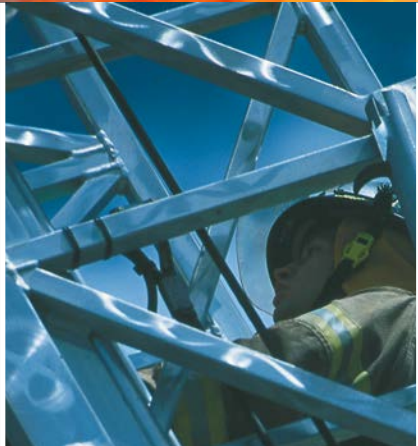




2013 Annual Report

City of Aurora Fire Department





Aurora Fire Department Message from the Chief

City of Aurora **2013**

Mike Garcia, Fire Chief

On behalf of the 325 members of the Aurora Fire Department (AFD), I proudly present the department's 2013 Annual Report as a reflection of the dedication, professionalism, and commitment to the safety of our residence and firefighters.

2013 proved to be a recovery year due to an upturn of the economy. I am very pleased City Council has approved for 2014 a new joint Police and Fire Training Facility, enhanced the capability of the Office of Emergency Management (OEM) by adding two full time employees, added two fire medics to form a Tactical Emergency Medical Service (TEMS) response to the Aurora Police Department's SWAT team, and instituted a new delivery of emergency service in the form of a Medical Service Unit (MSU). These additions demonstrate the commitment to the safety of our residents and firefighters.

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"
Integrity-Respect-Professionalism-Customer 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,

R. Mike Garcia

R. Michael Garcia, Fire Chief



Aurora Fire Department Mission Statement

City of Aurora **2013**

Exceptional Service to the Community Provided by Well-Trained Professionals

VALUES

Respect

We live respect by: Valuing the worth of others, honoring diversity and difference, and practicing the Golden Rule.

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.

Customer Service

Our City will not be great for anyone until it is great for everyone. Therefore, we will live customer service through:

- Being courteous and fair to our internal and external communities.
- Placing a priority on disaster prevention and quality community education
- Communicating promptly and effectively with the community
- Fairly and diligently investigating arson and other fire-related crimes in the pursuit of justice for our community members.



Aurora Fire Department 2013 Summary

City of Aurora **2013**

Authorized Personnel

327	Authorized Employees
282	Civil Service 24 hour
24	Civil Service Admin
17	Career Service
.899	uniformed members per 1000
340,269 population during 2013	

2013 Expenditures

\$39,491,919

Activities

40,164	Total calls
.0586	percent increase from 2013
52,674	Total Apparatus Response Increase of 6% (.062)
27,340	EMS Calls
5,085	Other
2,739	Service Calls
1,666	Fire Alarms
1,793	Good Intent Calls
543	Fire Calls (other than structure)
109	Structure Fires
544	Hazardous Condition Calls
317	False Calls
27	Severe Weather Calls
4	Two-Alarm Incidents
1	Three-Alarm Incident

Fire Dollar Loss

\$3,195,011	Structural Damage Loss
\$418,650	Content Damage Loss
\$3,613,661	Total Fire Loss
\$43,956,090	Total Property Value Saved

