

service

# 2011 Annual Report

“Exceptional Service to the Community Provided by Well-Trained Professionals”



City of Aurora, Colorado Fire Department

## Message from the Chief



Chief, Mike Garcia

On behalf of the members of the Aurora Fire Department (AFD), I proudly present the Department's 2011 Annual Report as a reflection of the dedication, professionalism and commitment to the safety of our citizens and firefighters.

2011 proved to be another challenging year due to the continued downturn of the economy. I am very proud of how Aurora Fire continues to respond to the fiscal challenges by being innovative and resourceful. As you read through the Annual Report, take note that our call volume is increasing, the city is growing, and AFD's response to "all" emergencies remains within our Accreditation criteria. The Department maintained the highest standard of service while fulfilling our Mission Statement and core values:

*"Exceptional service to the community provided by well-trained professionals":  
Service, Professionalism, Integrity, and Community Service!*

I'd like to express my sincere appreciation to Mayor Steve Hogan, City Council, City Manager Skip Noe, and City management for their continued support in making Aurora a safe place to work, visit and raise a family.

Sincerely,

A handwritten signature in blue ink that reads "R. Mike Garcia". The signature is written in a cursive, flowing style.

R. Mike Garcia  
Fire Chief



# Mission Statement



City of Aurora, Colorado

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.

# 2011 Summary

## Aurora Demographics

Population: 330,000  
Land: 154 Sq. Miles  
Fire Stations: 15

### Authorized Personnel

Authorized Employees: 325  
Civil Service 24 hour: 283  
Civil Service Admin: 24  
Career Service: 18  
.93 uniformed members per 1000 population during 2011

### 2011 Expenditures

\$37,127,924

### Activity

Total calls: 35,446  
Total Apparatus Response: 46,991  
EMS calls: 24,832  
Other: 3,637  
Service Call: 2,371  
Fire Alarms: 1,623  
Good Intent: 1,259  
Fire Calls: 609 (other than structure)  
Structure Fires: 165  
Hazardous Condition: 654  
False Call: 280  
Severe Weather: 16  
Two-Alarm Incidents: 8  
Three-Alarm Incidents: 3

### Fire Dollar Loss

Structural Damage Loss: \$4,719,290  
Content Damage Loss: \$1,206,317  
Total Fire Loss: \$5,925,607  
Total Property Value Saved: \$36,624,113  
Fire Injuries/Fatalities:  
Civilian: 36 injuries, 4 fatalities  
Fire Fighter: 14 injuries\*, 0 fatalities

\*Emergency scene injuries only

### Emergency Response Vehicles

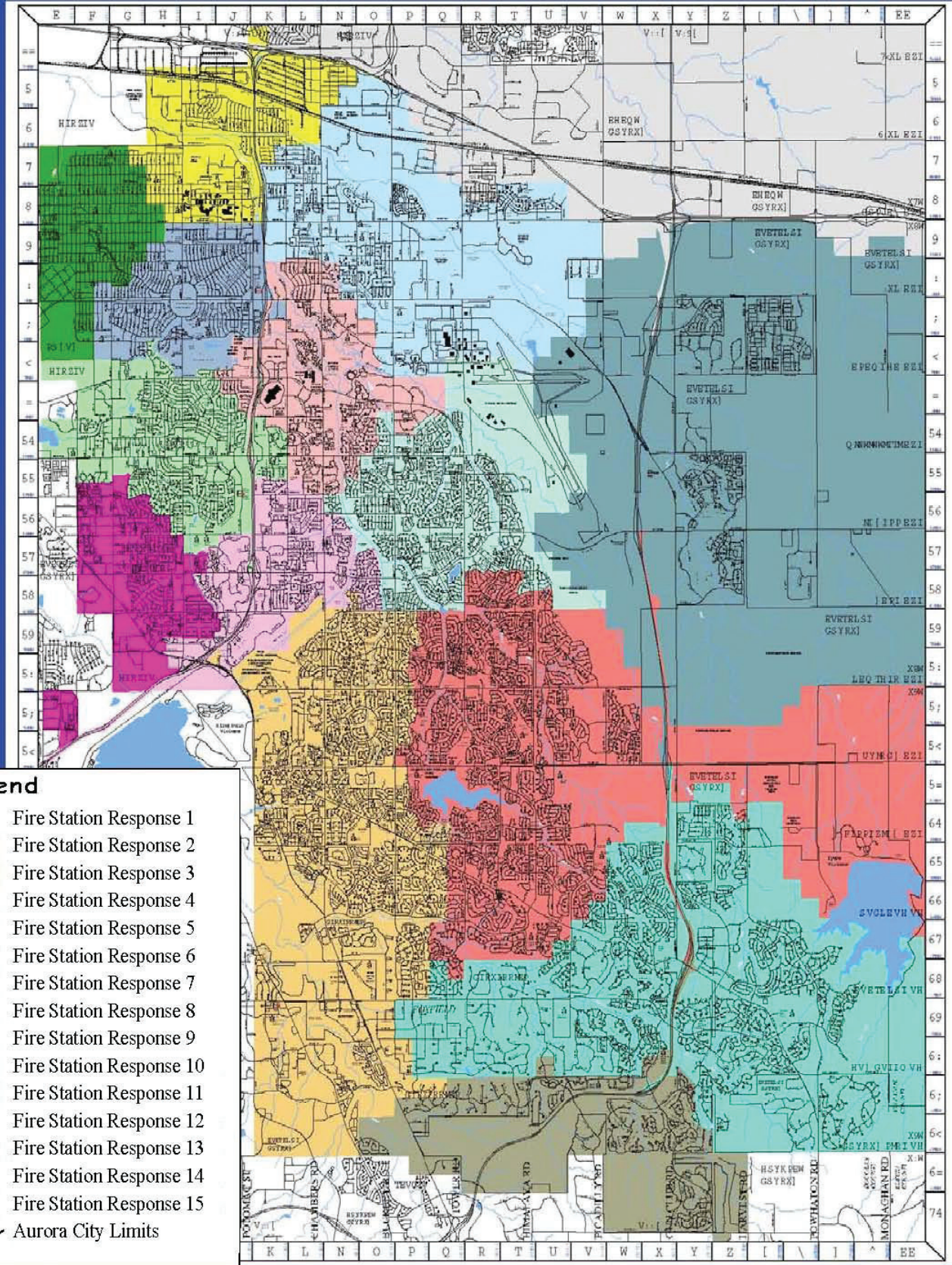
ALS Engine Companies: 14  
ALS Truck Companies: 4  
Battalion Chief: 3  
Fire Investigations: 3  
Hazardous Materials: 1  
Technical Rescue: 1  
Compressed Air: 3  
Brush: 3  
Water Tender: 1  
Emergency Services Unit: 1

