

2014

Aurora Fire Department



**15151 E. Alameda Parkway
Aurora, CO 80012**

AFD 2014 Annual Report



City of Aurora

FIRE DEPARTMENT

From the Chief

On behalf of the 346 members of the Aurora Fire Department (AFD), I proudly present the department's 2014 Annual Report as a reflection of the dedication, professionalism, and commitment to the safety of our citizens and firefighters.

A new state of the art Joint Police & Fire Training Facility broke ground in the fall of 2014 and is on schedule to be completed by December 2015. The year 2014 had 16 retirees which triggered the 2014-01 fire recruit academy. I wish the retirees well and thank them all for their years of service and dedication - job well done. As for our new recruits, welcome to our family; you will be given the opportunity to serve our citizens with honor and compassion.

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 CFAI Accreditation and ISO 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 to city management staff for their continued support in making Aurora a safe place to work, visit, and raise a family.

Sincerely,

R. Mike Garcia

R. Mike Garcia
Fire Chief

Vision

To be a diverse, full service organization that embraces our community through compassionate response and risk reduction.

Mission

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.



2014 Summary

Aurora Demographics		
Population: 347,953	Land: 154 sq. miles	Fire Stations: 15

Activities

Total calls (Percent increase from 2013 6%)	42,381
Total Apparatus Response (Increase of 1%)	54,907
EMS calls	29,219
Other	4,999
Service Calls	3,210
Fire Alarms	1,764
Good Intent Calls	1,904
Fire (other than structure)	541
Structure Fires	108
Hazardous Conditions Calls	563
False Calls	258
Severe weather calls	9
Two-alarm incidents	5
Structural Damage Loss	\$4,101,050
Content Damage Loss	\$990,050
Total Fire Loss	\$5,091,565
Civilian injuries	2
Civilian Fatalities	2
Firefighter Injuries	15
Firefighter Fatalities	0

Emergency Response Vehicles

ALS Engine Companies	14
ALS Truck Companies	4
Medical Service Units	2
Brush, Tender, Tech Rescue, BC, Compressed Air, Fire Investigations, etc.....	

Authorized Personnel

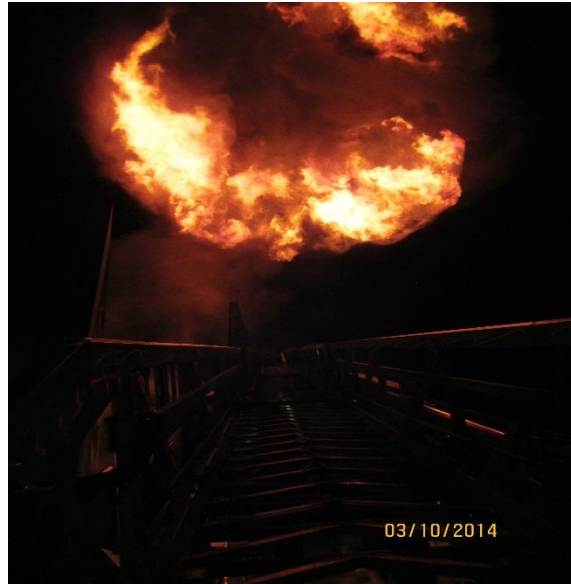
Civil Service	318
Career Service	17

2014 Expenditures

Operating Budget	\$40,670,027
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Response by Company

Engine 1	3,975
Engine 2	4,585
Engine 3	2,366
Engine 4	4,134
Engine 5	2,825
Engine 6	3,286
Engine 7	4,038
Engine 8	3,550
Engine 9	2,526
Engine 10	2,312
Engine 11	2,639
Engine 12	929
Engine 13	1,258
Engine 15	406
Truck 2	2,664
Tower 6	1,682
Truck 6	429
Tower 8	2318
Truck 8	331
Truck 14	616
Truck 21 Reserve	1
Rescue 1	1,259
Rescue 4	1,286
Rescue 7	35
Battalion Chief 1	1,622
Battalion Chief 2	1,420
Battalion Chief 3	859
PIO	16

