



# Aurora Fire Department



**Annual  
Report  
2010**

## MESSAGE FROM THE CHIEF



On behalf of the Civil and Career Service members of the Aurora Fire Department (AFD), I proudly present the 2010 Annual Report as a reflection of the dedication, professionalism, and strong commitment to the safety of our community and firefighters.

The following pages will reveal the many accomplishments, life safety advancements, and creativity that our firefighters, officers and executive staff have championed during a very challenging year. The new year began with the excitement and energy of adding ten new firefighters to our family and the retirement of several firefighters that left a proud legacy to follow.

The AFD has a strong commitment to customer service and providing the best emergency pre-hospital care available to our citizens and visitors as recognized by CFAI and ISO. In 2010, AFD responded to over 33,000 emergencies ranging from residential fires to bringing new lives into the world or, better said in today's economy, much needed future Aurora tax payers! Yes, the economy is still an important issue for all of us. Humor aside, I am very pleased to share the efficiencies of our department and the greatest resource we have, our firefighters.

In closing, I'd like to express my sincere appreciation to Mayor Ed Tauer, City Council, City Manager "Skip" Noe, and the city management for their continued support.

Be Safe.

Sincerely,

*R. Mike Garcia*

R. Mike Garcia  
Fire Chief

# AURORA FIRE DEPARTMENT

## 2010 SUMMARY

**City Population: 325,073   Land: 151 Square Miles   Fire Stations: 15**

|                                       |            |   |   |
|---------------------------------------|------------|---|---|
| <b>Total Personnel</b>                | <b>325</b> | <b>Emergency Response Vehicles <i>continued</i></b> |   |
| <b>Civil Service - Suppression</b>    | <b>283</b> | Brush   | 3 |
| <b>Civil Service - Administrative</b> | <b>24</b>  | Technical Rescue                                    | 1 |
| <b>Career Service</b>                 | <b>18</b>  | Hazardous Materials                                 | 1 |

**Expenditures:**

|                |                     |
|----------------|---------------------|
| <b>FY 2010</b> | <b>\$35,097,320</b> |
| FY 2009        | \$34,680,616        |

**Fire Dollar LOSS:**

|                        |                     |
|------------------------|---------------------|
| Structural Damage Loss | \$8,102,945         |
| Content Damage Loss    | \$ 763,161          |
| Vehicle Damage Loss    | \$ 431,920          |
| <b>Total</b>           | <b>\$8,534,865*</b> |

\*Total Fire Loss includes one fire resulting in total destruction of an Excel high voltage electrical transformer valued at \$5,000,000.

**Total Property Value SAVED- \$66,358,616**

**Activity:**

|                                   |        |
|-----------------------------------|--------|
| Total Calls                       | 33,286 |
| EMS Calls                         | 23,140 |
| Service                           | 2,080  |
| Fire Alarms                       | 1,212  |
| Good Intent                       | 1,226  |
| Fire Calls (other than structure) | 641    |
| Structure Fires                   | 165    |
| Hazardous Conditions              | 800    |
| False                             | 317    |
| Weather                           | 8      |
| Other                             | 3,488  |

**Fire Victims:**

|              |              |
|--------------|--------------|
| Civilians    | 1 Fatality   |
|              | 13 Injuries  |
| Firefighters | 0 Fatalities |
|              | 15 Injuries* |

\*Emergency Scene injuries only

**Emergency Response Vehicles**

|                      |    |
|----------------------|----|
| ALS Engine Companies | 14 |
| ALS Squad Companies  | 0  |
| ALS Rescue Companies | 0  |
| ALS Truck Companies  | 4  |

|                         |   |
|-------------------------|---|
| Emergency Services Unit | 1 |
| EMS Supervisor          | 3 |
| Battalion Chief         | 3 |
| Fire Investigations     | 3 |
| Water Tender            | 1 |

**Response by Company**

|                           |       |
|---------------------------|-------|
| Paramedic Engine 4        | 3,944 |
| Paramedic Engine 1        | 3,821 |
| Paramedic Engine 2        | 3,256 |
| Paramedic Engine 7        | 3,186 |
| Paramedic Engine 8        | 2,897 |
| Paramedic Engine 5        | 2,590 |
| Paramedic Engine 6        | 2,694 |
| Paramedic Engine/Squad 11 | 2,352 |
| Paramedic Engine/Squad 3  | 2,216 |
| Paramedic Engine 9        | 2,109 |
| Paramedic Engine/Squad 10 | 2,057 |
| Paramedic Engine/Squad 13 | 917   |
| Paramedic Engine/Squad 12 | 674   |
| Paramedic Engine 15       | 288   |
| Tower 8                   | 2,310 |
| Truck 2                   | 2,115 |
| Tower 6                   | 1,984 |
| Truck 14                  | 525   |
| Truck 13                  | N/A   |
| Fire Investigations       | 349   |
| PIO                       | 8     |
| Hazmat 1                  | 6     |
| Heavy Rescue 8            | 10    |
| Brush Truck 8             | 54    |
| Brush Truck 13            | 6     |
| Brush Truck 12            | 20    |
| ESU                       | 0     |
| Air Truck                 | 13    |
| Tender 5                  | 0     |
| Battalion Chief 2         | 1,678 |
| Battalion Chief 1         | 1,438 |
| Battalion Chief 3         | 783   |