### Response by Company

Engine 4: 4,185  
Engine 1: 3,955  
Engine 7: 3,483  
Engine 2: 3,379  
Engine 8: 3,084  
Engine 6: 2,912  
Engine 5: 2,665  
Engine 11: 2,529  
Engine 3: 2,257  
Engine 9: 2,257  
Engine 10: 2,116  
Engine 13: 1,086  
Engine 12: 738  
Engine 15: 285  
Tower 8: 2,588  
Truck 2: 2,262  
Tower 6: 2,100  
Truck 14: 543  
Battalion Chief 2/C7: 1,653  
Battalion Chief 1: 1,581  
Battalion Chief 3: 806  
Fire Investigations: 351  
PIO: 18  
Haz Mat Team: 28  
Technical Rescue Team: 10  
Brush Truck 8: 39  
Brush Truck: 136  
Brush Truck 12: 15  
ESU: 2  
Air Truck: 17  
Tender 13: 1  
TEMS: 2

All data based upon information retrieved from the Fire Manager Incident Reporting System and City of Aurora website.





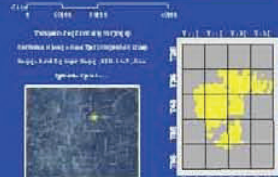
**Legend**

- 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**  
2008 Fire Department Station/Engine Response Map

City of Aurora  
 9855 I-225 (24700th)  
 Aurora, CO 80014  
 303.747.2444  
 www.aurora.gov

This map is provided for informational purposes only. It is not intended to be used as a legal document. The City of Aurora is not responsible for any errors or omissions in this map.



**Emergency  
Services  
Division**



**Deputy Chief Dan Martinelli**

*“Statistically, this report reflects data that indicates increased workloads, levels of service, fire losses, etc.*

*What it does not graphically reflect is the organizational, team and individual sweat and blood contributed or the physical and psychological toll suffered due to high incident rates, constant exposure to human suffering, sub-zero temperatures and sleepless nights.*

*On the positive side, it also does not reflect the life-sharing camaraderie, inner satisfaction of a job well done or a life saved.*

*These elusive intangibles are what each and every individual firefighter experiences and are made of. The Operations Division and the Bureaus within the Division are not made up of graphs, statistics or figures. It is blood, sweat and dedication that truly represent every firefighter in the department. Each and every individual is to be congratulated for their contribution to the team effort that makes the Aurora Fire Department and specifically the Operations Division what it is.”*

David E. Hansford  
Operations Division Assistant Chief  
Aurora Fire Department 1989 Annual Report

These words were written by Assistant Chief Dave Hansford for the Aurora Fire Department Annual report in 1989. During that year, the Department responded to 15,928 requests for assistance with a total authorized department staffing of 276 members.

During 2011, 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. The Department responded to 35,446 requests for assistance, which required 46,991 company responses. This was an increase of 6% from 2010. Of those 35,446 alarms, 24,832 were classified as emergency



## Emergency Services Division



medical-related incidents and 774 were classified as fire-related incidents. We responded to 165 structure fires. In 118, or 72% of those fires, we confined the fire spread to the room or point of origin. Our response time objective of eight minutes for the first arriving company was achieved on 92.58% of all emergent response. The estimated fire loss for the city decreased from 8.5 million in 2010 to 5.9 million in 2011. The total property saved was estimated at \$37 million. In 2011 the Fire Department responded to 11 multi-alarm incidents. Sadly, we experienced four fire-related civilian deaths and 36 fire-related civilian injuries. There were 14 firefighters injured as a result of emergency scene operations. In addition to these achievements, it is important to note that we had 15 COR-0 saves. The 2011 total authorized fire department staffing was 325 members.

Chief Hansford's quote is as relevant today as it was over two decades ago. The Fire Department is not made from statistics, graphs or figures. It is the commitment, dedication and passion of each individual firefighter that makes the Aurora Fire Department a leader in the American fire service. "Each and every individual is to be congratulated for their contribution to the team effort that makes the Aurora Fire Department what it is."

Additional items for 2011 include the following:

During 2011 the fire department promoted 3 firemedics, four engineers, seven lieutenants, four captains, three battalion chiefs and one deputy chief. Sixteen firefighters resigned and/or retired.