Fire Injuries/Fatalities

5	Civilian Injuries
0	Fatalities
9	Firefighter Injuries
0	Fatalities

Emergency Response Vehicles

14	ALS Engine Companies
4	ALS Truck Companies



Aurora Fire Department 2013 Summary

City of Aurora **2013**

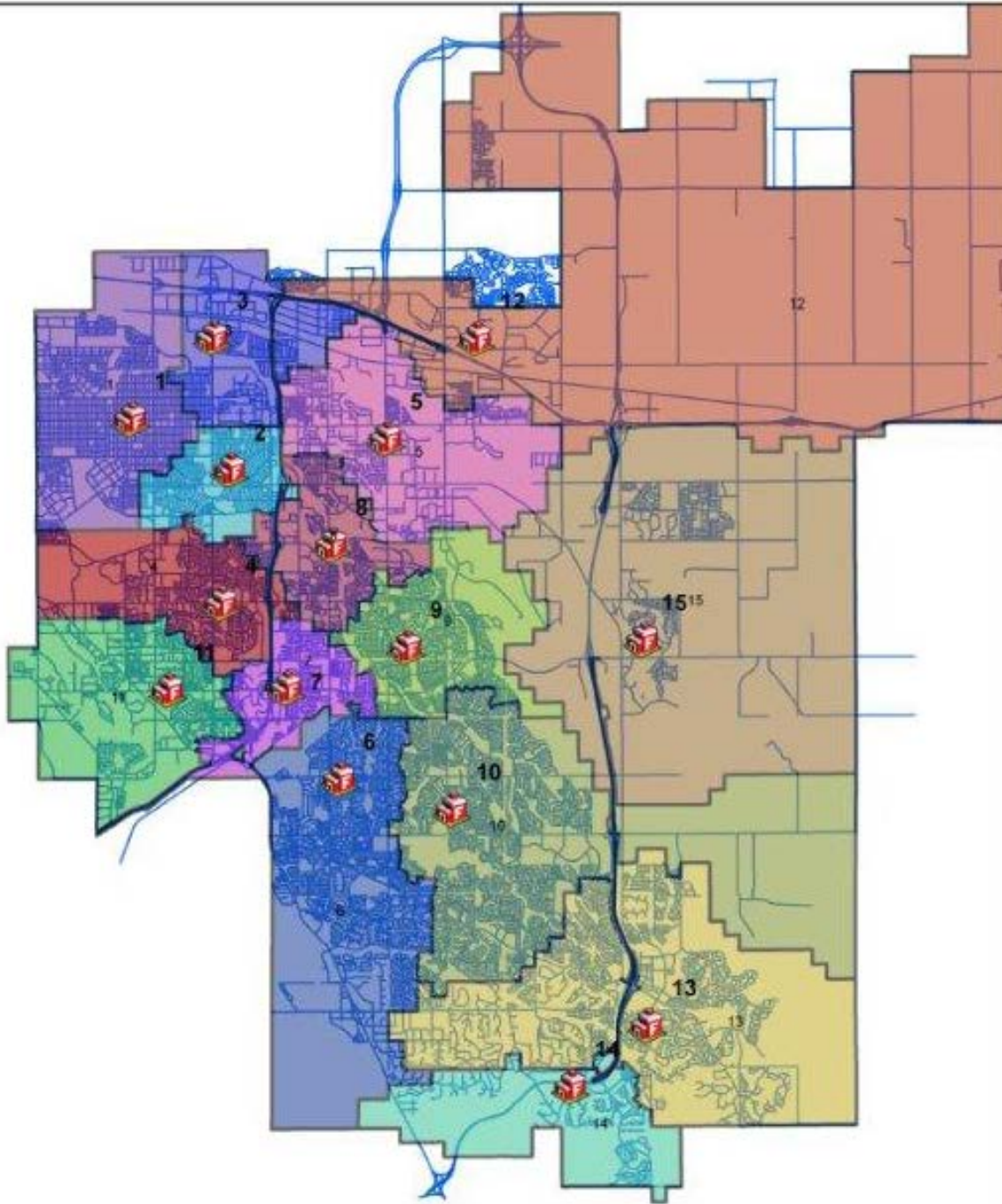
Response by Company

4,469	Engine 1	643	Truck 8	28	Brush Truck 9
4,396	Engine 2	590	Truck 14	1	Brush Truck 10
2,376	Engine 3	882	Rescue 1	13	Brush Truck 12
4,253	Engine 4	837	Rescue 4	28	Brush Truck 13
2,887	Engine 5	1,630	Battalion Chief 1	0	ESU
3,140	Engine 6	320	Chief 7	0	Tender 13
3,643	Engine 7	909	Battalion Chief 2	121	Arson 1
3,654	Engine 8	884	Battalion Chief 3	90	Arson 2
2,358	Engine 9			118	Arson 3
2,204	Engine 10	Emergency Services Unit		23	Arson 5
2,656	Engine 11	9	PIO	6	Arson 6
894	Engine 12			43	Fleet 2
1,176	Engine 13	Haz Mat Team		766	Med 2
433	Engine 15	39	Haz Mat 1	5	Training 1
2,401	Truck 2	34	Technical Rescue Team	2	Recruit Academy
1,635	Tower 6	8	Heavy Rescue		
322	Truck 6	23	Brush Truck 5		
1,733	Tower 8	0	Brush Truck 8		

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

Aurora Fire Department Response Areas

City of Aurora **2013**



Aurora Fire Department
Aurora Fire Response Areas

This agency is not responsible for the misinterpretation of this map and makes no inference or judgment as to the relative safety of particular areas. This map does not meet national map accuracy standards and should not be used for engineering purposes.



Legend

- | | |
|------------------------------------|---------------------|
| Alarm | Hazardous Condition |
| EMS/Rescue | Other |
| False Call | Service Call |
| Fires (other than Structure Fires) | Severe Weather |
| Good Intent | Structure Fires |



Aurora Fire Department Emergency Operations

City of Aurora **2013**

There are many impressive statistics for the Aurora Fire Department Emergency Operations Division for the year 2013. Call volume has again increased for another successive year. In 2013 the Aurora Fire Department responded to over 40,000 calls for service. This is almost a 4 percent increase in demand. Three engine companies are responding to well over 4,000 emergency calls each. Six Aurora engine companies have broken well into the 3,000 number. The Aurora Fire Department truck companies assigned in the core City are running 2,000 calls or greater. These figures show that the Aurora Fire Department is one of the most active, if not the most active, fire department in the state. As a fire-based emergency medical response agency, the Aurora Fire Department is the authority having jurisdiction over all emergency medical calls in the City. In 2013 the Aurora Fire Department responded to over 27,000 emergency medical incidents, accounting

for 69 percent of all call volume. To satisfy this workload, the Aurora Fire Department continues to staff all on-line fire companies with at least one Emergency Medical Technician - Paramedic. All Aurora Fire Department fire companies have advanced life support capabilities. For emergency medical transport, the Aurora Fire Department continues with a public/private partnership through a contract with Rural Metro Ambulance Company. Rural Metro now dedicates 10 ambulances to the city of Aurora for the transportation of Aurora patients to area hospitals. The city of Aurora emergency medical system is fortunate in having three major hospitals within the city limits. Unique to any emergency medical system, the Aurora Fire Department has three medical physician advisors. Doctor Gilbert Pineda of The Medical Center of Aurora, Doctor Fred Severyn of the University of Colorado Hospital and Doctor Maria Mandt of The Childrens' Hospital work closely with the

Aurora Fire Department to insure excellent patient care for Aurora residents.

Fact

U.S. Fire Departments

responded to an estimated annual average of 156,600 cooking-related fires between 2007-2011, resulting in 400 civilian deaths, 5,080 civilian injuries and \$853 million in direct damage.



Aurora Fire Department Emergency Operations

City of Aurora **2013**

With an ever increasing call volume, the Aurora Fire Department was challenged to examine current practices and develop alternatives to relieve some of the response pressure being felt by core City units. A committee consisting of fire department personnel, physician advisors, community members and City finance experts was assembled to explore options. In July of 2013 the Medical Service Unit (MSU) Pilot Program was implemented. The two MSUs are SUV type vehicles staffed with Aurora Fire Department paramedics. They are assigned to Fire Stations 1 and 4. Their unit objectives are, during peak call volume periods, to respond to all calls for emergencies in the response area that can be handled by two fire medics, keep the engine companies in service for the more labor-demanding calls, and to improve response reliability within the core City. This means that residents can be more confident that the first due fire company

in their neighborhood will be available for emergencies. Statistically the MSU program proved a success and Aurora city management approved the hiring of four full time employees to fully implement the program in 2014.

Fact

Two of every five home fires start in the kitchen.