# Aurora Fire Department

## Mission Statement

*Exceptional Service to the Community  
Provided by Well Trained Professionals*

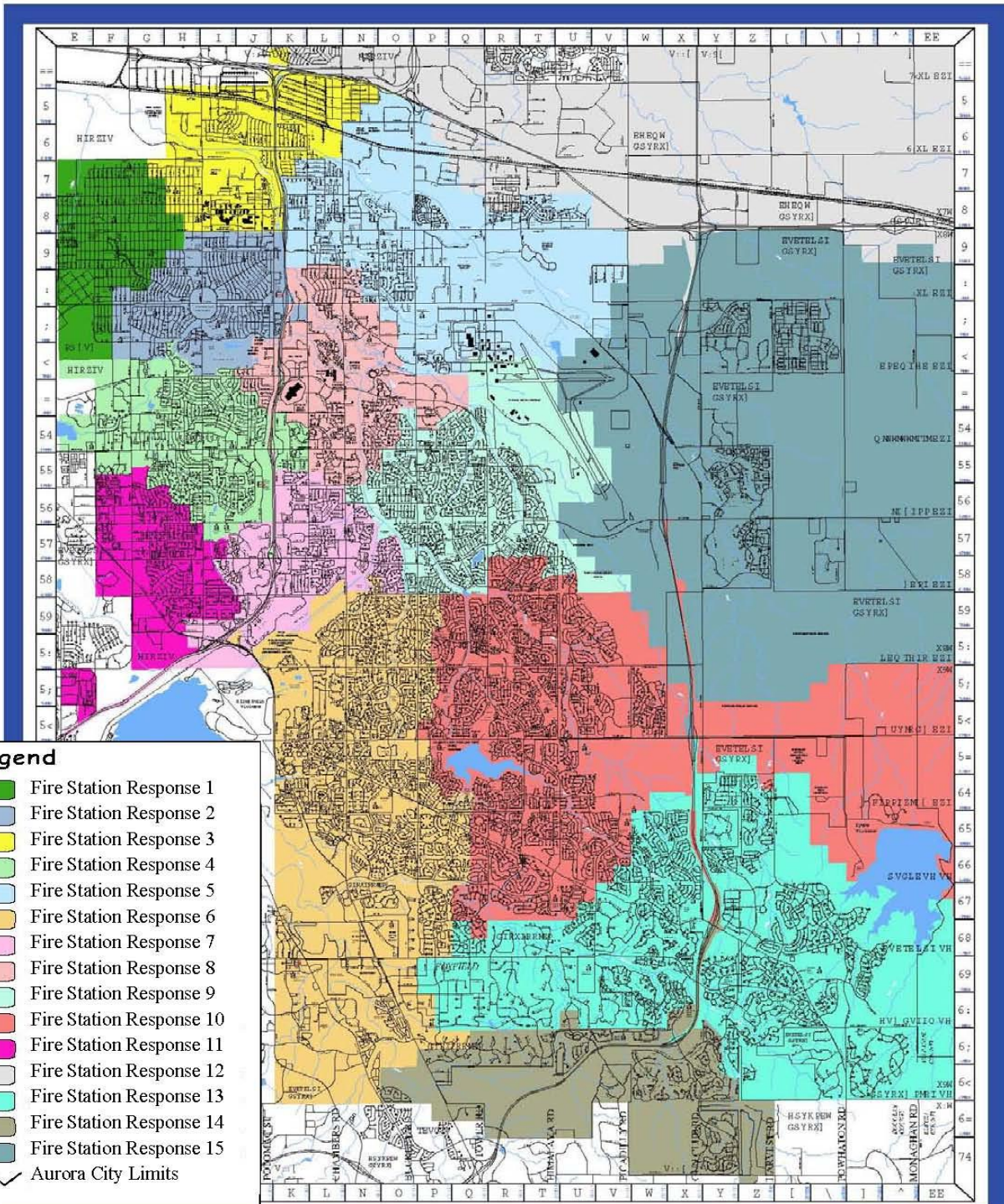
## Values

***Service.*** We will respond quickly, solve problems safely, and treat people with respect, dignity and courtesy.

***Integrity.*** Our integrity will be paramount. We will deal honestly with everyone, be consistent in our decisions and actions, and hold ourselves accountable to one another and our community.

***Professionalism.*** We will work together with pride, enthusiasm and dedication to each other, the department and the community.

***Community Relations.*** We will be actively involved in the community through safety education and community events, while maintaining our emergency response capabilities.



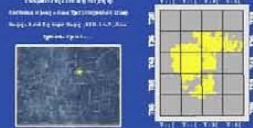
**Legend**

- Fire Station Response 1
- Fire Station Response 2
- Fire Station Response 3
- Fire Station Response 4
- Fire Station Response 5
- Fire Station Response 6
- Fire Station Response 7
- Fire Station Response 8
- Fire Station Response 9
- Fire Station Response 10
- Fire Station Response 11
- Fire Station Response 12
- Fire Station Response 13
- Fire Station Response 14
- Fire Station Response 15
- Aurora City Limits

**City of Aurora, Colorado**  
**2010 Fire Department Station/Engine Response Map**

City of Aurora  
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## Emergency Services Division

Deputy Chief Dan Martinelli



The firefighters assigned to the Emergency Services Division continued to meet the daily demands of a very active fire department in their usual exceptional manner. During 2010, the Aurora Fire Department responded to 33,286 requests for assistance, which required 44,382 company responses.



This was an increase of 8% from 2009. Of those 33,286 alarms, 23,349 were classified as emergency medical related incidents and 806 were classified as fire related incidents. We responded to 165 structure fires. In 126 or 76% of those fires, we confined the fire spread to the room of origin or less. Our response time objective of 8:00 for the first arriving company was achieved on 91.48% of all emergent response.

The estimated fire loss for the city was 8.5 million; however, that loss included one fire that resulted in the total destruction of an Excel high voltage electrical transformer valued at 5 million dollars. The total property saved was estimated at \$66 million. Sadly, we experienced one fire related civilian death and 13 fire-related civilian injuries. There were 15 firefighter injuries as a result of emergency operations.

The estimated fire loss for the city was 8.5 million; however, that loss included one fire that resulted in the total destruction of an Excel high voltage electrical transformer valued at 5 million dollars. The total

In addition to these achievements, it is important to note that we had 20 COR-0 saves.

During 2010 the fire department appointed 17 new firefighters, promoted 17 firemedics, two engineers, two lieutenants, two captains, two battalion chiefs and one deputy chief. 13 firefighters resigned and/or retired.

### **Additional items for 2010 include the following:**

#### **Flexible Shift Staffing**

The intent of this program was to ensure that daily minimum staffing levels were maintained while reducing overtime costs by reassigning personnel from an assigned shift to a flexible staffing pool. Year to date, this program has reduced the fire department overtime costs by \$30, 000.

#### **Fire Suppression Best Practices**

This program has been developed and is being implemented. This program will ultimately establish response protocols for fires in Single Family, Multi- Family, Strip Mall, High Rise and Warehouse occupancies. It will further include the training and of Suppression Bureau Battalion Chiefs as Field Instructors and establishment of quarterly in-service training session, to review, discuss, support and/or recommend Best Practices. No additional funding was required for this program.