## Emergency Services Division



The Fire Department purchased, at a very minimal cost, Respiratory Pacing Devices to be utilized when a citizen is in respiratory arrest. The Aurora Police Department received 17 Automated External Defibrillators (AED). The Fire Department EMS Bureau assisted with the training of over 45 APD officers in their use. The expansion of the AED program, combined with use of the respiratory pacers, will further enhance our City-wide system approach of Resuscitation Choreography.

A third medical director, Dr. Maria Mandt, from Children's Hospital was added to the Fire Department Physician Advisory Board to expand the capability of our Emergency Medical Services to provide better care to children and adolescents. The Ambulance Transport Service Agreement was amended, resulting in an additional \$200,000.00 in annual reimbursement to the City, as well as the funding of a City-employed contract position to promote public education efforts.

### Flexible Shift Staffing

The intent of this program is 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. During 2011, this program reduced Fire Department overtime spending by \$43,000.

### Shift Commander Pilot Program

The purpose of this proposal is to identify one senior officer, immediately available 24 hours a day, on each of the three shifts that is responsible for efficient fire-based emergency response. Each of the three duty officers would serve as the Suppression Bureau Manager for their shift. The goal of this program is to enhance operational efficiency, provide immediate resolution to operational issues, establish a structure of direct oversight and maintain an effective span of control. If approved, this program will increase annual fire department expenditures by \$16,000.





## Emergency Services Division



### Fire Suppression Accepted Practices

This program was implemented this year in conjunction with the Shift Commander Pilot Program. This program currently establishes response protocols for fires in Single Family structures, Multi- Family structures and Strip Mall shopping centers. The program will ultimately include High Rise occupancies, Warehouse occupancies and Special Operation incidents. We also trained and assigned the Shift Commanders as Field Instructors and established quarterly in-service training sessions to review, discuss, support and/or recommend Best Practices. No additional funding was required for this program.

### Significant Incidents

During the early morning of March 23rd, the Fire Department responded to 532 Potomac on the report of a multi-family (12 unit) structure fire. Upon arrival we found a three story apartment building with the entry and egress to all three floors and two apartments fully involved in fire. Citizens were trapped by the fire on both the second and third floors. Ladders were raised to rescue five civilians, and one person was rescued during a primary search of her apartment. All were then provided with pre-hospital treatment and then transported to local hospitals. Unfortunately, one person jumped from the second floor prior to Fire Department arrival and died on scene from her injuries. Twelve civilians, including two children, were injured. Several police officers assisted with the rescue and evacuation. Three police officers did suffer minor injuries. Control of this incident required a third alarm response with over 50 firefighters.

On July 7th, the Metro area experienced a severe thunderstorm, resulting in significant flooding throughout the City of Aurora. During the 24-hour period, the Fire Department responded to 189 incidents. Ninety incidents occurred during the height of the storm, which was 5 p.m. to 8 p.m. The majority of calls were weather-related in the northwest part of the City, and included water rescues, stranded motorist removals, vehicle accidents, fire alarm malfunctions, electrical arcing and one lightning strike. The most notable water rescues included the



rescue of three citizens trapped in their vehicle at 17th and Del Mar Parkway, 12 citizens trapped by deep water at 11th and Yosemite, and five trapped motorists at Alameda and Havana. Other issues included waterway covers being blown off, cars floating down the streets and downed power lines. The Public Safety Communications Department (PSCD) was severely stressed, so at the height of storm we requested that they prioritize incidents. Those incidents that presented either significant or multiple life hazards were given priority over those incidents where occupants were simply stranded in high water. We also moved two crews from the southern section of the city to the northwest end of the city to assist with the high call volume. This procedure remained in place until 8pm when we resumed normal operations. No citizen or emergency responder suffered serious injury as a result of the heavy storm activity.

On the evening of July 15th, the Fire Department responded to the report of an attempted chemical suicide by hydrogen sulfide. This incident occurred in a three-story apartment complex. Due to the limited number of hazardous materials response technicians on duty that day, South Metro Hazmat was called for mutual aid assist. The complete structure was evacuated upon Fire Department arrival. Upon initial Fire Department entry into the bathroom of the affected apartment, one patient was found lying on floor; assessment indicated DOA. Two containers of unknown liquid were found in the bathtub. The ventilation fan, HVAC register, and interior of door had been sealed with tape and plastic. The chemicals were collected, identified and contained. The building was searched for further victims with none found. After complete decontamination by a private clean-up company, the property was returned to property management.

July 25th, the Fire Department responded to 19551 E. Bethany Dr. on the report of a camper on fire in front of the residence. Dispatch aired an update that there was a patient on scene that had sustained burn injuries. Upon arrival, Engine 9 found a fully-involved camper trailer parked in front the residence. Dispatch then reported that APD was inside the residence with a burn patient from the involved camper. Engine 9 initiated fire attack and quickly extinguished the fire, while



## Emergency Services Division



Engine 7 was directed to provide patient care. The patient was immediately treated for second-and third-degree burns over 18% of his body and then transported to University Hospital. Regrettably, the patient later died from his injuries. This fire was determined to be an intentional act of suicide.

On October 16th, the Fire Department responded to the report of a structure fire in a three-story apartment complex at 2095 S Paris Way. A second alarm was requested while enroute due to a visible large column of smoke. Crews on scene found an apartment building with heavy flame and smoke showing from the third floor. While attacking the fire, a portion of the ceiling collapsed, injuring two firefighters from Engine 11. A “MAYDAY” was issued and a Rapid Intervention Crew (RIC) deployed. A third alarm was requested. The RIC group was able to quickly extricate the injured firefighters, who were transported to The Medical Center of Aurora with AFD and Rural Metro medics attending. One apartment unit was severely damaged by fire, with two units declared untenable due to water damage. Eight occupants were displaced. Fire loss was estimated at \$135,000. The firefighters who were injured were evaluated and treated. One firefighter was immediately released with minor injuries; one firefighter was released the following day after 24 hours of observation.