Children under five face a higher risk of non-fire burns associated with cooking than being burned in a cooking fire.

In 2013, the Aurora Fire Department fought over 120 structure fires. Seven of those fires went to second alarm status or greater. On June 11th, A-shift responded to the report of a fire at 1731 S. Pagosa Way. When crews arrived on scene, they found a wind driven fire that was spreading from home to home like a wild fire. Fire crews had to battle intense flames in 100 degree weather. Three alarms were struck. Six engine companies and three ladder companies were used to fight the fire. Ultimately six homes were severely damaged or destroyed in the conflagration. This incident would have been headline news had it not occurred on the same day and at almost the same time as the tragic and more destructive Black Forest fire that ravaged and destroyed hundreds of homes in southern Colorado.



Aurora Fire Department Emergency Operations

City of Aurora **2013**

On August 20, another hot summer day, A-shift was again tested by a wind driven fire that, when crews arrived, had possession of two houses on E. Temple Drive. Two alarms were transmitted, dispatching five engine companies and three ladder trucks to extinguish this fire. Unfortunately, two families were displaced from their homes as a result of this fire. And then the rains came! On September 10th the rain began to fall and it rained and it rained and it rained. In what is now being called the 1,000-year flood, over fourteen inches of rain fell in parts of the city of Aurora. This event severely tested the entire emergency response system of the City. Swift-running water in low-lying areas and streets trapped motorists throughout the City. Water rushing into houses, apartment buildings, and even schools, trapping residents. Fire crews were called on to make daring rescues in several locations. The City Office of Emergency Management was quickly

mobilized to organize citywide emergency response to this disaster. Receiving very little media attention during this monsoon, the weight of rain water caused the floating roof of an 80,000 lb. barrel bulk storage tank at the Magellan bulk liquid petroleum storage facility near Smith Road and Chambers Road to sink, exposing thousands of gallons of gasoline to the elements. Working together, the Aurora Fire Department Hazardous Material Team, the Buckley Air Force Base Hazardous Material Team, Air Fire Rescue Team and Magellan Industry experts from Kansas mitigated the hazard without incident. Federal Emergency Management Agency representatives and city officials from all departments continue to work together in flood recovery efforts for the city of Aurora.

On October 28, B-shift fire companies were dispatched to a fire at 14896 E. Second Avenue. As Engine 8 turned the corner from Chambers Road onto 2nd Avenue they saw flames rising 40 feet into the air from the Red Sky Condominium Complex. A second alarm assignment was immediately requested. Fire crews quickly put hose lines in place, searched all units to insure no one was trapped, and extinguished the fire. Their quick actions prevented the fire from spreading to other buildings.

Fact

In the US on average, there are
32 home candle fires reported
per day.



Aurora Fire Department Emergency Operations

City of Aurora **2013**

Fact

Portable or fixed space heaters, including wood stoves, were involved in one-third (32%) of home heating fires and four out of five (80%) home heating deaths.

The above major incidents are a snapshot of the emergency situations faced by the Aurora Fire Department in 2013. Every day, Aurora firefighters respond to medical emergencies, motor vehicle crashes, fire alarms, water problems, and a myriad of resident assists. The Aurora Fire Department's true job is to solve problems both great and small. The men and women of the Department take great pride in the service they deliver and are proud and eager to serve. Following this brief are the individual reports from the Aurora Fire Department Hazardous Material Team, the Technical Rescue Team, the Wildland Fire-Fighting Team, the Mass Decontamination Team, and the members of the Colorado Urban Search and Rescue Team. These reports will give the reader a clear picture of the scope of the all-hazards protection provided to the residents of the city of Aurora.

In summary, the figures and statistics addressed in the 2013 fact sheet are impressive. Over 40,000 calls for service, over 27,000 emergency medical calls, and over three million dollars in fire loss are noted. The city of Aurora is a community of 350,000 people where the fire department responded to 122 structure fires, but the statistic the Aurora Fire Department is most excited about is that in 2013 there was not one fatality of a resident due to fire. The Aurora Fire Department will make every effort through public education, prevention and emergency response to maintain this trend.



Aurora Fire Department Hazardous Materials Team

City of Aurora **2013**

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 being trained to this national standard, the city also enjoys the protection of one of the region's Level 1 Hazardous Materials Teams (Haz Mat). 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 Haz Mat Team responds to major or technical incidents involving hazardous materials to supplement the Fire personnel on scene. In 2013, the Aurora Fire Department Haz Mat Team responded to 33 such incidents. Under federal classification systems, "hazardous materials" include common materials such as natural gas, propane, gasoline, paint, etc. In the year 2013, the Aurora Fire Department responded to many incidents involving these common, but dangerous, materials. For example the Fire Department responded to 166 natural gas leaks, some involving large diameter, and higher pressure gas lines that were accidentally cut or leaking. Some of these emergencies required the evacuation of people. There were 60 incidents in



Aurora Fire Department Hazardous Materials Team

City of Aurora **2013**

which there was leaking gasoline, oil, or diesel fuel that required Fire Department personnel to mitigate the hazard. There were also 18 incidents in which a chemical leaked or was released, creating a hazard and requiring an Aurora Fire Department response. There were 123 fire department responses for carbon monoxide issues. 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 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 continues to take a creative approach to training in 2013. Outside instructors were brought in from the International

Association of Firefighters (I.A.F.F.) to train six (6) 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 Haz Mat 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 and trained, with up to Eight (8) Haz Mat Technicians at Fire Station 2 and Four (4) Mass Decon Technicians at Fire Station 12 each day.

Fact

in the U.S. electrical failure

or malfunctions caused an

average of almost 50,000

home fires per year, resulting

in roughly 450 deaths and

\$1.5 billion in direct property

damage.