## **Search & Rescue**

The Aurora Fire Department continues its long involvement as a member of the Colorado Urban Search and Rescue Task Force. Colorado Task Force One (CO-TF1) is one of 28 USAR task forces in the Federal Emergency Management Agency's Urban Search and Rescue System. AFD is one of the original organizations that helped form CO-TF1 in the early 1990s.

Aurora Fire added one new member to CO-TF1 in 2010, bring the total number of AFD members on CO-TF1 to 11. AFD members are involved in the Rescue Team, Medical Team, and Logistics Team. Each member attends a number of classes, exercises, and meetings each year to maintain their general and position specific membership requirements.

USAR members are assigned to one of three rosters, and can be deployed on short notice locally, within the State of Colorado, or nationally. A USAR task force normally deploys with either 35 or 80 members, and travels with approx. 100,000 pounds of equipment and a fleet of 10 to 12 vehicles. CO-TF1 members have deployed in the past to floods in Ft. Collins, CO, the Oklahoma City bombing, New York City following 9/11, Hurricanes Katrina, Rita, Gustav, and Ike. There were no deployments in 2010 for CO-TF1.

Aurora Fire Department members involved in CO-TF1 continue to devote many hours to preparing themselves and their tools and equipment to respond as needed to any natural or man-made disaster.

## **Hazardous Materials Team**

Protection from hazardous materials spills, leaks, accidents, and abandoned materials is provided by the Aurora Fire Department. Under Colorado state statute each city must designate an emergency response authority (DERA). Aurora has chosen the Fire Department to be the DERA although all City departments have an active role. Park Rangers or Storm Water/Wastewater personnel may occasionally discover abandoned materials in our parks or storm water system, police officers may be the first to arrive at an accident involving chemicals, Water Department facilities use many hazardous materials daily in our water treatment facilities and potentially could have an accident; other departments use hazardous materials in the operation of their responsibilities.

In the event of an emergency within our City involving hazardous materials the Fire Department is notified. All Fire Department personnel are trained to the OSHA standard of Hazardous Materials Operations. This means that Fire Department personnel are trained to take defensive action at an emergency as well as limited leak control or mitigation. This results in a high level of protection in our community as many City personnel have received internal training to recognize when they need to activate a Fire Department response and each neighborhood fire station has personnel that can take care of many incidents upon their arrival. In

addition to all fire personnel trained to this national standard, the City also enjoys the protection of one of the region's Level 1 Hazardous Materials Teams (HazMat). A special van with highly specialized equipment is located at Fire Station #2 at 12600 Hoffman Blvd. Some of the personnel assigned to this fire station have received advanced training in Hazardous Materials and are prepared to handle the most toxic and dangerous materials in our society. These materials include



weapons used by, or suspected to be in the possession of, terrorists. Highly sensitive, and expensive, meters and detection equipment are in the Team's inventory as well as special personal protective equipment such as fully encapsulating chemical suits. The HazMat Team responds to major or technical incidents involving hazardous materials to supplement the fire personnel on scene.



Under federal classification systems, "hazardous materials" include common materials such as natural gas, propane, gasoline, paint, etc. In the year 2010 the Aurora Fire Department responded to many incidents involving these common, but dangerous, materials. For example the Fire Department responded to 67 natural gas leaks, some involving large diameter, and higher pressure, gas lines that were accidentally cut. Some of these emergencies required the evacuation of people. There were 73 vehicle incidents where trucks or cars were leaking gasoline, oil, or diesel fuel that required Fire Department personnel to mitigate the hazard. There were also 16 paint, household chemicals, or solvent spills requiring a response and an

additional 7 incidents involving propane. As in years past, the biggest source for the need for our Fire Department personnel to take action is for hydrocarbons and their accidental discharge or leaks. There were also 39 spills or accidental releases greater than 25 gallons in the year 2010.

On spills greater than 25 gallons, the Aurora Fire Department Hazardous Material Team responds or is consulted for guidance. Unknown chemicals also result in the Team's response. One example from 2010 was on December 3 when residents of an apartment complex reported a strong chemical odor resulting in physical symptoms (nausea, stinging eyes, etc). The building was evacuated and temporary housing was found with the assistance of Red Cross. The HazMat Team identified the material as an insecticide that had been sprayed in the halls. Further investigation revealed that the maintenance personnel had mixed a strong roach killing insecticide with bleach in an effort to eradicate a bedbug problem in one unit. Another example of when the HazMat Team was needed was on August 3 when unknown chemicals down a drain in an apartment resulted again in physical symptoms to the occupants.

The Team maintains a state of readiness for these myriad types of chemical emergencies by routine training. Due to very limited training dollars and City training policy restrictions, the Team took a creative approach to training in 2010. Outside speakers were brought in from the FBI, Colorado Department of Public Health, and the Civil Support Team (anti-terrorist team at Buckley Air Force Base). This resulted in training at no cost to the City and no travel of our personnel required. One increase in the capability of the Fire Department for response to hazardous materials was the purchase of additional air monitoring meters. Each fire apparatus now can do basic air monitoring for oxygen deficiency, carbon monoxide, and flammable vapors. This increase in capability came under the HazMat Team who provided the training to the other fire crews and the maintenance of the equipment.

Another important part of protecting our community from hazardous materials is our Decon (decontamination) Team stationed at Station #12, 19491 E. 32<sup>nd</sup> Drive. Their role is to protect our HazMat Team personnel at an emergency as well as immediate decontamination of our population if they are contaminated due to any release or intentional act. Both teams are well equipped with



many supplies and equipment. Much of this inventory has been purchased by our personnel applying for the grant dollars released by the federal government in their war on terror. No matter what the future brings in the form of new terrorist agents, increased use of chemical substances, or new industries in our City, the Aurora Fire Department HazMat and Decon Teams are always available for emergency response.

## EMS Department

### **System Wide Emergency Medical Training**

The EMS Bureau developed and implemented weekly Emergency Medical Training sessions that bring all of the individual agencies within the Aurora emergency medical response system together for EMS case review. This training includes all 3 major hospitals located within the city, the Aurora Fire Department and Rural/Metro Ambulance. The ultimate goal of this program is better medical care from the onset of an injury or illness until the patient is released from the hospital.

