distracted Driver survey for Safe Kids-Denver Metro. Driver information was gathered regarding driver distractions and seatbelt usage.
- Attended the Fire & Life Safety Educators Conference of the Rockies in Winter Park
- Created Arvada Fire Facebook fan page and Twitter page
- Hosted an event for the Pink Heals Tour. These Arizona fire fighters drive pink fire trucks across the country to raise awareness of women who are battling cancer.



- We received a grant from FEMA to hold a Home Safety Class. Those households who attend the class will receive a free carbon monoxide alarm and a free stovetop fire suppression system.
- We applied for a grant from FEMA to turn retired fire station #7 into an educational facility.
- PIO responded to 8 house fires, numerous other media phone inquiries and produced several pieces for Arvada KATV

ADMINISTRATIVE DIVISION

Administration Support

- Conducted survey for customer service feedback regarding Administrative Staff
- Reorganized and relocated administrative personnel at headquarters to better support all divisions
- Implemented quarterly budget variance review for division heads
- Participated on District Strategic Planning Committee
- Contracted a part-time Chief Financial Officer to work with the District on financial matters
- Assisted with registration and clerical duties related to Auto-X Workshop and Honor Guard Academy
- Processed over 100 re-certifications for line personnel
- Assisted with updating and publishing Department Standard Operating Guidelines
- Organized HQ CPR and emergency procedures training safety class
- Updated all line personnel training certification files
- Updated and printed new personnel ID cards for current employees
- Prepared Colorado Special District Records Retention and Disposition Schedule with amendments specific to Arvada Fire for District Board adoption with assistance from District Legal Counsel
- Initiated and coordinated printer cartridge and toner recycling program that gives credit toward free printers and supplies
- Reorganized archive record rooms for easy access to files and records
- Updated Administrative Operating Procedures for cross-training Administration Division staff



Finance

- Implemented new accounting software for accounts payable, accounts receivable, financial reporting and dashboard visual analyzer
- Began implementation of accounting software electronic requisition module
- Streamlined procedures for vendor 1099 reporting
- Began updating Finance Standard Operating Procedures to incorporate accounting software
- Updated Finance Standard Operating Guidelines



Human Resources/Payroll

- Completed wage and benefits surveys including State Fire Chiefs' survey
- Reviewed and edited Member Handbook for Board adoption in March
- Collaborated to update Arvada Fire District 401a Plan document and Loan Policy Statement
- Collaborated with Attorney Dino Ross to update Payroll Manual
- Created training presentations for High Plains HR and Payroll system
- Designed Benefits page for Members website.
- Researched and implemented a new performance evaluation system
- Coordinated selection process for 16 new volunteer firefighters.
- Updated Employee Assistance Plan to include all employees and volunteers
- Helped review and update volunteer applicant evaluation process
- Gathered updated life insurance beneficiary forms from retirees
- Participated on Benefits Committee to review and evaluate health insurance options
- Updated Workers Comp report forms and processes and posted to members website

MAINTENANCE DIVISION

- Hired Master Mechanic Kurtis Knight who came to us with 25 years of experience
- Moved the maintenance shop from Station 6 to old Station 8. Installed all new electric power in the maintenance bay to accommodate the additional load.
- Built and installed a new compressor rack and all new air lines for new Quincy Air Compressor.
- Installed new heaters, boiler, and lighting at the Training Center and the Maintenance Facility.
- Dug up the basement floor at Station 1 and repaired the sewer line.
- Placed a Ford F350 with a new snow plow into service.



- Rebuilt transfer cases on Truck 4, Engine 1 and Engine 8
- Installed new roof on Station 6 in April as planned.
- Replaced roof top A/C unit at Station 6 and roofs on Stations 2, 3, 4, 5 and old 7 due to the damage from hailstorm in July
- Began implementing the energy saving program by replacing all existing light ballast and light bulbs with high efficiency ballast and light bulbs throughout the District



PRIDEMARK

- Pridemark and Arvada Fire worked very closely to deliver excellent medical care to District residents. Introduction of ALS engines has been smooth through joint leadership and communication.
- Improved the relationship between Pridemark and Arvada Fire on all levels
- Established unique ride along program to encourage teamwork and communication between Arvada Fire Paramedics and Pridemark Paramedics
- Achieved contract compliance including emergency response times of six minutes, thirty seconds or less 92.78% of the time
- Added new protocols to include Ativan for treatment of seizures
- The therapeutic induced hypothermia program used to cool down the brain, preserve brain function and increase the likelihood of a full recovery after a cardiac arrest has taken off and is quickly becoming the standard of care across the country.
- Created two new positions: Chantel Benish is Operations Coordinator for the Arvada Division. Stephanie Head is a second Clinical Manager.
- Purchased three new ambulances to update our fleet



2010 GOALS

OPERATIONS

- Align existing pre-incident plans with nationally recognized standards
- Implement Advanced Life Support capabilities on Engine 2
- Conduct frequent and realistic training for high risk/low frequency incidents
- Achieve Fire Inspector certification for all company officers
- Recruit and retain 20 additional reserve firefighters
- Improve communication and collaboration with the Support Services Division



TRAINING

- Develop and deliver Blue Card (Incident Command System) training to the department
- Support, assist, and deliver frequent and realistic trainings for the department, utilizing in-house and outside resources
- Conduct frequent and realistic company, multi-company and multi-jurisdictional trainings addressing high risk/low frequency incident types
- Develop an in-house process to support continuing education for the ICC Fire Inspector I certification
- Conduct two Mini Academies and one Firefighter I Academy
- Involve Communications Division in officer development and Blue Card Program