Aurora Fire Department Wildland Response Program

City of Aurora **2013**

The Aurora Fire Department Wildland Response Program continued to prepare for wildland operations locally and within the region with additional equipment and training during 2013. 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 manager, with two captains assigned as coordinators of the local and deployable response teams. The Deployable Response Team is currently made up of sixteen "red card" certified personnel; however due to some members not being able to deploy in 2014, we will add a few team members in 2014. Team personnel hold certifications from the level of Engine Boss to Firefighter II and the new addition of a

Certified Wildland Fire Investigator. 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 crews at Station 13 continued to train and prepare for the ever-increasing Urban Interface problems that exist in the eastern/southern borders of the city. 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 Deployable 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.

2013 saw the AFD Wildland Team deploy members to four separate incidents within the State of Colorado. First, the AFD Deployable Team responded with a Type 6 Engine with three personnel to the Royal Gorge Fire on June 12. After the fire was deemed contained, that crew was then demobilized to Gunnison, Colorado and then re-assigned to Meeker/ Craig Colorado for the Collins Fire. They were demobilized to come home after 15 days of hard work.

The next challenge came during the same time-frame when the Black Forest Fire broke out just north of the Colorado Springs area in the Black Forest. The Aurora Fire Department Deployable Team sent a Type one Engine with a crew of four to this fire. They were sent on June 12,



Aurora Fire Department Wildland Response Program

City of Aurora **2013**

literally fought fire for six straight days, then came home on June 17. Later during the month of June, we also sent a certified Wildland Fire Investigator to the Black Forest Fire to assist in determining how and where that fire started. He was there from June 13 through June 19. He also was deployed on October 25 to Canon City, Colorado to the Grape Creek Fire.

The next fire was the West Fork Complex Fire in the southwest part of the state, outside of Pagosa Springs, Colorado. A single resource Line Medic was deployed on June 18 and returned on July 3. His role was to be there as a Paramedic to standby for the benefit of the wildland firefighters working the fire in case they were to become injured.

Because the West Complex Fire was so difficult to stop and had spread east over Wolf Creek Pass, we then deployed another Single Resource Line Medic who

worked on the east side of Wolf Creek Pass. This fire was still part of the West Fork Complex Fire. He was there from June 23 until July 6 doing the same type of work as the other medic on the west side of Wolf Creek Pass near Pagosa Springs.

Our last deployment was once again to the West Fork Complex Fire on the east side of Wolf Creek Pass. They deployed on July 8 and returned on July 14. The crew was a Type 6 Brush Truck with a total of three crew members. This deployment made the 3rd time Aurora Fire Department personnel were used at this difficult West Fork Complex Fire.

Fact

Half of home heating fire

deaths resulted from fires

caused by heating equipment

too close to things that can

burn, such as upholstered

furniture, clothing, mattresses

or bedding.



Aurora Fire Department Wildland Response Program

City of Aurora **2013**

In 2013, the Wildland Team was able to purchase additional equipment to improve operations locally and on deployment. The following equipment was purchased in 2013: additional PPE and hardware, fire line packs, better radios, and mounting brackets. The Team also worked with The Aurora Water Department to review their properties outside the City of Aurora to see if there was any mitigation needed to be done to protect their assets.

The program goals for 2014 are to further develop the Local Response Team at Fire Station 13 to address in city and mutual aid wildland response, to continue working to improve member qualifications, to participate in additional training events, and add equipment. One such addition is a much-needed new Brush Truck and also converting the Tender to a “Tactical Tender,” which will make that apparatus much more in demand across our multi-state region. As mentioned earlier, the Deployable Team will be adding some additional deployable members to assist the Team in readiness for the upcoming projected dry summer season.

Fact

In most years, heating is the second leading cause of home fires, fire deaths, and fire injuries. Fixed or portable space heaters are involved in about 4 out of 5 heating fire deaths.



Aurora Fire Department Technical Rescue Response Program

City of Aurora **2013**

The Aurora Fire Department Technical Rescue Team (TRT) responds out of Fire Station 8 in the central part of the city, and is composed of the crews of Engine Co. 8 and Tower Co. 8. These personnel cross staff two additional vehicles, Heavy Rescue 8 and Shore 8, which carry the tools and equipment utilized by the team. The TRT trains for and responds to specialized situations that could involve structural collapse rescue, rope rescue, trench rescue, vehicle and machinery rescue, confined space rescue, ice rescue, or swiftwater rescue. TRT also trains to rescue fellow firefighters that may become trapped in dangerous situations.

Several member of the TRT are also members of the Colorado Urban Search and Rescue Task Force, and have gained additional training and experience through this involvement.

During the critical flooding the struck the Colorado Front Range in September of 2013 the AFD TRT responded to a mutual aid request from Boulder County. On this incident the AFD TRT conducted search operations and assessed structural damage. The same series of storms that affected Boulder County also greatly impacted the City of Aurora. TRT Members along with almost every other company in the city became involved in many water rescues.

The AFD TRT has begun to work more closely with the Technical Rescue Team from South Metro Fire Rescue Authority, and the two teams have conducted several joint training exercises. We hope to expand on this involvement in the coming years.

In the fall of 2013 the AFD TRT began joint training with the Parks, Recreation, and Open Space (PROS) Forestry Division on tree trimmer rescue procedures. This joint effort is benefitting both agencies and leading both industries in this collaboration.

The Aurora Fire Department Technical Rescue Team will continue to work to expand the level of training and knowledge, obtain new equipment, and seek out opportunities to train other department members and interact with other regional teams.



Aurora Fire Department Colorado Urban Search and Rescue Task Force

City of Aurora **2013**

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 1990's.

Ten Aurora Fire Department personnel are members of CO-TF1. AFD members are involved in the Rescue Team, Medical Team, Logistics Team, and Search Team. Each member attends a number of classes, exercises, and meetings each year to maintain their general and position specific membership training 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 12 to 15 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.

In September of 2013 torrential rains struck the Colorado Front Range, leading to severe flooding situations in many areas. CO-TF1 was requested to respond to the Boulder Floods as a Type 3 Task Force by the State of Colorado. This request was quickly upgraded to a Type 1 response, and four additional FEMA Type 1 task forces responded into the state to assist. Six Aurora Fire Department USAR members deployed on the flood response, five with CO-TF1 and one as an Advanced Operations element of the FEMA USAT Incident Support Team.