### **Tactical Emergency Medical Services (TEMS)**

TEMS is a combined program between the Aurora Fire Department and Aurora Police Department designed to institute high level onsite tactical medical services during Special Weapons and Tactics Team (SWAT) missions. The primary goal of the TEMS program is to provide immediate advanced medical life support to officers, citizens and suspects injured or ill during high-risk incidents. TEMS will ensure that potential patients are afforded the best possible treatment, until appropriate transfer to other EMS system assets can be completed.



### **Cardiac Monitor Upgrades**

By creative problem solving, we were able to purchase over \$100,000.00 in upgrades to our cardiac monitors for less than \$5,000.00. This purchase allows us to equip all of our cardiac monitors with the ability to upload every patient encounter where a cardiac monitor has been deployed to a central location. Our previous system was a labor-intensive, time-consuming process that missed more data than it gathered. Our new process will provide us with the ability to upload every patient encounter to a central server that is accessible to field providers and medical supervisors. We hope that by analyzing this information we will be able to refine our clinical skills, better identify the EMS needs of our communities and evaluate the effectiveness of our training, equipment and protocols in meeting those needs.

### **Shots for Tots Program**

The Shots-for-Tots program provides low-/no-cost vaccinations to children. In partnership with the Aurora Rotary Club, Colorado Children's Immunization Coalition and Tri-County Health Department, Shots-for-Tots is a monthly immunization clinic held at AFD's Station 2 in the Hoffman Heights neighborhood. Tri-County Health Department's nursing and support staff screens the kids and provides necessary vaccines. Aurora Rotarians volunteer their time to help organize and advertise the event, while Aurora fire medics administer the vaccines. Year to date, Aurora fire medics have seen 1,493 children and administered 3,338 vaccines.

## Pediatric Commitment

The Children's Hospital relocated to the Fitzsimons campus in Aurora in 2007. AFD is proud to partner with this regional Level I pediatric trauma center and we have redoubled our commitment to our smallest patients. With the hospital's guidance, AFD is one of the first agencies in the area to develop a protocol for children who suffer an Apparent Life Threatening Event (ALTE). This new program has been extremely successful in identifying some of our most at-risk pediatric patients and is fast becoming the standard of care for other pre-hospital providers in the region.

## Pediatric Stroke Alert Program

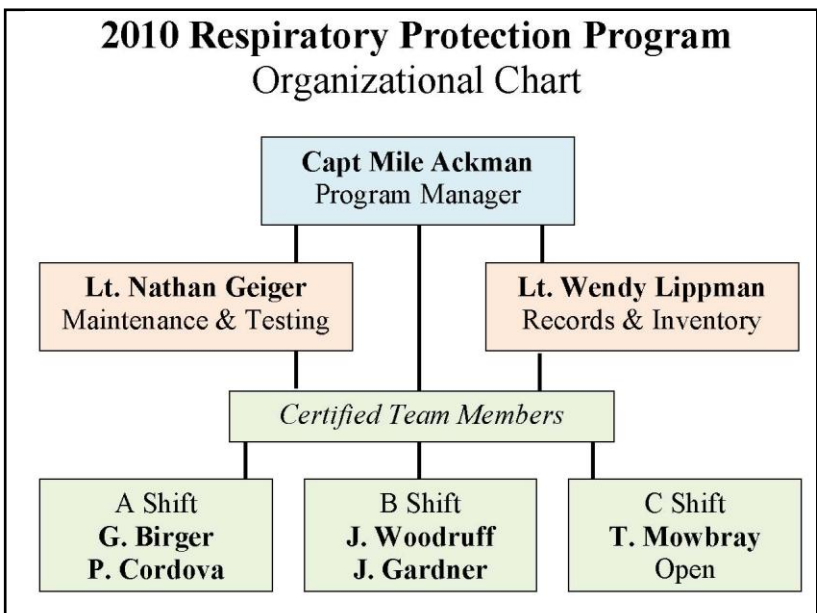
According to the National Stroke Association, it takes from 48 to 72 hours on average for a pediatric patient to get to the hospital after recognizing the first symptoms of a stroke. Recognizing the catastrophic outcomes of such late recognition and subsequent interventions, AFD, in cooperation with our healthcare partners, expanded the Stroke Alert Program to include pediatric patients and introduced one of the first, if not the only, pre-hospital Pediatric Stroke Alert Program in the country. This system builds on the success of our adult Stroke Alert Program and allows pediatric stroke alert patients to be transported directly to The Children's Hospital where pediatric neurologists meet the patient in the emergency department.

## Air Team

The team completed calendar year 2010 with a continued high degree of program management and team operational leadership. The Air Team currently has three personnel assigned to each shift with an officer as unit lead for each shift. Assignments and responsibilities are defined and established in the Air Team Organizational Chart.

The Aurora Fire Department Air Team continues its 30+ year tradition of maintaining and servicing the 175 SCBA and 400 cylinders assigned to the Aurora Fire Department. Other duties include annual facepiece "fit testing" for all 300+ firefighters. This insures a safe and dependable facial seal when operating in dangerous atmospheres. The Air Team also flow tests all SCBA for safe operation per NFPA standards.

The Air Team is also responsible for two (2) 64 cylinder "Air Trucks" which provide multiple cylinders on short notice to large scale incidents. These trucks are located at Station 9 and 11.



The Air Team also maintains and operates a “mobile air supply trailer” housed at Station 9. This trailer can set up at extended fire, technical rescue or hazardous material incidents, providing a constant flow of compressed air for operating air lines or cylinder refilling.

The Air Team acts as a liaison with the *Hazardous Materials Team* and *Technical Rescue Team (TRT)* in areas of air supply. The Hazardous Material Team has specialized breathing apparatus and voice communication devices. The TRT has specialized confined space breathing apparatus and supply equipment that fall under the auspices of the Air Team.

## Wildland Team

The Aurora Fire Department Wildland Response Program continued to prepare for wildland operations with additional equipment and training during 2010. The Wildland Team’s focus is to provide resources in the combating of destructive wildland and urban interface fires that threaten both natural resources and economic conditions, both locally and as a deployable resource outside the City of Aurora. A battalion chief is assigned as the program coordinator, with a captain assigned as assistant coordinator. The deployable response team is currently made up of eleven “red card” certified personnel. Team personnel hold certifications from the level of Engine Boss to Firefighter II.