ADMINISTRATION

Administrative Support

- Compile Training Support Procedures for cross-training of Administration Division personnel
- Assist with assembling a Preplan Book for Chief Staff use on fire calls
- Manage registration for Auto-X Workshop 2010
- Provide administrative assistance for Home Safety Class registration for 500 citizens
- Facilitate bi-annual election for District Board of Directors
- Provide support for property acquisition and construction of new Station 2
- Establish intern/volunteer program for Administration Division

Human Resources/Payroll

- Audit payroll set up and tax reporting with CPA
- Audit HR practices and policies with Attorney Michelle Ferguson
- Research and present more HR trainings to supervisors and employees
- Review garnishment procedures and revise as needed
- Draft and propose a privacy policy in regard to employees' information including social security numbers
- Cross-train others in Admin on as many tasks as possible to ensure seamless operations

Finance

- Complete the implementation of the electronic requisition and purchase order modules of the new accounting software
- Complete the implementation of the GASB-34 module of the new accounting software
- Improve the readability of financial reports for managerial purposes
- Complete the Standard Operating Procedures for Finance to incorporate the new accounting software.



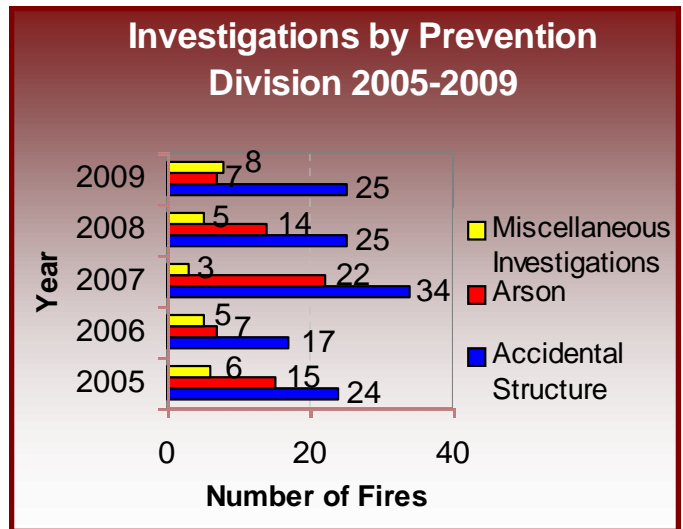
SUPPORT SERVICES

- **Communications**
- Complete implementation of new CAD system
- Implement upgraded 9-1-1 phone system in the Dispatch Center
- Complete inter-agency radio programming and training to allow for better communications during large-scale operations
- Add automatic vehicle locating to existing operations and integrate into CAD system
- Complete streamlining of inspection process through use of technology
- Initiate dispatch center supervisory structure
- **IT**
- Complete backup servers department-wide
- Finish scheduled replacements for existing servers
- Complete IT side of the CAD implementation project
- Initiate wireless communications between stations
- Integrate the automatic vehicle locator into the CAD on the IT side
- Implement an EMS mobile reporting process
- Install new financial and invoicing system



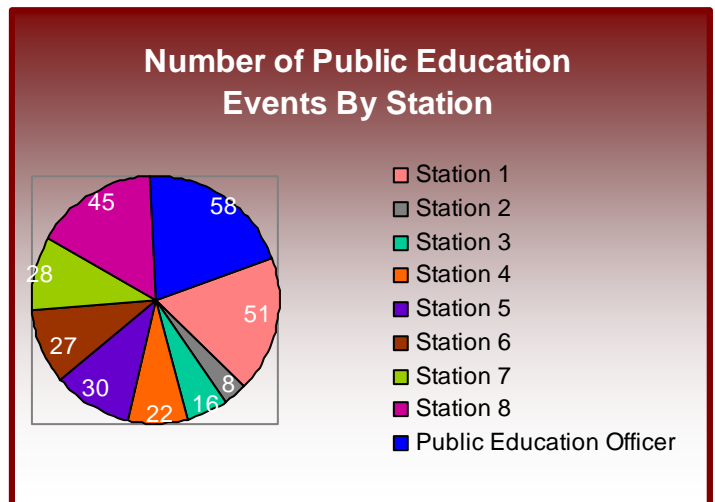
FIRE PREVENTION

- Develop and implement a Company Officer Fire Investigation Class
- Collect pertinent information for the upcoming ISO evaluation
- Achieve the successful adoption of the International Fire Code for the cities of Arvada and Wheat Ridge
- Continue to actively promote residential fire sprinklers



Fire Safety Educator/PIO

- Achieve Colorado state certification in Fire & Life Safety Educator II
- Focus on fire and safety education for senior citizens through presentations to senior groups and retirement communities, assisted living and nursing homes.
- Develop all-school program using Tower, our ten-foot tall inflatable firefighter, to teach in elementary schools, which then directs students to a website for lesson reinforcement.
- Develop an all-school program that utilizes the new inflatable safety house
- Use emerging technology to more effectively disseminate incident information to media and public
- Initiate media blitz for Jeffco's E911 Board launch of Emergency Citizen Notification sign-up for cell phones





Arvada Fire Protection District
7903 Allison Way
Arvada, CO 80005
303-424-3012