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.

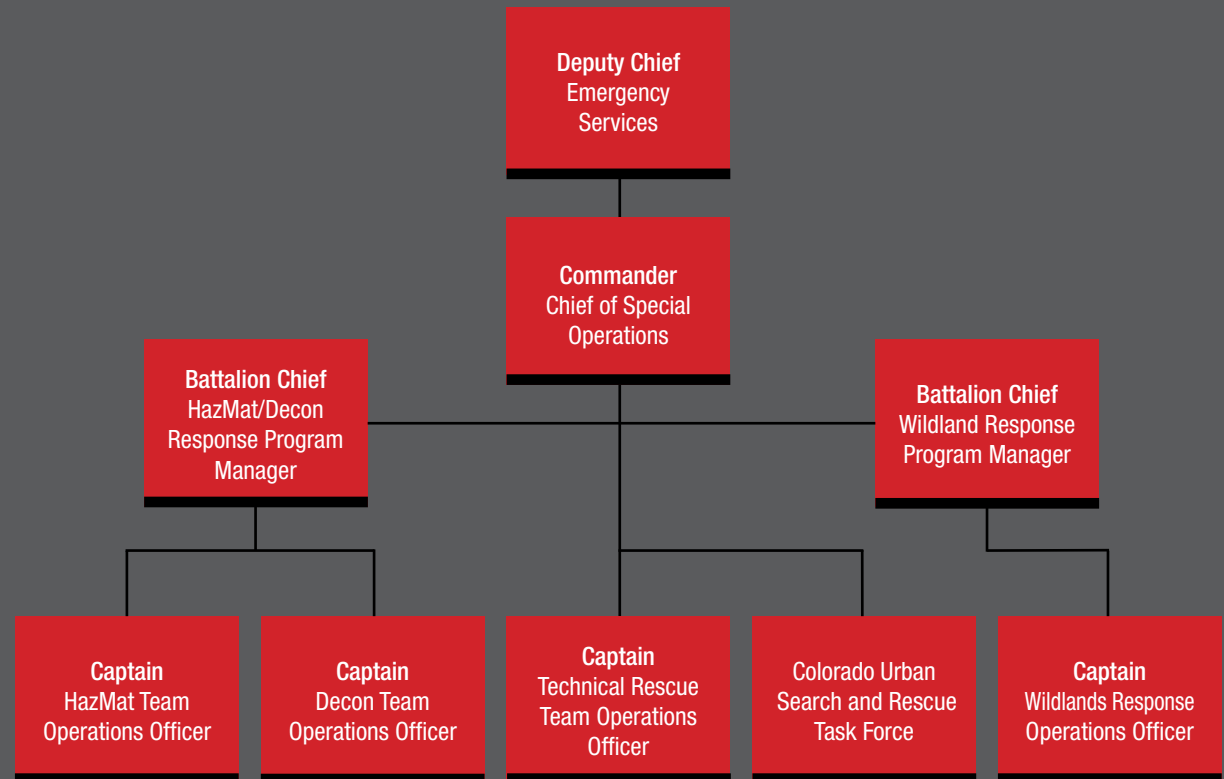


Aurora Fire Department Special Operations Command

City of Aurora **2013**

The Special Operations Command (SOC) was formed to bring all of the Aurora Fire Department Special Operations programs under one chain of command. The response programs involved are Hazardous Materials, Decontamination, Technical Rescue, Urban Search and Rescue, and Wildland. A battalion chief serves as the Chief of Special Operations and reports to the Deputy Chief of Emergency Services. A Battalion 1 chief oversees Haz Mat and Decon, and a Battalion 3 chief oversees Wildland. Technical Rescue and USAR report directly to the SOC chief.

The intent of SOC is to coordinate the training and response of the special operations programs, encourage collaboration between programs when appropriate, and strive for the efficient and effective use of the limited special operations budget.





Aurora Fire Department Life Safety Division

City of Aurora **2013**

The Life Safety Division is comprised of Fire Investigations Bureau, Community Relations Bureau, and Life Safety Inspections Bureau. “Life Safety” sums up our purpose as a Fire Department. As such, the Life Safety Division takes this purpose seriously and makes every effort, everyday to make sure our community is safe. This has been done through:

- Striving to bring all Aurora businesses within compliance with the 2009 International Fire Code
- Providing education to and counseling of juveniles who experiment with inappropriate use of fire
- Increasing and improving education and communication among our community and employees
- Striving to eliminate arson and other crimes through thorough investigations and solid fire origin and cause determination

- Recruiting and hiring the best available candidates through our Lateral Hiring Program

We recognize that our community will not be safe for anyone until it is safe for everyone.



Aurora Fire Department Community Relations Bureau

City of Aurora **2013**

In 2013, the Public Information Office and the Community Service and Education Bureau transitioned into the more inclusive and encompassing Community Relations Bureau. The Community Relations Bureau is in charge of Public Information, internal and external marketing, social media, Prevention and Educational Programs, and Recruitment and Retention. This office serves as a clearinghouse for all external communications from the Fire Department. This office is staffed by Captain Wendy Lippman, Captain Diane Lord, and Program Specialist Cynthia Wells.

The Aurora Fire Department was featured in local, national, and international media stories throughout 2013.