2010 saw the AFD Wildland Team deploy members to four incidents within the State of Colorado. In May an AFD Wildland Team paramedic officer responded to a fire in Norwood, CO. In June a paramedic officer was deployed to the Cow Creek Fire in Rocky Mountain National Park. On Labor Day a Type VI engine (brush truck) was deployed with a three person crew as part of the 470 Strike Team to the Fourmile Canyon Fire west of Boulder. Later in September a paramedic officer responded to the Reservoir Fire near Longmont.

In 2010 the team was able to purchase two additional Bendix King programmable radios that allow for interoperability on wildland incidents. The team also purchased two handheld GPS units and additional equipment to make the team more efficient on incident response.

The team can respond to incidents with a type I (Structural) 4X4 interface engine, a type III tender (1500 gal) and a type VI 4x4 brush truck (200 gal). The team is listed for deployment through the Pueblo interagency Dispatch Center for response to the five state Rocky Mountain Coordination Center, which includes Colorado, Wyoming, Nebraska, South Dakota, and New Mexico.

During the 2010 season the AFD Wildland Team participated in the Douglas County Interface Drill in Roxborough Park with agencies from throughout the Colorado Front Range. In addition Aurora team members were able to assist South Metro Fire Authority on a controlled burn. Several members also attended the second annual Wildland Firefighting Symposium at the West Metro Fire Training complex in the fall.

The program goals for 2011 are to develop a Local Response Team at Fire Station 13 to address in city and mutual aid wildland response, and to continue working to improve member qualifications, participate in more training events, and add additional needed equipment.

## Technical Rescue Team

Throughout the year 2010 the Aurora Fire Department Technical Rescue Team led by Captain William Kraus, and Lieutenants Roy Browning, Jeremy Sones, Caine Hills, Isadell Posey and Clint Mitchell implemented a vigorous training schedule to maintain or improve skills in the seven technical rescue disciplines identified as a potential threat to the citizens of the City of Aurora. These disciplines include ice rescue, swift water rescue, rope rescue, heavy auto extrication, confined space rescue, trench rescue and emergency building shoring (collapse rescue).

In January, the Technical Rescue Team was invited to participate in a very challenging high angle rope rescue exercise at the Rocky Mountain Fire Academy. The academy staff built a window washer scaffolding prop and the exercise objective was to lower rescuers to a trapped window washer and bring him to safety on the roof of the training tower. Working from the roof of the training tower increased the difficulty of the exercise exponentially because of a lack of overhead anchors and an extremely difficult edge transition with a stretcher at the roof line. All three shifts of the team successfully completed the exercise.

As usual, February saw the Technical Rescue Team organizing ice rescue training for all Aurora Fire companies that are equipped with ice rescue equipment. These companies include Truck 6, Truck 14, Engine 13 and Engine 15. In 2010, the Aurora Fire Department also placed ice rescue equipment on Truck 2 to better protect the northern portion of the city. All Truck 2 crew members were trained through the Dive Rescue International curriculum for ice rescue.



Ice rescue skills were put to the test as a pet owner attempting to save his pet dogs fell through thin ice and became trapped. Working together Aurora police officers and firefighters were able to get the man to safety and rescue one of the animals. Citizens are urged to immediately dial 911 if they observe someone fall through ice or if a pet becomes stranded. Response time is of the utmost importance.

The month of May found the Aurora Fire Department Technical Rescue Team practicing swift water rescue skills on Clear Creek in Golden during the spring runoff. Although it is true that an athletic person can jump across the streams in Aurora, there is always the annual threat of flash flooding. A swift water rescue event may well be one of the most dangerous rescue incidents a fire department can face. The power of swift moving water cannot be taken lightly.

It was fortuitous for a young college student that the Aurora Fire Department Technical Rescue Team B-shift was training in Golden. While riding an inner tube down the rapids in Clear Creek she became stranded on an exposed rock in the middle of the stream. B-shift was successful in rescuing her and her inner tube. A-shift also participated in a joint swift water search effort with the Denver Fire Department in Sand Creek near Peoria Street in north Aurora. Witnesses reported seeing a woman jump from the Peoria Street bridge into Sand Creek as the creek was running very high due to area rain storms. Fortunately no patient was found. This was however an excellent opportunity to work with a neighboring community in an emergency response.

The Aurora Fire Department would like to thank the Golden Fire Department for their excellent instruction and for allowing AFD to train in their back yard.

Also in May, the Aurora Fire Department Technical Rescue Team was fortunate to have the funds to send four members to the West Metro Fire Protection District/Red Rocks Community College Technical Rescue Course. This is a very intense ten day class that offers instruction in rope rescue, confined space rescue, trench rescue and emergency collapsed building shoring. Attending the class this year were, Lieutenant Clint Mitchell, Rescue Technician Cody McGinnis, Rescue Technician Dominic Benallo and Rescue Technician Travis Hurley.

Freeing citizens from wreckage at auto accidents continues to be the most common demand for Aurora Fire Department Technical Rescue Skills. Units equipped with auto extrication tools are Trucks 2, 6, 8, 14 and Engines 3, 11, 12, 13 and 15. In the months of June and July, all crews participated in auto extrication training at Pull and Save Auto Salvage. The Aurora Fire Department and the citizens of Aurora are indebted to Pull and Save Auto Salvage for their years of support in our training needs. Every year, Pull and Save Auto Salvage supplies the AFD with discarded automobiles and training space for auto extrication exercises. Often they donate employee time and equipment to stage serious auto accidents to challenge AFD crews. Because of constantly changing automotive technology new challenges and problems in auto extrication arise. To stay current, the Aurora Fire Department sent three Technical Rescue Team members to Fort Carson in May for an extensive Train the Trainer Course in modern extrication techniques. These members were Justin Balderston, Todd Hankins and Jim Smith. These new skills will now be taught during in-service classes for Aurora firefighters.

All three shifts organized training days during the summer months to practice confined space rescue. Both the Aurora Water Department's confined space training prop at the Central Shops and storm drain system vaults were used for exercises. Confined space drills force the team to combine knowledge of several disciplines for successful completion of rescues. Rope rescue equipment, atmospheric monitoring equipment, a supplied air breathing system and hard wired communication system are all assembled for a confined space rescue.