On the morning of October 30th, the Fire Department responded to a possible structure fire at 12685 E. 13th Avenue. While en route, Fire Dispatch advised that they had a screaming female on the phone and the house was on fire. They also stated that two children may still be inside. Upon arrival, it was noted that police officers had arrived on scene and had removed two small juveniles from through a bedroom window. Truck 2 and Engine 2 began patient care on both children. Flames were also visible from the inside the house at the rear of the building and back door. The fire was quickly extinguished, and the house was searched for any remaining occupants by the remaining crew members from Engine 2 and Truck 2, along with Engine 3 and Truck 8. Both children were transported to Children’s Hospital. One child was pronounced dead upon assessment at the emergency room. Crews were able to restore pulse and respirations on the second child prior to arrival at the hospital; unfortunately, this child later died from the injuries sustained at this fire.

# Emergency Services Division



On December 12th, the Fire Department responded to the report of a structure fire at a church, 17701 E. Yale Ave. Upon arrival of AFD, heavy smoke and flame was present. The initial chief officer requested a 2nd alarm assignment immediately upon arrival. The fire was brought under control within 20 minutes of the first report to PSCD. The fire was contained to the church auditorium (approx 75'x100') by the initial alarm assignment of 2 engines, 2 trucks, 2 battalion chiefs, totaling 18 firefighters. There were no injuries to civilians or firefighters. The cause of this fire is currently under investigation and considered suspicious. Because of suspected arson and the fact that this fire occurred in a church, the Colorado Bureau of Investigation (CBI) and APD assisted AFD in determining if this was an act of terrorism or a hate crime.

On December 22nd, the Fire Department responded to the report of a fire in the chimney chase of a single-family residence at 1415 S. Biscay Way that had extended up into the attic, igniting natural gas, causing the house to explode. A second-alarm assignment was requested. Three firefighters were injured as a result of the explosion and were transported from the scene to TMCA for evaluation and treatment of injuries. Fire became a defensive operation. The fire was contained to the chimney and living room; however, the structure was severely damaged as a result of the explosion. The injured firefighters were evaluated and treated for minor injuries at TMCA, then released that evening.

On December 28th, a motor vehicle accident involving Truck 2 and three other vehicles occurred at approximately 6th Avenue and Del Mar Pkwy. A citizen, in an attempt to pass another vehicle crossed the center line of 6th Avenue, resulting in a head-on collision with Truck 2. Immediately following the accident, the firefighters from Truck 2 requested to have additional resources respond to the incident they were originally responding to and to the accident that they were involved in, and then began assessment and treatment of those citizens involved in the accident. The crew from Truck 2, along with the crews from Engine 4, Tower 6 and Rural Metro Ambulance treated nine patients. One citizen and all four of the firefighters from Truck 2 were transported to TMCA for evaluation and treatment. All four firefighters were treated and released that evening.

## Technical Rescue Team



2011 was another dynamic year for the Aurora Fire Department Technical Rescue Team. One constant with the team is change. The intense demands of being a part of the technical rescue team attracts motivated and energetic employees. Other Fire Department divisions are eager to tap into this energy and often team members are selected to serve in other roles for the Aurora Fire Department. Though their skills are lost to the technical rescue team, their energy, motivation and training becomes an asset in other areas of the organization. The Aurora Fire Department wishes to thank Captain Caine Hills, Engineer Rick Slocum, Rescue Technician Kirk Rasmussen and Engineer Doug Holschbach for their hard work during their tenure with the Technical Rescue Team. Hills was promoted in 2011 and is now the Station Captain at Station 4. Rasmussen was promoted to Lieutenant and is now assigned to Engine 4. Engineer Slocum is serving a temporary assignment with the Training Division and Holschbach is assigned to Station 11.

Every year it is a team goal to send at least one member per shift to the eighty-hour technical rescue course offered by the West Metro Fire Protection District. This course offers instruction in the latest techniques in rope rescue, confined space rescue, trench rescue and emergency building shoring. In 2011, the team was fortunate to send five members. Landon Lee, Chris Shannon, Jeremy Sones, Adam Woodin and Zach Varela attended. The training that these members received greatly adds to the skill level of the Technical Rescue Team. For much of 2011, with Team Captain Bill Kraus on leave, Lt. Clint Mitchell took on the responsibility for team in-service training. Lt. Mitchell developed a comprehensive training plan and all three shifts participated in exercise drills addressing all disciplines of technical rescue. Total team training hours per shift approached 180 hrs.

Due to record snow fall in 2011 and high spring runoff, dangerous water flow levels were encountered on the rivers where the Aurora Fire Department generally conducts swift water rescue training, and this year's scheduled training was cancelled. Every effort will be made in 2012 to strengthen team swift water skills.

## Technical Rescue Team



Auto extrication continues to be the most frequent demand for Technical Rescue Team services. With all Aurora Fire Department truck companies being important adjuncts to the Technical Rescue Team, all three shifts have coordinated training exercises with Aurora Fire Department trucks 2, 6, 14, as well as including engine companies that carry heavy extrication tools. These exercises were conducted at local wrecking yards Pull and Save and You Pay and Pull where employees assemble mock motor vehicle accidents challenging emergency responder skills in this discipline. The Aurora Fire Department thanks these businesses for the excellent training opportunities.