In 2013, the Community Relations Bureau accomplished the following:

- Brought social media to AFD, and because of this we were able to

enhance media relationships beyond direct media contact

- Published the 2012 Annual Report
- Maintained the Fire Department Web Page
- Published, restructured, and distributed the Department newsletter
- Produced and hosted Promotion and Retirement Ceremonies
- Coordinated and produced the Department Awards Ceremony
- Chaired the Awards Committee
- Primary Instructors in teaching the Core 4 curriculum to all city employees for 2013
- Coordinated with multiple departments within the city to establish a new Disaster Restoration Company rotation
- Represented the Fire Department on multiple committees and organizations
- Built a strong team of AFD employees committed to attracting a diverse group of candidates for both the lateral and entry level hiring process.
- Maintained a positive presence in our communities
- Coordinated and chaired a Lateral Recruitment Committee and Interview Panel
- Continued work with the Civil Service Commission to ensure equitable testing methods
- Attended applicable job fairs and community events targeting underrepresented groups
- Continually examined recruitment efforts, looking for ways to improve
- Implemented tutoring programs for potential applicants
- Hosted and maintained High School Internship Program
- In 2013, the Recruitment Office was successful in recruiting over 500 lateral-entry firefighter applicants from across the country.



Aurora Fire Department Community Relations Bureau

City of Aurora **2013**

The Fire Affect Program is a free program offered to the community of Aurora for juveniles who use fire inappropriately. The Fire Affect Program is offered in English and Spanish. Juveniles are referred to the program through our fire investigations bureau, schools, Aurora Mental Health, and self referrals from parents or guardians. The Department works closely with The Children's Hospital to ensure we are providing the proper resources to the juveniles and their families. In 2013, 59 juveniles were referred to the Fire Affect Program; 42% of those juveniles were referred to The Children's Hospital and 14% referred to Aurora Mental Health for additional services.

The Child Passenger Safety Seat program saw an increase in the number of seats that are checked for proper fit and education delivered to the caregivers in 2013. Community Members have the option to stop by a fire station that has a

safety seat technician on duty, or make an appointment for the 4th Saturday of each month at a designated station to have their seats checked and be given instruction to ensure their children are safely restrained. In 2013, 363 car seats were checked; this is an increase of 127 seats from 2012.

Community events and station tours that are attended by our firefighters continue to increase, with 272 events and tours in 2013. Over 60,000 children and adults were contacted and given life safety messaging. We are able to partner with Aurora Police in National Night Out, multiple schools, community groups, and The Children's Hospital in larger community events.

All programs in the Community Relations Bureau operate without a designated budget and are provided to the community free of charge.

Fact

According to an NFPA survey,
only one-third of Americans
have both developed and
practiced a home fire escape
plan.



Aurora Fire Department Life Safety Inspection Bureau

City of Aurora **2013**

Between the six Life Safety Specialists assigned to the Life Safety Inspection Bureau (LSIB) and all Line personnel, 4,937 primary fire inspections were completed, involving 64,298,804 square feet of retail and commercial floor space. An additional 2,078 follow-up inspections were completed by LSIB personnel to ensure that previously identified fire code violations were brought into compliance. In 2013, 4,202 fire code violations were identified by both LSIB Personnel and Line firefighter inspectors. When translated into the number of violations per occupancy inspected during a primary evaluation, it indicates that almost 9 out of 10 occupancies inspected contain at least one fire code violation. During 2013, almost fifty-nine percent of the primary and follow-up inspections were completed by the six Career Service Life Safety Specialists.

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 fire inspections 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 pro actively address fire code issues prior to them becoming a compliance issue. Towards that end in 2013, the LSIB participated in at least 683 fire code consultations that accounted for significant staff hours.

The Life Safety Inspections Bureau of the Life Safety Division was also responsible for numerous educational contacts including Life Safety training for Neighborhood Services personnel.

Note:

Data for this report was recorded during a transitional period to a new data Management system. Lost or inaccurate data may exist as a result.

Fact

Clothing was the item first ignited in less than 1% of home cooking fires, but these incidents accounted for 16% of the cooking fire deaths.



Aurora Fire Department Fire Investigations Bureau

City of Aurora **2013**

The Fire Investigations Bureau is staffed by three full time POST-Certified Fire Investigators. The Bureau did not investigate any fire-related deaths this year. The Bureau investigated several different type incidents from serious Firefighter burn injuries, to explosive devices found, and an increase in Marijuana related incidents. The Fire Investigations Bureau investigated 185 structure, vehicle, and property damage fires this year. The Bureau had 77 incendiary fires in Aurora and closed 46 cases. The closure of these cases was with the filing of 42 municipal summonses, and four felony case filings.

The Bureau contacted 126 juveniles and 60 of those juveniles were referred to the Aurora Fire Department Juvenile Fire Setter Program. The Bureau contacted or conducted follow up with 393 adults in 2013.

The Bureau continued to foster relationships with the Aurora Police Department, ATF, Adams and Arapahoe County District Attorneys' Office and South Metro Fire Authority (SMFA). The Bureau initiated a Fire Investigation Task force with SMFA which culminated in an Inter-Governmental Agreement being signed to jointly allocate resources for fire investigations within both jurisdictions.

During the Flood of 2013, Fire Investigators 1, 2 and 3 were assigned to the "Wedge" and made numerous water rescues. They were assigned to that unit for two days and were utilized in many areas where other fire apparatus had no access.

Marijuana grows were responsible for four fires, and a Hash Oil Explosion was responsible for one additional fire. The Hash Oil Explosion resulted in moderate damage to the structure and no injuries.

Fact

In 2011, U.S. fire departments responded to 370,000 home structure fires. These fires caused 13,910 civilian injuries, 2,520 civilian deaths, \$6.9 billion in direct damage.



Aurora Fire Department Fire Investigations Bureau

City of Aurora **2013**

The Bureau investigated seven explosive devices located within the city. Two devices detonated in separate incidents. One detonation resulted in a structure fire. During the investigation, units from AFD, APD, ATF, JTTF, ACSO, and the FBI located eight additional explosive/incendiary devices. The case was filed in the 18th Judicial District by AFD Investigator Blanchard and was adjudicated with a guilty plea by the defendant.

AFD Investigator Johnson was requested to assist in the origin and cause of the Black Forest Fire, the largest wildfire in Colorado history. Investigator Johnson was the only outside Municipal Fire Investigator to join the investigation team. Investigator Johnson was also requested by Colorado State Forestry to assist in the origin and cause of the Grape Fire located on state land.