This year in December, the Denver Fire Department received a grant from UASI/North Central Region to organize and deliver a major urban search and rescue exercise. With demolition and construction work going on at the Denver County Jail, the timing was perfect. The Denver Fire Department was gracious enough to invite both the Aurora Fire Department and South Metro Fire Departments to participate in this event. Several rescue mannequins were placed in cell blocks at the jail and construction crews collapsed the buildings. Search teams were tasked with rendering the area safe, searching for trapped victims and extricating victims found. This was an excellent opportunity for the AFD and South Metro teams to work together.

In 2010, because of efficient management of his budget by the Aurora Fire Department Quartermaster, Deputy Chief of Operations Martinelli was able to free up extra funds for the Technical Rescue Team budget. In addition to sending the four members to the technical rescue course, the team was able to purchase much needed equipment for rope rescue, ice rescue and emergency building shoring this year. All ice suits were repaired and swift water rescue suits, rope, carabiners, and a new saw were obtained.

## Special Services Division

Deputy Chief  
Chris Hendserson



The mission of the Special Services Division is to provide relevant training to our department and our community; to provide timely and accurate communications to the department, the city and the media; and to effectively coordinate emergency preparedness, mitigation, response and recovery efforts within our city and region.

Through talented staff, innovative thinking and hard work, the Special Services Division continued realizing its mission in 2010.

For 2010 the Special Services Division adopted and met the following goals:

- Respond to all media requests.
- Exceed state and federal standards for firefighter training.
- Ensure the Aurora Fire Department's readiness for emergency response.
- Provide a safe and comfortable work environment for our employees.
- Create a working environment of diversity, reflective of our City.
- Manage the protection of lives and property in the event of a natural or man-made disaster.

## Training Bureau

The vision of the Training Bureau is to continuously develop a diverse population of energized, competent, aggressive firefighters. Our strategic plan, training curriculum, operations and budget will reflect this vision.

Training delivered to the Aurora Fire Department is not only compliant with state, federal and international standards, but it is also highly relevant to our own unique and dynamic needs. The following was accomplished by the Training Bureau in 2010:

- Aurora Fire Department Training Bureau delivered over 18,000 training hours in 2010 to over 1400 participants, including recruit training, officer development, acting officer and acting engineer training. We graduated 19 recruits through two recruit classes and certified them to all Colorado Metropolitan Certification Board requirements for Firefighter I & II and Hazardous Materials.
- Community involvement by the Training Bureau included support and training to the Aurora Explorer Scouts and the Public School System intern program. Fire Day was presented to 35 of the City's prominent leaders involved in the 2009/2010 Leadership Aurora Program to increase awareness in the community about the duties and capabilities of the fire department.

## Office of Emergency Management

The purpose of the Office of Emergency Management (OEM) is to provide for the conduct of contingency and emergency preparedness planning across the spectrum of potential disaster, man-made or natural.

The Office of Emergency Management is responsible for the following:

- Manage all program activities related to emergency planning, grant projects, and the management of disaster mitigation resources.
- Maintain all grant-funded medical caches for the northwest Region.
- Review the City Emergency Operations Plan annually and update as necessary, this is the responsibility of the Emergency Manager.
- During all major emergencies, the City of Aurora Emergency Operations Center will be activated.
- The City of Aurora is responsible for notifying its citizens and employees when there is an emerging or imminent threat to their safety through the following methods:
  - Outdoor Warning System (sirens)
  - Everbridge Notification System
  - Emergency Alert System (EAS)
  - AMC Public Address System
  - Media Release
  - NOAA Weather Radios

The following was accomplished by the Office of Emergency Management in 2010:

- The Colorado First Responder Authorization Credentialing System (COFRAC) has been installed and initial training has started.
- Coordinated with Aurora Police Department and established a severe weather emergency shelter location.
- Added 13 new outdoor warning sirens to cover newly developed portions of the city.
- Completed three regional mass decontamination exercises.
- Participation in two Aurora Public Schools exercises.
- Secured almost \$400,000 in federal grants.
- Piloted Disaster READY Training camp for students
- Trained over 100 citizens in CERT (Citizen Emergency Response Team) who participated in three full scale exercises
- Completed, in conjunction with E470, full-scale hazmat exercise
- Initiated Colorado Life Track Program (COLT), in partnership with APD, to assist in securing and tracking citizens with disabilities with tendencies to wander.

## Public Information and Recruitment

The Public Information Office strives to strengthen relationships inside and outside the fire department and increase safety by providing timely and accurate communications. Additionally, this

office serves as a clearinghouse for all external communications from the fire department, coordinates fire department participation in community events and promotes the fire department to media and the community.

Through the Public Information Office, the Aurora Fire Department was featured in local and national media stories 130 times in 2010, including the Resuscitation Choreography campaign which appeared in local and national media.

In 2010 the Office of Public Information accomplished the following:

- Responded to all media requests
- Published the 2009 Annual Report
- Maintained the Department Event Calendar
- Coordinated the Pink Heals Tour for breast cancer awareness
- Published and distributed the department newsletter quarterly
- Produced and hosted quarterly promotional, retirement ceremonies

The Office of Recruitment's objective is to recruit and build a strong team of highly qualified employees from a wide range of racial, cultural and skill-based backgrounds. Additionally, our goals include the following:

- Maintaining a positive presence in our communities.
- Restructuring existing explorer program.
- Continued work with the Civil Service Commission to develop equitable testing methods.
- Attending applicable job fairs targeting underrepresented groups.
- Maintaining task force of stakeholders to continually examine recruitment efforts, looking for ways to improve.
- Implement tutoring programs for potential applicants

In 2010 a proposal was made to the City Manager to implement a recruitment task force, which was adopted and ultimately resulted in a presentation recommending improvements in the areas of employee recruitment, selection, promotion and retention.

In 2010 the Recruitment Office was successful in recruiting 1,695 entry-level firefighter applicants and 188 lateral-entry firefighter applicants from across the country.

## Life Safety / Fire Marshal

Deputy Chief Robert Leigh



The Life Safety Division is composed of the Community Services and Education Bureau, the Fire Inspection Bureau, the Fire Investigations Bureau and the Health & Safety Office. These four bureaus and offices are tasked with the responsibility of preventing the loss of life and property to both the members of the department and the public we serve. Through the cooperative efforts of 18 individuals assigned responsibilities within the division and 57 emergency response crews, fire



codes are enforced, fires are investigated fire and injury education is presented and the health and safety of the men and women of the Aurora Fire Department is promoted.