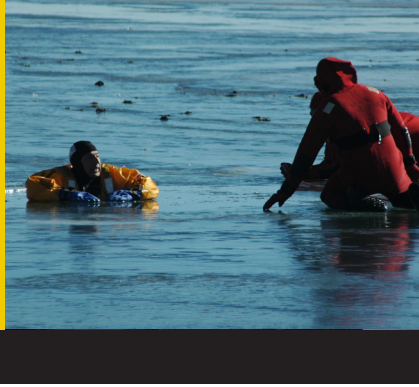
An on go project that will carry over into 2012 is the complete update of the Technical Rescue Team response manual. This project should be completed in 2013.

In November of 2011, the Aurora Fire Department implemented a new pilot program with the Shift Commander position. Part of this program is the consolidation of Special Operations under one Shift Commander. Shift Commander Scott Mills has accepted this daunting responsibility, and the team leaders of the Technical Rescue Team (Captain Bill Kraus), the Hazardous Material Team (Battalion Chief Hunter Hackbarth), the WildLand Team (Battalion Chief Mark Turley) and the Mass Decontamination Team (Captain Doug Neisen) will report to him. Chief Mills brings a wealth of experience and training to the position, and all teams look forward to growth under his leadership.

Members of the Technical Rescue Team for 2011 were: Captain Bill Kraus; Lieutenants Isadell Posey, Clint Mitchell, Tony Tousley, Jason Pendleton, and Jeremy Sones; Rescue Technicians Cody McGinnis, Travis Hurley, Chris Shannon, Adam Woodin, Kirk Rasmussen, Dominic Benallo, Bill Baker, Landon Lee, Dave Cooper, John Spera, Jim Davis, and Dan Pollet; Engineers Todd Hankins, Dan Bergman, Doug Holschbach, Rick Slocum, Rob Barnes, and Kelly Stewart; Fire Fighters Rob Hensel and Justin Balderston. The Aurora Fire Department thanks all team members for their devotion to excellence through hard work and continued training.



# Technical Rescue Team



In November of 2011, the Aurora Fire Department implemented a new pilot program with the Shift Commander position. Part of this program is the consolidation of Special Operations under one Shift Commander. Shift Commander Scott Mills has accepted this daunting responsibility and the team leaders of the Technical Rescue Team (Captain Bill Kraus), the Hazardous Material Team (Battalion Chief Hunter Hackbarth), the Wild Land Team (Battalion Chief Mark Turley) and the Mass Decontamination Team (Captain Doug Neisen) will report to him. Chief Mills brings a wealth of experience and training to the position and all teams look forward to growth under his leadership.

Members of the Technical Rescue Team for 2011 were:

Captain: Bill Kraus

Lieutenants:

- Isadell Posey
- Clint Mitchell
- Tony Tousley
- Jason Pendleton
- Jeremy Sones

Rescue Technicians:

- Cody McGinnis
- Travis Hurley
- Chris Shannon
- Adam Woodin
- Kirk Rasmussen
- Dominic Benallo
- Bill Baker
- Landon Lee
- Dave Cooper
- John Spera
- Jim Davis
- Dan Pollet

Engineers:

- Todd Hankins
- Dan Bergman
- Doug Holschbach
- Rick Slocum
- Rob Barnes
- Kelly Stewart

Fire Fighters:

- Rob Hensel
- Justin Balderston

The Aurora Fire Department thanks all team members for their devotion to excellence through hard work and continued training.



The Aurora, Fire Department (AFD) Air Team maintains and services 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 performs annual flow tests on all 175 SCBA per NFPA standards. .

The Air Team is 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 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 for cylinder refilling.

The Air Team acts as a liaison with the Hazardous Materials Team! DECON Team and Technical Rescue Team (TRT) in areas of air resources. The Hazardous Material and DECON Teams have 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.

2011 saw tremendous operational changes for the Air Team. Late in 2010, the Department began to examine service delivery options for the respiratory protection program (RPP). After an exhaustive process, the decision was made to disband the Air Team and contract all air maintenance issues with SCOTT Industries.

An annual contract was negotiated and resulted in the following benefits for the Aurora Fire Department:

- Contract vendor assumes all legal responsibility and liability
- Factory direct service as opposed to factory authorized
- 3-day turnaround on maintenance repairs





## AIR Team



- Annual face piece fit testing of all personnel
- Annual maintenance for stationary and mobile compressors
- Quarterly air quality testing for all compressors

In 2011, AFD began the transition process to the new 45-minute duration cylinders. Fifty cylinders were placed in service and assigned to all ladder truck companies in the city. An additional 50 cylinders were ordered for delivery and implementation on 4 engine companies in the first quarter of 2012. These cylinders are a portion of the 3 year addition of cylinders to replace 30-minute duration cylinders that have reached the end of their 15-year service life.

We would like to extend our appreciation to all members of the Department who have assisted with the testing, training, maintenance and repairs of our breathing apparatus over many decades. You have “Provided Exceptional Service” to the firefighters of this Department.

## 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 Stormwater/Wastewater

## Hazardous Materials Team



personnel may occasionally discover abandoned materials in our parks or stormwater system, police officers may be the first to arrive at an accident involving chemicals, Water Department facilities use hazardous materials daily in our water treatment facilities and potentially could have an accident; other departments use hazardous materials in the performance 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 vehicle 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. 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 2011, the Aurora Fire Department responded to many incidents involving these common, but dangerous, materials. For example, the Fire Department responded to 173 natural gas leaks, some involving large diameter and higher pressure, gas lines that were accidentally cut or leaking. Some of these emergencies required



## Hazardous Materials Team



the evacuation of people. There were 58 incidents in which there was leaking gasoline, oil, or diesel fuel that required Fire Department personnel to mitigate the hazard. There were also 17 incidents in which a chemical leaked or was released, creating a hazard and requiring an Aurora Fire Department response. 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. On spills greater than 25 gallons, the Aurora Fire Department Hazardous Material Team responds or is consulted for guidance.