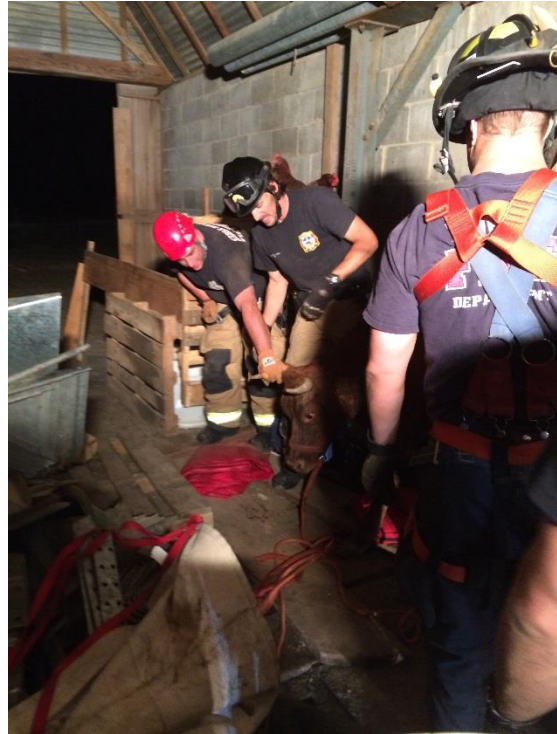


Haz Mat Team	26
Heavy Rescue	32
Brush Truck 10	0
Brush Truck 12	15
Brush Truck 13	34
Brush Truck 9	23
Brush Truck 5	0
Arson 1	94
Arson 2	70
Arson 3	94
Arson 4	15
Arson 5	2
Arson 6	12
Fleet 2	1
Med 2	1,098
TEMS	3
Training 1	3

Emergency Services Division

Deputy Chief Scott Mills

2014 was another record year for incident responses by the Aurora Fire Department. AFD response units, including engine companies, truck companies, tower companies, battalion chiefs, shift commanders, medical service units, and special operations units, responded to 42,575 incidents during the year, involving 54,907 individual unit responses. This equates to an average of almost 117 incidents every day with over 150 unit responses



daily. These are impressive numbers for a fire service agency that responds from 15 fire stations with eighteen full time companies, three chief officers, and two peak hour EMS units. 9 of the 14 engine companies responded to in excess of 2,500 call each – some at or over 4,000 responses. 3 of the four truck companies responded over 2,000 times each. These number reflect that the Aurora Fire Department is one of the busiest fire service agencies in the state and the region.

The Aurora Fire Department continues to be the primary response agency for emergency medical incidents by city charter. AFD accomplishes this by staffing and equipping all response companies for Advanced Life Support, with a minimum of at least one paramedic on each company. In 2014 AFD responded to over 29,000 EMS incidents. For ambulance transport services, the Aurora Fire Department continued a public/private partnership through a contract with Rural Metro Ambulance Company. Rural Metro dedicates 10 ambulances to the city of Aurora for the transportation of AFD 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.

To help handle an ever increasing EMS call volume in the city, in July of 2013 the Medical Service Unit (MSU) Pilot Program was implemented. During 2014 two, two paramedic MSU units were permanently staffed with at least one paramedic each, utilized during peak response times – one in Station 1's area, the other in Station 4's area. The MSUs received utility type vehicles in 2014 replacing the older SUVs that were used early in the program. The objective of the MSU program is to respond to EMS call that can be handled by two personnel and non-emergent service calls in their area to keep engine and truck companies available for more critical incidents.

In 2013 the Aurora Fire Department fought 108 structure fires, five of which grew to second alarm levels. The overall fire loss recorded for 2014 was \$5,091,565, up from \$3.6 million in 2013.

In October of 2014 the Commander position was implemented. A pilot program for this position was used from November of 2011 until May of 2013. There were a number of advantages realized during this trial period, which established a single highest ranking chief on duty, increased standardization of procedures and policy implementation, and established an identified point of contact for other agencies. In rank this position falls between the deputy chief and battalion chief levels. With the permanent implementation of this position three battalion chiefs were promoted to serve as shift commanders, one per shift, and assigned to Battalion 2. These shift commander's report to the Deputy Chief of Emergency Services. In addition the Training Chief position was upgraded to the Commander rank to reflect the additional duties and responsibilities of this position.

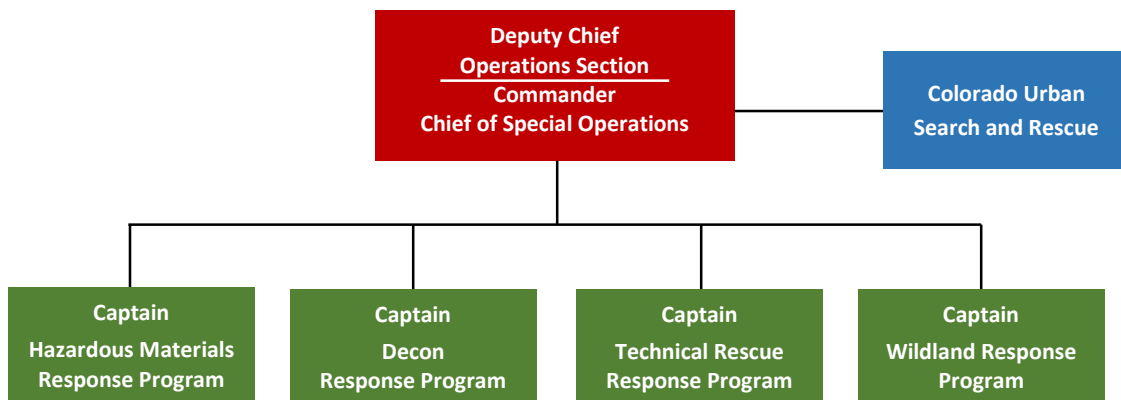
Following this report are the annual reports for all of the AFD Special Operations programs that provide a more rounded view of the vast variety of capabilities our department has, and the relationships we have outside of the city borders.