The three full time Investigators assigned to the Bureau also kept current on Fire Investigation continuing education, EMS In-Services, Law Enforcement education and Fire In-Service.

Investigators Klein and Johnson attended the El-Paso County Bomb Para-tech school and were certified as Bomb Para-techs.

The Bureau developed and hosted a half-day Introduction to Fire Investigation Seminar. The Seminar consisted of a three-hour classroom presentation and concluded with two live burn cell demonstrations. The seminar was attended by numerous Law Enforcement Officials and Fire Investigators from around the state and as well as four Arapahoe County District Attorneys.

Fact

Roughly one-third of candle related fires started in the bedroom; however, the candle industry found that only 13% of candle users burn candles in the bedroom most often.



Anthony Cito, Deputy Chief



OEM Staff

Aurora Fire Department Special Services, OEM

City of Aurora 2013

Special Services has been tasked with providing the Aurora Fire Department and the City of Aurora with the highest quality of personnel and programs to protect the citizens. To do this, the Office of Emergency Management (OEM), the Training Division and Health and Safety lie within this Division. OEM deals with all major man-made or natural disasters, the Training Division provides cutting edge training at all levels to include: recruit training, in-service training, specialty training and professional growth training. Health and Safety has taken the Fire Department to the next level with its newest programs that address cancer awareness, Peer Support and accident prevention.

Office of Emergency Management

OEM Coordinator Lieutenant
Mathew Chapman
OEM Specialist Ashley Baker
MMRS Grant Program Specialist
Lisa Ciazza

The Office of Emergency Management (OEM) is tasked with the mission of protecting the citizens and infrastructure of the City of Aurora by planning for, preventing, responding to, mitigating and recovering from all possible man-made or natural disasters. These five focus areas drive the activities and operations for Aurora OEM and set the annual goals for the Office.

In 2013, OEM added Ashley Baker to the staff. Ashley is a valuable addition to the OEM and brings experience to the office as she has worked in the Emergency field in the metro area over the past three years.

The following are OEM accomplishments for 2013:

- Revised the City Emergency Operations Plan
- Coordinated the citywide
- Response to the September flooding. The rainstorm that Aurora experienced was classified as a 1,000-year event based on the volume of rain that fell and the duration of the storm
- Organized the Public Assistance and Individual Assistance recovery process for the city following the flooding in September
- Conducted citizen emergency preparedness training
- Continued regional planning collaboration
- Facilitated Homeland Security MMRS Grant Program by providing planning support and equipment to regional agency partners



Aurora Fire Department Office of Emergency Management

City of Aurora **2013**

- Monitored severe weather events and ensured the proper working order of the Whelen Warning Siren System
- Participated in and attended regional programs and committees to help establish the city of Aurora's role in regard to regional collaboration and partnerships
- Participated in several trainings and exercises with outside agency partners to better prepare for emergencies and disasters; notably the University of Colorado Hospital and Aurora Public Schools
- Working on guides to better facilitate Emergency Operations Center function and personnel

Fact

U.S. Fire Departments

responded to an estimated

annual average of 156,600

cooking-related fires between

2007-2011, resulting in 400

civilian deaths, 5,080 civilian

injuries and \$853 million in

direct damage.



Aurora Fire Department Training Division

City of Aurora **2013**

In 2013, the Training Division maintained a dynamic learning environment that facilitated classes for new recruit training and continued on to professional development for all ranks within the Department. The training staff is dedicated to the development, delivery and practical application of all facets of fire service training and strives to promote life-long learning for all members of the Department. It is the aim of the Training Division to enhance the learning process with advancing technology in order to keep pace with ever-changing industry standards and safety improvements.

The Training Division is charged with ensuring that all appropriate training standards are met and maintained by department members. Training Division staff is always looking for ways to enhance training, so an effort is made to attend classes and workshops to ensure that our training is current and relevant. Attending

workshops and conferences has allowed the Training Division to network and build relationships whereby we are able to cross train with other departments outside our own. In fact, several area departments have elected to send their recruits through the Aurora Fire Department's recruit academy because of the relationship we have created throughout the region.

Fact

Almost two-thirds (62%) of reported home fire deaths resulted from fires in homes with no smoke alarms or no working smoke alarms.



Aurora Fire Department Training Division

City of Aurora **2013**

The Training Staff is housed at a joint facility shared with the Denver Fire Department. Due to limited space and accommodations, the Training Staff sometimes has to take their training to other buildings and locations throughout the city. Because of their ability to adapt to different environments and challenges, all relevant training was delivered on-time in 2013. The training services the division delivered this past year include, but are not limited to the following:

- Academy Class 13-01
- Safety and Survival In-Services
- Company Officer Training
- Officer Development Program
- Acting Lieutenant Certification
- Engineer Training
- Acting Engineer Academies
- Development and delivery of training for the new Computer Aided Dispatch system
- Subject Matter Expert facilitation for all civil service promotional exams
- Certified CMCB Evaluation with Level II and Level III Evaluators from the Training Staff
- CMCB testing for Aurora Fire Department and associated Metro Fire Departments
- Department training calendar management
- Video instruction creation and availability via AFD Vimeo site
- Facilitation of Chief workshops
- Creation, introduction, evaluation, and several full scale practice scenarios of the High Risk Extraction Protocol (HREP) policy integrating AFD and APD
- Multiple multi-media presentations and training on new policies
- Multiple multi-media presentations and PIA concerning the Century 16 shooting
- Training Staff attendance at multiple various instructional classes and seminars
- Facilitation of several community member based mini-academies
- Facilitation and training for several outside-private fire brigades

Perhaps the hallmark of 2013, not only for the Training Division, but for the entire Aurora Fire Department, was the approval by our City Council to build our own Training Facility within the city of Aurora. This new training facility will be jointly operated by the Aurora Fire Department and the Aurora Police Department. This facility will enhance the training and preparation for all public safety employees within Aurora and will no doubt have an impact throughout the region. There were multiple hours of planning, preparation, and presentations from Deputy Chief Tony Cito and Fire Chief Mike Garcia that were made to City Council that helped this vision become a reality for both Departments. The new training center will serve the Aurora Fire and Police communities and, thereby, the citizens of Aurora for decades to come. The new academy will far eclipse



Aurora Fire Department Training Division

City of Aurora **2013**

any training environment the Aurora Fire Department has been able to train at in the history of our fire service existence.