The Aurora Fire Department HazMat Team also noted a need to train, prepare for, and respond to a new type of HazMat incident, that being the chemical suicide. Chemical suicides were a trend noted previously, mostly in Japan. Chemical suicides were traditionally done within a vehicle. In 2011, the HazMat Team responded to an incident that received nationwide attention by the fire service. A person completed a chemical suicide within their bathroom that was located within a multi-unit apartment building. Due to the unusual incident and the size of the hot zone (scene), a recall of off duty Aurora Fire Department HazMat Team Members, as well as a mutual aid response from the South Metro Fire Authority Haz Mat Team, was required to mitigate this incident.

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 again took a creative approach to training in 2011. Outside instructors were brought in from the International Association of Firefighters (I.A.F.F.) to train eight (8) Aurora firefighters to the Haz Mat Technician level.

Another important part of protecting our community from hazardous materials is our Decon (Decontamination) Team stationed at Station #12, 19491 E. 32nd 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. These two teams work together to provide a well trained hazardous materials response program for the City of Aurora and the region.



The Aurora Fire Department Wildland Response Program continued to prepare for wildland operations locally and within the region with additional equipment and training during 2011. The wildland team's focus is to provide resources in the combating of destructive wildland and urban interface fires that threaten natural resources and economic conditions, both locally and as a deployable resource outside the City of Aurora.

Under the Chief of Special Operations, a battalion chief is assigned as the program coordinator, with two captains assigned as coordinators of the local and deployable response teams. 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. These personnel can deploy for extended periods to regional incidents. The Local Response Team was established during 2011 with the crews at Fire Station 13, along with the existing wildland apparatus located there. The Local Response Team provides a trained and equipped wildland firefighting resource for the city and the surrounding area on mutual aid requests for short duration incidents.

The Team can respond to incidents with a Type I (Structural) 4X4 engine, a Type III tender (1500 gal) and a Type VI 4x4 brush truck (200 gal), along with utility vehicles for EMS deployments. The team is listed for deployment through the Pueblo Interagency Dispatch Center for response to the five-state Rocky Mountain Coordination Center region, which includes Colorado, Wyoming, Nebraska, South Dakota, and New Mexico.

2011 saw the AFD Wildland Team deploy members to four different incidents within the State of Colorado. The AFD Wildland Team responded with a Type 6 engine to the Indian Gulch Fire near Boulder, followed by a deployment of the tender to the Bear Fire near Trinidad. The Type 6 engine was again deployed, this time to the Duckett Fire near Westcliffe, followed by line paramedic response to the Mason Fire near Canon City. In total AFD units were deployed for over six weeks during the late spring and early summer of 2011.



## Wildlands Team



In 2011 the team was able to purchase additional equipment to improve operations locally and on deployment.

During the 2011 season the AFD Wildland Team participated in the Douglas County Interface Drill in Larkspur with agencies from throughout the Colorado Front Range. Aurora staffed the wildland engine, a brush unit, the tender, and a command unit for the exercise.

The program goals for 2012 are to further develop the 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 additional training events, and add additional required equipment.

## Special Services Division



Deputy Chief, Anthony Cito

It has always been the goal of the Special Services Division to provide the highest quality of training to the Department and the City of Aurora. The Health and Safety Office continues to create a healthy work environment for all personnel and the Office of Emergency Management effectively coordinates emergency preparedness, mitigation, response and recovery efforts to the City and region.

### Health and Safety

In 2011, Health and Safety Officer Captain Eric Franks returned to the line and was replaced by Rescue Technician Rhonda Baker. Health and Safety Officer (HSO) Baker was assisted for 4 months by Assistant Health and Safety Officer (AHSO) Rescue Technician John Spera. Health and Safety has researched, developed and educated all crews on Low Back Health and injury prevention measures. HSO Baker and AHSO Spera presented the module to city of Aurora Risk Management and Safety personnel for potential implementation in other departments. HSO Baker also presented and implemented training to crews on hydration, heat stress, and recovery and rehab measures. Along with this education, a rehab program was developed, outfitting both air trucks and one battalion chief vehicle as dual purpose air-rehab vehicles. All AFD personnel, along with Rural Metro supervisors were trained on deployment and use of resources.

Health and Safety, with the Training staff, familiarized all Fire personnel on air management and the use of the new 45-minute air bottles. Seasonal preventive health education was distributed by Health and Safety to membership through email, Hotwire newsletters, and Sharepoint; flu vaccinations were provided to all personnel.

HSO Baker assisted in coordination and development of Department lateral candidate physical and medical evaluations. Health and Safety began laying

## Special Services Division



groundwork to establish a Department physician who can eventually help provide annual medical physicals and serve as medical expert for guidance in off-duty injury/illness, health maintenance and fitness for duty.

Two new policies were developed and implemented - the Maternity Policy and Air Management Policy.

HSO initiated, and will continue to work with CU Denver, to develop research and community programs, as well as continue to track and coordinate with Risk Management the expedited treatment of injured personnel.

Finally, Health and Safety began the development of a new fitness assessment. It explores inclusion injury prevention measures such as Functional Movement Screening and is beginning to develop the new VO2max estimation as part of the fitness assessment.