We solve problems, both small and large. Our numbers reflect how often we as an organization do this, and the men and women of the department take great pride in the service they deliver and are proud and eager to serve our community.

Special Operations Command Deputy Chief Scott Mills

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, Mass Decontamination, Technical Rescue, Urban Search and Rescue, and Wildland. A Commander serves as the Chief of Special Operations and reports to the Deputy Chief of Emergency Services. Assigned captains oversee the individual programs and serve as the operations officer for that program. AFD USAR reports directly to the Deputy Chief of Emergency Services.

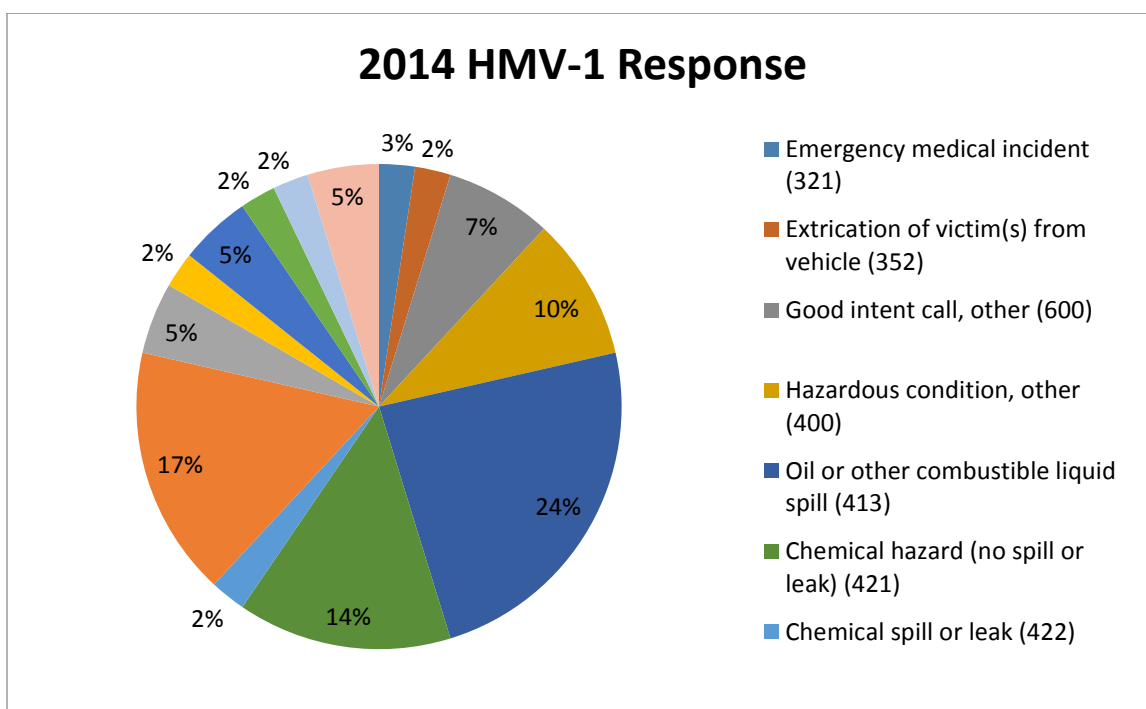
The intent of SOC is to coordinate the training and response of the special operations programs, encourage collaboration between programs when appropriate, and strive for the efficient and effective use of the limited special operations budget.



2014 Hazardous Materials Response Program

The Aurora Fire Department provides protection from hazardous materials spills, leaks, accidents, and abandoned materials. The Hazardous Material response vehicle with highly specialized equipment is located at Fire Station #2, 12600 Hoffman Blvd. The personnel assigned to this fire station have received technician level training in Hazardous Materials. All additional fire department personnel are trained to the OSHA standard of Hazardous Materials Operations.

The HazMat Team responds to major or technical incidents involving hazardous materials to supplement the fire personnel on scene. In 2014, the Aurora Fire Department HazMat Team responded to 42 such incidents. Under federal classification systems, "hazardous materials" include common materials such as: chemical release, natural gas, propane, gasoline, paint, etc. There were 11 incidents in which there was leaking gasoline, oil, or diesel fuel that required fire department personnel to mitigate the hazard. The HazMat Team maintains a state of readiness for these myriad types of chemical emergencies by routine training. In 2014 eight Aurora firefighters obtained HazMat Technician level certification through Pro Board.