Personnel who were at one time assigned and professionally contributed to 2013 Training Staff were:

Deputy Chief Tony Cito, Battalion Chief Cindy Andersen, Battalion Chief Scott Sare, Captain Eric Franks, Lieutenant Jim Eitel, Lieutenant Greg Terry, Lieutenant Mitch Lovelace, Lieutenant Brett Steadman, Lieutenant Ken Kahler, Technician Ryan Fields-Spack, HSO/Technician John Spera, Technician Joe Hill, Engineer Vinnie Marrone, Engineer Dan Bergman, Engineer Justin Brown, Engineer Sue Gillette, Technician Jared Baca, Cynthia Mettler, Jeanne Fruh and payroll assistance from Tammy Vialpando.

In addition, many individuals and companies assisted the Training Division with various trainings throughout the year, and their efforts are greatly appreciated.

Fact

In fires considered large

enough to activate the smoke

alarm, hardwired alarms

operated 92% of the time,

while battery powered alarms

operated only 77% of the time.



Aurora Fire Department Health & Safety Division

Health and Safety Officers, FireMedic Rhonda Kelly and FireMedic John Spera

City of Aurora **2013**

Health and Safety

Health and Safety Officer Rescue Technician Rhonda Kelly
Health and Safety Officer Rescue Technician John Spera

In 2013, H&S focused on the continuation of established programs from the prior year and added several new programs that enhanced the safety and well being for all personnel.

Health & Safety completed the implementation of the new Annual Fitness Assessment and modified it slightly based on feedback for 2013/2014. The 2013 testing cycle was completed and the data distributed individually to personnel. AFD and Kaiser Permanente worked together to produce a "Firefighter Smart Set" annual medical/physical that better addresses the preventive needs of our occupation. This program will take effect January 1, 2014. H&S created a Peer Support Team and

has been working with the Department's contracted clinical psychologist to build and strengthen the program within the Department. H&S worked closely with MES to coordinate the bunker sizing and distribution of new gear to personnel. Scott Air, the Air Team and H&S worked together closely to conduct the facepiece fit testing and replacement of SCBA parts throughout the Department. H&S continued with departmental education on various topics including behavioral wellness, SCBA use and maintenance, managing exposures to infectious disease, conducting appropriate decon (especially in regards to asbestos), cancer awareness and managing other health concerns. On a daily basis, H&S worked with Risk Management to appropriately handle exposures, injuries and accidents. H&S also revamped the lateral and hazmat medical/physical programs and established a contract with the new vendor, HealthOne Centennial. Additionally, H&S continued to assist

with post-incident investigations, tracking injuries/accidents and managing return to work issues. H&S also continued to work with the Training Division, assisting with the academy and coordinating return to work for injured firefighters.



Aurora Fire Department Support Services Division

City of Aurora **2013**

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. Their primary objective 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.



Aurora Fire Department Support Services Division

City of Aurora **2013**

Significant Accomplishments for 2013

Accreditation:

In 2010, The Aurora Fire Department completed their 3rd 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 we 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

When accredited, one of the annual requirements to maintain the accredited status is to submit an annual compliance report. This report contains the strategic and specific recommendations that were identified when the Department was accredited. Each year we have made progress in attaining these recommendations. This year was no exception for we had many accomplishments.

Intergraph Computer Aided Dispatch

The early portion of 2013 was dedicated to the design and implementation of a new CAD (Computer Aided Dispatch). This project required significant interaction between a number of departments that included Information Technology, Fire, Police and Aurora Communications. The new CAD was rolled out in midsummer and has proven to be reliable technology to get the appropriate personnel and equipment to the emergency scene, while capturing sound data for collection. Updates to GIS mapping, Emergency Response Zones and Run Order are ongoing to improve performance of the CAD.



Aurora Fire Department Support Services Division

City of Aurora **2013**

High Plains Incident Reporting

Last summer an updated version of High Plains Incident Reporting was rolled out. The new version includes dramatic changes that further protect the public's privacy rights, with a dramatic increase in security. This increased level of security has placed significant hurdles for personnel to navigate in the process of creating good documentation. Following the implementation of the new software, a great deal of time has been dedicated to refining the program to meet the needs of the Department. Further efforts have been taken to develop a training program and user guide to increase reliability of the use of the new reporting system.

Emergency Generator Replacement

This year the Support Services Division and Facilities was able to replace the emergency generator at Station 9 & 10. It has been the goal to incrementally replace the aging station generators with units that will provide power to the complete building.

Fact

The leading factor contributing to heating equipment fires was failure to clean, principally creosote from solid fueled heating equipment, primarily chimneys.



**Aurora Fire Department
Special Thanks**

City of Aurora 2013



**Eric Hurst, 5280Fire
Photographer**

I've had a passion for the fire service as long as I can remember. I became a fire explorer in 1997, a volunteer firefighter in 2002 and began my career as a fire dispatcher in 2004. I hold many ICS, APCO and NWCG qualifications but my love is fire photography. I began shooting emergency scenes in 2004 and designed a small photo website, journaling the south metro area firefighters. My vision was to create something bigger to cover the whole city and be known as a leading fire training photo and news website. In 2008 with the great work of our contributing photographers, 5280Fire got its start. I'm very excited to see how much I've grown as a photographer and how much support our website has gained over the past few years. I'm honored to be a part of such a great group and look forward to seeing the new heights we will achieve.

Eric



2013 Annual Report

City of Aurora Fire Department