### Training Bureau

Aurora Fire Department Purpose Statement:

The Aurora Fire Department Training Bureau is committed to providing relevant and timely training through a shared vision with the members of the organization.

- Training needs will be developed based on industry trends, advancement in technology, and a retrospective analysis of performance.
- Training and education will also concentrate on improving job proficiency in front-line skills with emphasis on personal development and growth of the members.

Quality training enhances an individual's abilities and competency; it may literally mean the difference between a career-ending injury and a long, healthy career.

## Special Services Division



In 2011, the Training Bureau delivered 17,000 hours of training to over 1,400 personnel. All training was in compliance with NFPA Standards, Colorado Metropolitan Certification Board (CMCB) requirements for Fire Fighter I & II, and Hazardous Materials Operations.

The Training staff provided instruction for Engineer and Acting Engineer academies, with 12 members graduating, 13 members completing the Acting Officer Program and 6 lieutenants successfully completing the Officer Development Program. All AFD members attended two Safety and Survival practical training sessions, and Training assisted EMS In-Service and Fire Friday M&Ms. Training staff conducted Company Standards for all engine and ladder trucks, requiring they meet NFPA Standards, as well as CMCB Standards in an allotted time to ensure fires are kept to room of origin and that other practical evolutions meet required timeframes. The Training staff oversaw battalion training and assisted battalion chiefs with developing exercises and evolutions as well as supporting all specialty teams to meet their required annual training hours.

Under the direction of the Training Bureau, AFD participated in two area/regional training events and sits on the Advisory Board at the Community College of Aurora as it relates to Emergency Services. AFD also completed an In-Service training with Aurora Police on patient extraction from a volatile scene.

Training made a number of policy changes that were accompanied with supportive training: Vent Enter and Search (VES) with the emphasis on searching tenable areas inaccessible by normal methods, redesign of Mayday procedures, revision of PP&G Chapter 4.0, introduction of Rule of Air Management to gain compliance with 45-minute bottles, redesign Fire Fridays training; kicked off Fire based QI program once a quarter as a case review class, including the potential to expand to QA/QI program on Friday's in conjunction with EMS M&Ms.

Training continues to work with line personnel to complete, support and validate Accepted Practices.



## Special Services Division



The Training Staff constructed a smoke training structure for recruit and incumbent training. The structure cost approximately \$58,000.00 to construct and provides advanced training options for the Department.

### Office of Emergency Management

The Office of Emergency (OEM) provides comprehensive planning for potential disasters within the City of Aurora and provides assistance to surrounding areas and the State of Colorado. OEM is responsible for all activities related to emergency planning, grant projects, and management of disaster mitigation resources, maintenance of all grant-funded caches for the North Central Region, maintenance of the City of Aurora's Emergency Operation Plan and activation of the City of Aurora Emergency Operations Center, along with the notification to the City in the event of a potential disaster or severe weather.

- During 2011, the Office of Emergency Management, along with several other Aurora departments, participated in a full-scale regional exercise in September. Operation Mountain Guardian was the culmination of approximately two years of planning with regional partners and agencies to test emergency response to a city-wide terrorist attack.
- OEM continued to run the Aurora Metropolitan Medical Response System. This program utilizes federal grant funds to provide greater regional capability in regard to homeland security.
- OEM continued to update and revise the Emergency Operations Plan for the City.
- OEM continued to teach Community Emergency Response Team courses throughout the year. This training provides Aurora citizens with basic preparedness and response knowledge in the event of an emergency.
- OEM personnel continued to build relationships with regional partners and agencies in an effort to provide better response and coordination in the event of a large-scale emergency.
- OEM continued to work with internal City departments to review their continuity of operations plans and emergency response plans.
- OEM continued to maintain the outdoor warning system for the City.

## Life Safety / Fire Marshal



Deputy Chief, Chris Henderson

The Life Safety Division is composed of the Recruitment, Community Services and Education Bureau, the Fire Inspection Bureau, the Fire Investigations Bureau and the Public Information 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 16 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.

The dedication and support of the community through Fire & Safety Education and Community Service was expanded in 2011 to include a full-time program specialist.

### Public Information & Recruitment

The Public Information Office continues to build and 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/assists Community Services with 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 234 times in 2011.

In 2011, the Office of Public Information accomplished the following:

- Responded to 100% of media requests
- Published the 2010 Annual Report
- Maintained the Department Event Calendar
- Published and distributed the department newsletter quarterly
- Produced and hosted quarterly promotion, retirement ceremonies
- Produced the Department awards ceremony
- Coordinated the awards commit



## Life Safety / Fire Marshal



Allen Robnett

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 and community events targeting underrepresented groups
- Maintaining a task force of stakeholders (recruitment team) to continually examine recruitment efforts, looking for ways to improve
- Implement tutoring programs for potential applicants

In 2011, the Recruitment Office was successful in recruiting 473 lateral-entry firefighter applicants from across the country. No entry-level process was conducted in 2011.

### Community Services and Education Bureau

The Community Services and Education Bureau (CSEB) has a new addition to the team. Cynthia Wells was brought on as the bilingual Program Specialist to assist with all programs in the CSEB. One program that is gaining awareness is the Fire Affect Program. This program strives to reduce 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 2011, CSEB provided 100 juvenile evaluations and then followed up by presenting the Juvenile Fire Affect Program to the juveniles and their parents during an evening class. We had several participants that are Spanish-speaking, and they were provided classes in their native language 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.