On March 11, 2014 at five minutes past midnight, units were dispatched to an unknown fire and possible explosion at the construction site of the new VA Hospital. While enroute, Engine 3 reported seeing a large volume of fire from several blocks away. Engine 2 arrived on scene, and reported a large fire between two multi-story buildings under construction. Upon further investigation, it was discovered that two 1000 gallon propane tanks were on fire. In addition to the fire, two construction workers had been seen in the area, but were presently unaccounted for.

The decision was quickly made to begin setting up for defensive operations, and to make a rapid entry into the fire area to look for possible victims. Just as Truck 2 was exiting the search area, one of the two tanks suffered a BLEVE (boiling liquid expanding vapor explosion). The explosion sent an enormous fireball into the sky, forcing firefighters to seek cover. After determining all members were accounted for and uninjured, defensive operations to control the remaining fire commenced.

Typically, BLEVE incidents are associated with civilian and firefighter casualties. The Aurora firefighters responding on March 11 used excellent judgment and risk management to prevent any loss of life.

2014 Mass Decontamination Response Program

Another important part of protecting our community from hazardous materials is our Decontamination (Decon) Team stationed at Fire Station #12, 19491 E. 32nd Drive. Their role is to support the HazMat Team personnel at an emergency as well as immediate decontamination of the general population in the event of contamination due to any accidental release or intentional act. The Decon and HazMat Teams participated in an annual UASI (Urban Area Security Initiative) training with other metro area decon teams. This event, held at the Community College of Aurora (CCA) Campus, in the city of Aurora, utilized the area resources that are part of the MMRS (Metropolitan Medical Response System) group for the metro area of Colorado. A long term goal of the Decon Team is to have HazMat technician responders on every shift allowing them to work in conjunction with HazMat team on incidents.

The Decon Team provided necessary resources and equipment for potential Ebola cases the Aurora Fire Department might encounter enabling them to provide care to the citizens of Aurora while reducing the risk of exposure to the providers.

2014 Technical Rescue Response Program

As outlined in the National Fire Protection Association (NFPA) 1006 and 1670 standards, technical rescue situations or disciplines may involve: rope rescue, confined space rescue, trench rescue, structural collapse rescue, vehicle and machinery rescue, ice rescue, and/or surface/swift water rescue.

The Technical Rescue Team (TRT) is centrally located within the City and adjacent to the Aurora Municipal Center (AMC) at Fire Station 8, 250 S. Chambers Rd. The eight personnel cross-staff Tower 8 and two additional vehicles, Heavy Rescue 8 and Shore 8, which carry the tools and equipment utilized by the team.

Preparedness is essential for Aurora Fire's Technical Rescue program. Focusing on training, team leadership insures team cohesion, operational safety, and tactical efficiency. Through monthly discipline-specific training, the TRT pursues mastery. The TRT incorporates training opportunities with other City departments and divisions. Examples include ice rescue and rope rescue training with Aurora's Parks, Recreation, and & Open Space (PROS). This collaboration has identified other training opportunities including the City waste water, storm water and water treatment plants.

Annually, Aurora Fire's TRT responses may be described as Low Frequency but High Risk. In 2014, the most significant technical rescue incident required a lengthy, but successful trench rescue. This is a brief synopsis offered by a responding TRT member: *"Heavy Rescue 8, Truck 8, and Engine 8 responded with crews already on scene for a Technical Rescue call involving one worker trapped in the bottom of a trench due to a trench collapse. The worker appeared to be in stable condition. The trench measured approximately 20' long x 8' deep. The TRT's training and skills allowed for the successful rescue of the worker. The TRT also assisted Bennett and Sable-Altura Fire Protection*

Districts in a large animal rescue. The following is an account by a responding TRT member: *"Heavy Rescue 8, Truck 8, and Battalion (Chief) 2 responded, mutual aid with Bennett Fire, for a technical rescue call involving removal of a cow 30' below grade from a grain silo. Team members were belayed down the ladder to harness and secure the cow for the hoisting operation. The cow was hoisted to grade level utilizing a tow truck and was found to be unscathed by the event."*

The program goals for Aurora Fire Department's Technical Rescue Team are to be prepared for the challenges created by the transportation expansion, commercial growth, and construction projects. The presence of light rail and the DIA Commuter Rail, along with their surface crossings throughout Aurora, will pose strong potential for large vehicle extrication situations



2014 Colorado Urban Search and Rescue (USAR) Task Force

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

Currently, 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 numerous classes, exercises, and meetings each year to maintain their general and position specific membership training requirements.



2014 Wildland Response Program

The Aurora Fire Department Wildland Response program continued to prepare for wildland operations locally and regionally with additional equipment and training during 2014. The wildland team's mission is to provide resources in the combating of wildland and urban interface fires that threaten both natural

resources and economic conditions, both locally and as a deployable resource outside the city of Aurora.

The team can respond to incidents with a Type I (Structural) 4X4 engine, a Type II tactical tender (1500 gal) and a Type VI 4x4 brush truck (300 gal), along with utility vehicles for EMS deployments. The Deployable Team is listed for deployment through the Pueblo Interagency Dispatch Center for response throughout the United States.