Of special note in 2010, and during the annual goal setting workshop, the department elected to reinforce and emphasize its on-going dedication and support of the community through Fire & Safety Education and Community Service. The addition of “Community” to the Department’s Mission and Value Statements will provide guidance and direction to members of the department when providing both educational presentations and attending community events.

Additionally, the Division began the process to update the Adopted Fire code for the City of Aurora to the 2009 International Fire Code with amendments. Although begun in mid-November, the Council adoption process should be completed by late February 2011.

## Community Services & Education Bureau

- The Community Services and Education Bureau (CSEB) continued to work toward reducing the number of fires that are deliberately set by juveniles within the community by first personally evaluating the offending juveniles and then directing them towards the most appropriate intervention. During 2010 CSEB provided 84 juvenile evaluations and then followed-up by presenting the Juvenile Fire Setter Program to the juveniles and their parents during an evening class. We had several participants that were Spanish speaking and one that spoke French, both groups were provided interpreters during the education process. Several participants were also referred to The Children’s Hospital for further treatment and evaluation. The program is constantly being evaluated in conjunction with The Children’s Hospital and the Aurora Fire Department Investigations Bureau to seek areas of improvement.



- During 2010 the CSEB coordinated 202 requests for community service and education. Through these events the participation of approximately 21,677 children and 12,525 adult citizens were recorded. The year was highlighted by our participation in the following events: City of Aurora Kids Spree, September 11<sup>th</sup> Remembrance, a National Fire Prevention Week Open House held at Fire Station 1 where approximately 200 children were given education on smoke detectors, the Aurora Senior Safety Fair, as well as numerous other community events. Through these events, firefighters were able to interact with the community we serve and provide fire safety education to citizens of all ages.

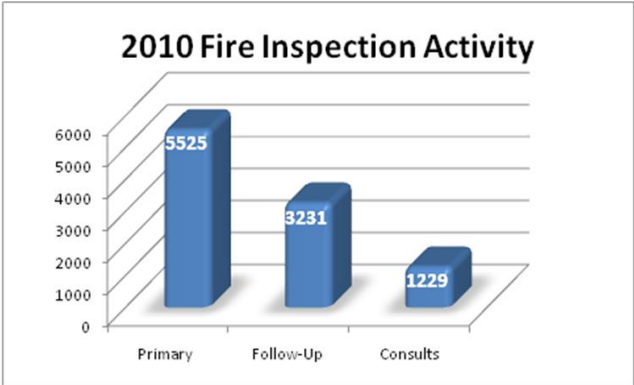


• The Aurora Fire Department (AFD) is in the process of reinstating our Child Passenger Safety Program. In 2010, AFD Car Seat Technicians were able to inspect 55 child restraint seats through community events and at local fire stations. This program is an excellent opportunity to help reduce and prevent injuries to children while traveling in a motor vehicle.

## Fire Inspection Bureau

Between the seven fire inspectors assigned to the Fire Inspection Bureau (FIB) and all line personnel, 5,525 primary fire inspections were completed involving 87,006,364 square feet of retail and commercial floor space. An additional 3,231 follow-up inspections were completed by FIB personnel to ensure that previously identified fire code violations were brought into compliance.

In 2010, 5783 fire code violations were identified by both FIB personnel and line fire inspectors. When translated into the number of violations per occupancy inspected, it indicates that almost 7 out of 10 occupancies inspected contain at least one fire code violation. During 2010 approximately sixty-three percent of the primary and follow-up inspections were completed by the seven Career Service Fire Inspectors.



Violations found during a fire inspection are noted and indicate a deviation from safe practices as identified in the currently adopted International Fire Code. These prevention efforts provided through the fire inspectors have the effect of correcting unsafe situations prior to them becoming a life safety hazard.

Code consultations, whether requested by individual citizens, business owners or fire department personnel are a way to proactively address fire code issues prior to

them becoming a compliance issue. Towards that end and in 2010, the FIB participated in 1229 fire code consultations that accounted for 815 staff hours.

## Fire Investigations

During year 2010, the fire investigations bureau experienced a slight increase in fire investigations from 2009. The fire investigations bureau investigated one hundred & sixty five (165) structure, vehicle, and property damage fires this year. The bureau’s “Origin and Cause” determination rate (finding where and how the fire started) is at 90%. Additionally the Fire Investigations Unit has a criminal case clearance rate of 64%. This means that 68 of the 106 incendiary fires in Aurora were closed with 29 municipal summonses, 11 felony case filings, and 36 juveniles referred to either the Aurora Fire Department juvenile fire setter program or to The Children’s Hospital fire setter intervention program.

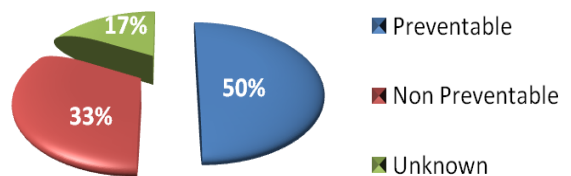
The unit also processed 46 lateral and entry level fire department backgrounds in 2010. Each background takes an estimated 15 – 20 hours each to complete due to the thorough civil and criminal review of each candidate.