## Life Safety / Fire Marshal



**Diane Lord, Community**

During 2011, the CSEB coordinated 252 requests for community service and education. Through these events the participation of approximately 40,330 children and 31,075 adult citizens were recorded. The year was highlighted by our participation in the following events: City of Aurora KidSpree, September 11th Remembrance, 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 has reinstated our Child Passenger Safety Program. In 2011, AFD Car Seat Technicians were able to inspect 165 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 six fire inspectors assigned to the Fire Inspection Bureau (FIB) and all line personnel, 5,893 primary fire inspections were completed, involving 88,141,267 square feet of retail and commercial floor space. An additional 2,835 follow-up inspections affecting, 57,383,083 square feet, were completed by FIB personnel to ensure that previously identified fire code violations were brought into compliance.

In 2011, 7,705 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 9 out of 10 occupancies inspected contain at least one fire code violation. During 2011, approximately sixty percent of the primary and follow-up inspections were completed by the six 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, other COA departments, 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 in 2011, the FIB participated in at least 813 fire code consultations that accounted for 709 staff hours.

### Investgations Bureau

The Fire Investigations Bureau saw a change in leadership as Hunter Hackbarth was promoted to Battalion Chief. The bureau while maintaining exceptional service to the citizens of Aurora and the Aurora Fire Department, continued to foster relationships with the Aurora Police Department, ATF and FBI. The unit had numerous members receive national certifications during 2011.

Captain Klein completed 900 hrs of P.O.S.T-certified police academy training and successfully passed the P.O.S.T exam. Investigators Jeff Johnson and Jerry Alsum became International Association of Arson Investigator (IAAI) Certified Fire Investigation Technicians (CFIT). Investigators Mike Blanchard and Johnson also became International Code Council (ICC) Fire Inspector 1-certified. Also, Investigator Johnson was TASER-certified by the Aurora Police department.

Two members of the Arson Bureau were sworn in as expert witnesses and gave expert testimony in both District and Municipal Court.

During 2011, the Fire Investigations Bureau increased the number of fire investigations from 2010. The Fire Investigations Bureau investigated two hundred (200) structure, vehicle, and property damage fires this year. The bureau had 103 incendiary fires in Aurora, and closed 53 of them with 39 municipal summonses, and 14 felony case filings. The Bureau investigated 4 fire-related deaths and 1 death where fire was used to cover up a murder. The bureau contacted 90 juvenile fire setters and referred 45 to either the Aurora Fire Department juvenile fire setter program or to The Children's Hospital fire setter intervention program.

## Life Safety / Fire Marshal



The unit also processed 20 lateral and entry level fire department background checks in 2011. Each background check takes an estimated 15 – 20 hours each to complete due to the thorough civil and criminal review of each candidate.

Between the six fire inspectors assigned to the Fire Inspection Bureau (FIB) and all line personnel, 5,893 primary fire inspections were completed involving 88,141,267 square feet of retail and commercial floor space. An additional 2,835 follow-up inspections affecting 57,383,083 square feet were completed by FIB personnel to ensure that previously identified fire code violations were brought into compliance.

In 2011, 7705 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 9 out of 10 occupancies inspected contain at least one fire code violation. During 2011 approximately sixty percent of the primary and follow-up inspections were completed by the six 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, other COA departments, 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 2011, the FIB participated in at least 813 fire code consultations that accounted for 709 staff hours.



## Support Services Division



**Deputy Chief, Daniel Willcox**

The primary role of the Support Services Division is to support the efforts of all AFD 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 focused on providing technological support for all the above-mentioned divisions, including data management, data retrieval, technological research and development.
- The Support Services Division provides 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 coordinates and manages 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 treats all Fire and City personnel as customers deserving of mutual respect and courtesy on all levels.

## Significant Accomplishments for 2011



### Capital Projects

Upon completion of the architectural phase for the Station 10 remodel, the project went out for bid for a General Contractor. TC2 acquired the contract, and construction started in December 2011. The project will incorporate a 400-square foot addition to be used as a workout facility. The interior will undergo major renovations in the bunkroom, restroom, and dayroom areas. With the expected completion in July 2012, the station will maintain operations throughout the construction period so as not to interfere with emergency response to the surrounding area. This remodel will bring the station into compliance with the current NFPA recommendations.

### Accreditation

In 2011 the Aurora Fire Department completed their 2nd Annual Compliance report. 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





## Significant Accomplishments for 2011



### Fleet Coordinator Position

In first quarter of 2011, the Support Services Division established the Fleet Coordinator Position. The primary objective was to streamline the apparatus repair and maintenance process, thereby reducing out-of-service time for line personnel. Another distinct advantage is that all repairs are now coordinated through a single AFD contact point which previously required personnel from Fleet services. In addition to the duties above, the Support Services Division analyzed and is now evaluating the effectiveness of using the Fleet Coordinator position as an Air/Rehab Response unit. Due to the increased runload AFD is now experiencing we, chose to deploy this unit. The desired result was achieved, and to date it has been a very effective position.

### Sharepoint

In October 2011, the Support Services Division rolled out Sharepoint as a more versatile user friendly information management system. The initial intent was to replace an antiquated form catalog with a more efficient document dissemination program. After the completion of this initial component, Sharepoint then grew by design to a successful management tool used in tracking many processes. Among these are vehicle and station maintenance requests, public education events, citizen complaints, EMS continuing education, and SCBA repair, to mention a few. However, the most valuable component being realized through this software was the ability to create a quality assurance process for both Fire and EMS operations with minimal effort, thereby creating a more efficient operation.

rescuer



City of Aurora, Colorado Fire Department