2014 AFD Wildland Team deployed members to two incidents. For the 8 Mile Fire in Canon City, Colorado the team deployed a Fireline Medic. During deployment, the Fireline Medic provided ALS capability to a remote area and facilitated the treatment/transport of an injured firefighter off the line to a medical facility. During the second deployment to Northern California of a Type VI engine the personnel completed a total of eighteen days' deployment which involved active firefighting, field mitigation, training of lookouts for other crews and extensive mop-up and patrol in very steep and aggressive terrain. It also included being reassigned to Oregon for the Deception/Staley Complex.

In 2014, the team was able to purchase additional equipment to improve operations locally and on deployment. The Team also worked with Aurora Water to review their properties outside the city of Aurora to see if any mitigation was needed to protect their assets. The team also took possession of its first fully NWCG (National Wildfire Coordinating Group) qualified Type VI firefighting engine. This particular unit greatly enhances the ability to fight vegetation fires within City borders and City properties.

The program goals for 2014 were to further develop the Local Response Team at Fire Station 13 to address in-City and mutual aid wildland response, to continue improving member qualifications, to participate in additional training events, and to add equipment.



Special Services Division Deputy Chief Scott Sare

Special Services has been tasked with providing the Aurora Fire Department and the city of Aurora with well-trained professionals and ensuring the health and safety of our members. As a result, the Training Bureau and Health and Safety Office fall within the Special Services

Division. The Training Bureau provides cutting edge training for all levels of the department including recruit training, in-service training, specialty training, and professional development. Training Staff also serve as subject matter experts for promotional exams and the Bureau is a department liaison to the Civil Service Commission for promotional tests and entry level hiring. The Health and Safety Office ensures that members are provided with the most up to date medical care and data to increase awareness for on the job risks, such as cancer and cardiac events. Health and Safety also provides information, data, and training to prevent accidents and improve performance. In addition, the Peer Support Team and firefighter fitness programs continue to grow under the direction of the Health Safety Officer. The Deputy Chief of Special Services serves as an advisor on many committees and aids in policy development and implementation for the Department.

Perhaps the hallmark of 2014, not only for Special Services, but for the entire Aurora Fire Department, was breaking ground on the City of Aurora Public Safety Training Center. 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 in Aurora and will no doubt have an impact throughout the region. Multiple hours of planning, preparation, and presentations have gone into making this project

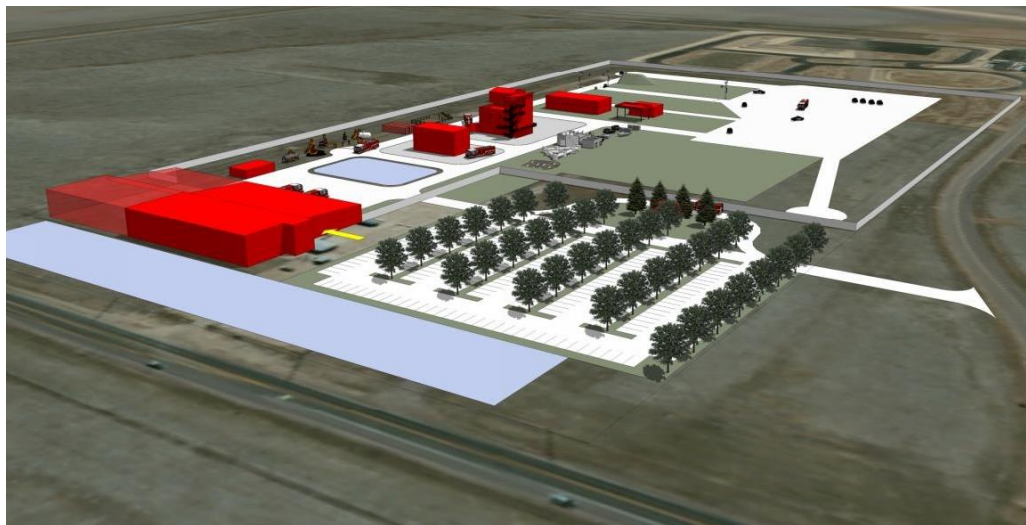
a reality. The new training center will serve the Aurora Fire and Police communities and, thereby, the citizens of Aurora for decades to come. The new academy will eclipse any training and education environment the Aurora Fire Department has had to date.