## Health & Safety Office

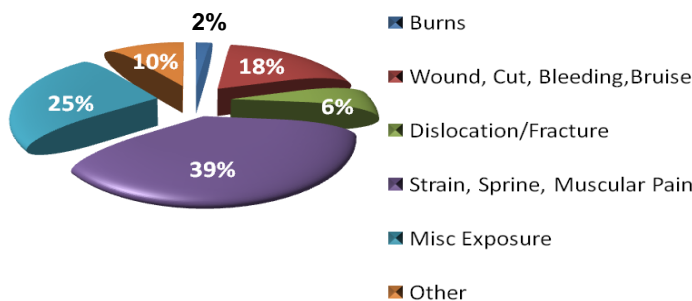
- During June and in coordination with the International Association of Fire Fighters and International Association of Fire Chiefs Safety and Survival Week, the Department’s Health & Safety Officer, Capt. Eric Franks, provided department wide instruction related to the prevention of the cardiac events in firefighters along with discussion and instruction from the EMS bureau in an integrated EMS and “Health and Survival” in-service.
- Additionally, during the above mentioned in-service training, a new rehabilitation policy was introduced to the department. This new policy was designed to comply with the recently revised NFPA 1584 “Standard on the Rehabilitation Process for Members During Emergency Operations and Training Exercises”. With implementation the policy should serve to provide early recognition and intervention when medical issues occur during strenuous emergency and training operations.
- A Health and Safety Priority survey was offered to all uniformed fire employees. Based upon the survey results several new pieces of equipment were purchased from the Health & Safety Office budget. These included: five new Concept 2 rowers, 16 TRX Suspension training systems with accompanying instruction videos and booklets and one Cybex ARC trainer. The new equipment was delivered to prioritized fire stations.
- On-going discussion and synergistic programs with the University of Colorado Hospital and the associated Medical School were continued and implemented concerning initial and improved services for the Aurora Fire Department. One initial element was that Haz-Mat Team physicals were transferred to and performed by members of the CU Hospital Executive Health Department.
- Accidents and injuries are reflected on the attached graphs/charts. The 2010 stats are:

- On-the-Job Injuries/Exposures: 51
- Preventable MVA: 6
- Non-preventable MVA: 4
- Unknown origin vehicle damage: 2

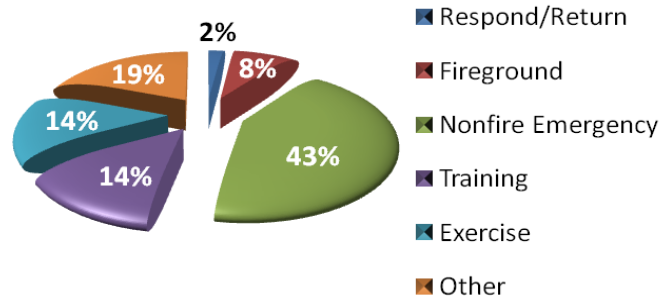
**Motor Vehicle Crashes**



**2010 AFD Nature of Injury**



**2010 AFD Injury by Type of Duty**



## Support Services Division



Deputy Chief Danny Willcox

The primary role of the Support Services Division is to support the efforts of all divisions including Emergency Services, Special Services and Life Safety in maintaining the current and future organizational goals and objectives.

### Support Services Goals

- The Support Services Division will focus on providing technological support for all the above mentioned divisions including data management, data retrieval, technological research and development.
- The Support Services Division will provide administrative support for all divisions within the fire department.
- Independently the Support Services Division is responsible for maintaining fire stations and coordinating station modifications up to and including remodels and new construction. We will strive to maintain fire station appearance and functionality by providing a safe and comfortable work environment for our employees.
- In conjunction with Fleet Services the Support Services Division will manage the purchasing and maintenance of all fire apparatus.
- In conjunction with the Information Technology Department, Support Services will provide support for the current and future radio operating system. The support will include purchasing, maintenance, programming, education, and research.
- The Support Services Division will coordinate and manage the Quartermaster Facility where the warehousing and distribution of station and apparatus equipment and supplies is maintained. In addition we service and repair small equipment needed for station maintenance.
- The Support Services Deputy Chief is the Accreditation and ISO manager for the Aurora Fire Department. His or her primary goal is to monitor changes made within the organization and analyze the impact those changes will have on our Public Protection Classification and the Accreditation process.
- The Support Services Division will treat all fire and city personnel as customers deserving of mutual respect and courtesy on all levels.

### Significant Accomplishments for 2010

#### Capital Projects:

Once the City reorganization was completed the Station 10 project was renewed. This year we completed the design phase with Allred and Associates providing architectural direction. The project will incorporate a 400 square foot addition to be used as a workout facility. The interior will undergo major renovations in the bunk room, restroom, and dayroom areas. With the expected completion date sometime in 2011 the station will maintain operations throughout the construction period so not to interfere with emergency response to the surrounding area. This remodel will bring the station into compliance with the current NFPA recommendations.

**Insurance Service Office (ISO):**

In 2010 the City of Aurora received notification that they maintained their ISO Public Protection Classification (PPC) of 2/9. Many departments were involved in developing and implementing improvement plans to acquire needed credit in order to maintain the classification. To establish appropriate fire insurance premiums for residential and commercial properties, insurance companies refer to the ISO rating of a community to define those insurance costs. If the ISO rating of a community would decrease then the residential and commercial properties could encounter an increase in insurance premiums. Therefore it is a significant accomplishment for the City of Aurora to maintain the PPC of 2/9.

**Accreditation:**

In 2010 The Aurora Fire Department completed their 3<sup>rd</sup> Accreditation. The Commission on Fire Accreditation International (CFAI) program guided the Aurora Fire Department through a complete comprehensive self-assessment and evaluation of fire and emergency service as compared to past, current, and future performance standards of the organization. A comparison between industry and organizational standards will help guide the Aurora Fire Department in maintaining and improving service levels to the citizens of Aurora. The Accreditation process led to improved service delivery by helping the fire department:

- Determine community risk and safety needs.
- Evaluate the performance of the department.
- Maintain an innovative progressive Fire Department by completing annual compliance reports.
- Provide a detailed evaluation of the services they provide to the community
- Identify areas of strength and weakness within the department
- Encourage professional growth for both the department and its personnel
- Create a mechanism for developing strategic and program action plans for supporting community growth and expansion

**Zetron Addition to the CAD:**

In order to maintain an ISO Public Protection Classification of 2/9 the City was tasked with making significant improvements in the station alerting system for emergency responses. Currently the NFPA 1221 standard requires that there is a fully functional backup station alerting system that is capable of monitoring the integrity of the circuit to each station. Additionally the system must alarm the fire communications center in the event of circuit degradation. To meet this requirement the Aurora Fire Department, Aurora Communication Center, and the Information Technology Department researched, purchased, and installed the Zetron alerting system thereby meeting the NFPA requirement which allowed the City to capture needed credit for the ISO audit. This enabled the City of Aurora to receive the maximum amount of credit available in the communications category. Ancillary improvements were immediately noticed in the Aurora Fire turnout times which equates to shorter response times for the citizens of Aurora.