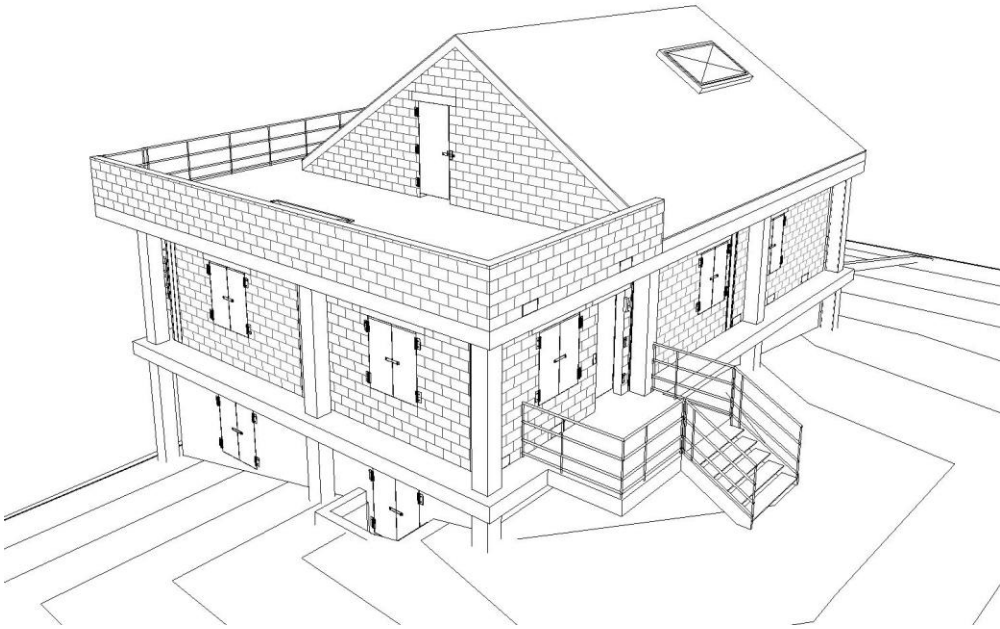


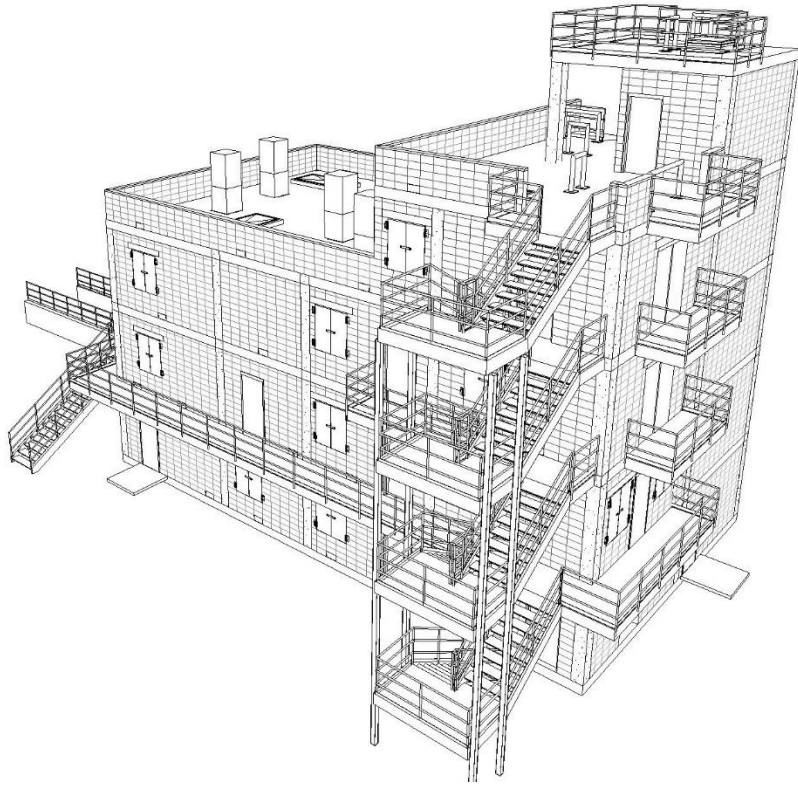
June 3, 2014 Master Plan



June 3, 2014







Training Bureau Training Chief Hunter Hackbarth

In 2014, the Training Bureau 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 Bureau to enhance the learning process with advancing technology in order to keep pace with ever-changing industry standards and safety improvements.

The Training Bureau is charged with ensuring that all appropriate training standards are met and maintained by department members. The Training Bureau 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 Bureau to network and build relationships, whereby we are able to cross-train with other department. In fact, several area departments have elected to send their recruits through the Aurora Fire Department's recruit academy because of the relationships we have developed throughout the region.

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 2014. The training services the Bureau delivered this past year include, but are not limited to the following:

- Academy Class 14-01
- Safety and Survival In-services
- Company Officer Training
- Officer Development Program
- Acting Lieutenant Certification
- Engineer In-service Training
- Acting Engineer Academies
- Subject matter expert facilitation for all Civil Service promotional exams
- Certified CMCB evaluation with Level II and Level III Evaluators from 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 and Captain Workshops
- Presentation of our High Risk Extraction protocol to several agencies locally and nationally
- Training Staff attendance at various instructional classes and seminars

- Facilitation and training for several outside private fire brigades
- Hosted City events such as Leadership Aurora and ARISE

Personnel who were at one time assigned and professionally contributed to the 2014 training staff were:

Deputy Chief Tony Cito (Ret), Deputy Chief Scott Sare, Training Chief Hunter Hackbarth, Captain Eric Franks, Lieutenant Brett Steadman, Lieutenant Tom Johnson, Technician Ryan Fields-Spack, Technician Jared Baca, Technician John Spera, Engineer Vinnie Marrone, Engineer Justin Brown, Engineer Sue Gillette, Cynthia Mettler, Jeanne Fruh and payroll assistance from Tammy Vialpando and Dana Booker. In addition, many individuals and companies assisted the Training Division with various trainings throughout the year and their efforts are greatly appreciated.

Health and Safety

Health and Safety Officer, Rescue Technician Rhonda Kelly
Fitness Coordinator, Rescue Technician John Spera

In 2014, Health and Safety focused on furthering established programs while also creating new educational programs for members and addressing new safety concerns as they arose. A large educational focus was placed on cancer awareness and preventive practices in the fire service. This training was delivered in partnership between the Health and Safety Office and a firefighter facing medical disability due to non-Hodgkin's lymphoma.

In 2012, a new annual physical fitness assessment was created by Health and Safety. The assessment was conducted for two years and performance data was collected. In 2014, the data was evaluated and five zones were created based on statistical analysis. The zones are based on the median score and standard deviation of performance. The zones will be implemented in 2015 and updated annually based on analysis of the prior year's data.

2014 was the first year that Kaiser Permanente (Kaiser) offered the Fire and Police Medical Physical, jointly created with Health and Safety in 2013. Working closely with Kaiser, issues were addressed as they arose (test ordering, billing, communication) and both awareness and education regarding the program increased in the fire department, the police department and Kaiser's network of providers.

The development of the Peer Support Team was a high priority in 2014. Health and Safety provided an in-service to all crews in July in order to increase awareness of the program and to provide education on stress management techniques. This topic was chosen in response to a survey conducted among line personnel. The Peer Support Team has begun coordinating with other local agencies and universities to create a metro-wide program with greater resources to better serve our personnel.

Health and Safety continued to work closely with Risk Management to handle injuries, accidents and exposures in addition to presumptive cancer claims. Collaboration with COA (City of Aurora) Safety continued to address causative factors noted in the occupational injuries and accidents. Interaction with HealthONE Centennial continued regarding lateral candidate medical physicals. Work also continued with both Workers' Comp clinics (Arbor and HealthONE) to coordinate duty status and return to work for injured firefighters.

Continuing to provide post-incident investigation on significant incidents and coordinating advanced inspection of gear and equipment involved as part of the return to service decision has been an ongoing focus of Health and Safety. Written summary reports were submitted to the Deputy Chief of Special Services for each incident.

Working closely with the Quartermaster and vendors, Health and Safety has focused on the ordering and repair of safety equipment including bunker gear, gloves, and boots. In 2014, an issue with the presence of chromium in leather safety gear was identified. This information was used to identify personnel sensitive to the substance and to eliminate their contact with it. Bunker inspections were conducted throughout the department, prioritizing the replacement order for 2014 and assisted with the sizing of personnel. Health & Safety also coordinated the annual face piece fit testing and worked closely with Scott Safety on N95 respirator fit testing in response to the concerns surrounding potential Ebola exposures.

The recruits of the 2014-01 fire academy were provided with physical fitness training by Health & Safety and were also offered individualized training programs for members identified as being in need of assistance. Inventories of the stations' fitness equipment were created. Repairs, replacement and purchase of additional equipment were completed as the budget allowed.



**Office of Emergency Management
Bureau Manager Matt Chapman**

In 2014 the city of Aurora Office of Emergency Management (OEM) continued to coordinate City resources and personnel and expand the capability to mitigate, prepare for, respond to and recover from all large scale emergencies and disasters. The OEM staff achieved this through the continual education and training of personnel from all City departments on their roles,

responsibilities and tasks during a large scale emergency. This culminated in a functional test of the Emergency Operations Center at the end of the year that tested the capability of the emergency management system and called on all City departments to respond to a large scale emergency. Related to the function of the Emergency Operations Center: OEM staff created a new standard operating procedure (SOP) for the EOC and trained all City personnel assigned to the EOC on the new process and function. As a result of this new SOP and the lessons learned from the 2014 training, the OEM staff also created a monthly training calendar, integrating more functional roles into EOC operations to be implemented in 2015. In an effort to improve upon existing procedures during large scale emergencies, Aurora OEM also wrote a new Crisis Communications Plan for the City to be used upon EOC activation. This plan will be tested further in 2015 as City-wide training continues.

With the goal of furthering integrated planning between City departments, OEM began to facilitate planning meetings and authoring Event Action Plans for all of the larger City sponsored events in Aurora. These included: KidSpree, the Colfax Marathon, the 4th of July Spectacular, and Globalfest.

This process will be continued with the emphasis that multiple department planning assists with the best possible event coordination should a major emergency occur.

In 2014, Aurora OEM continued to build upon the close partnerships in the region with surrounding jurisdictions and agencies. This included the participation in and assistance with the coordination of multi-jurisdictional trainings. Aurora OEM worked closely by planning and training with Arapahoe County, Adams County, Douglas County, the North Central Homeland Security Region in Colorado, the Denver Urban Area Security Initiative, the State of Colorado, Aurora Public Schools, and Cherry Creek School District. Also participating in planning and training with Aurora OEM were a majority of the surrounding law enforcement agencies, fire departments and fire protection districts, and OEM offices that the City would work with in the event of a mutual aid response. Aurora OEM continued to be a voting member on the Denver Urban Area Security Initiative board of directors representing the Aurora voice and continued leadership for regional direction. Aurora OEM also began to reach out to our business and private partners to discuss the mutual support and resources needed in the event of a large scale emergency within the City.

Aurora OEM also continued citizen outreach by providing regularly scheduled citizen preparedness classes throughout the year. These included: CERT courses, CPR training, a weather spotter course, HOA presentations as well as assisting a community with their own exercises to test their preparedness and response to a major emergency.



**Life Safety Division
Deputy Chief Chris Henderson**

The Life Safety Division includes a fire marshal's office, a fire code inspection and enforcement bureau, a suspicious fire and explosives investigations bureau, and a community relations bureau. A deputy chief is assigned as the Fire Marshal and each bureau is managed by a captain who reports to the Fire Marshal. Additionally, the Life Safety Division represents AFD's interest in City planning and development projects, including land annexations.

**Community Relations Bureau
Captain Wendy Lippman
Captain Diane Schroeder**

The Community Relations Bureau is staffed by Captain Diane Lord, Captain Wendy Lippman, and contract program specialist Cynthia Wells. All programs operate without a budget and are delivered to the community free of charge.

In 2014, the Community Relations Bureau accomplished the following:

- Published the 2013 Annual Report
- Maintained the fire department's web page
- Published, restructured, and distributed the department newsletter
- Produced and hosted promotion and retirement ceremonies
- Coordinated and produced the department's awards ceremony and chaired the awards committee
- 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
- Successfully changed the Civil Service language to increase the pool of lateral applicants
- 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
- In 2014, the Recruitment Office was successful in recruiting over 500 lateral-entry firefighter applicants from across the country.

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 2014, 59 juveniles were referred to the Fire Affect Program; 36% of those juveniles were referred to The Children's Hospital and 14% were 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 2014. Community members have the opportunity to make an appointment on the 2nd or 4th Saturday of each month at a designated station to have their seats checked and receive instruction to ensure their children are safely restrained. In 2014, 390 car seats were checked, an increase of 17 seats over 2013.

Community events and station tours that are attended by our firefighters continue to increase with 283 station tours and community events in 2014. 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, and with multiple schools, community groups, and The Children's Hospital in larger community events.



Fire and Explosives Investigations Bureau Captain Siegfried Klein

The Fire and Explosives Investigations Bureau is staffed by three full time POST Certified Fire Investigators. The Bureau investigated five fire related deaths in 2014. The Bureau investigated several different types of incidents from serious firefighter burn injuries to explosive devices found, as well as an increase in marijuana related incidents. The Fire Investigations Bureau investigated 174 structure, vehicle, and property damage fires this year. The Bureau had 78 incendiary fires in Aurora and closed 60 cases. The case closures came in the filing of 26 municipal summons, 11 felony cases. The Bureau contacted 110 juveniles; 40 of those juveniles were referred to the Aurora Fire Department Juvenile Fire Setter Program. The Bureau contacted or conducted follow-ups with 446 adults during our investigations.

The Bureau continued to foster relationships with the Aurora Police Department, ATF, Adams and Arapahoe County District Attorneys' Offices and South Metro Fire Authority (SMFA). The Bureau continues to be an active partner with South Metro Fire Rescue Fire Investigations. Captain Klein was the lead Fire Investigator for SMFA's largest fire during 2014. The fire and criminal investigation resulted in an arrest and a 72 count indictment of the suspect.

Investigator Johnson conducted an origin and cause investigation for the Federal Bureau of Investigations, Denver Division.

Marijuana grows were responsible for three fires, and a hash oil explosion was responsible for three fires. The Bureau along with APD Narcotics Marijuana Division interdicted three butane hash oil (BHO) labs prior to an explosion or fire.

The Bureau conducted the first full size burn cell recreation of a butane hash oil explosion. This recreation was demonstrated for the Arapahoe County and Douglas County District Attorney's offices.

Captain Klein served as an expert witness in the 19th Judicial District for a BHO explosion and fire. Captain Klein is the first sworn expert witness for BHO in the State of Colorado.

The Bureau was contacted by several agencies within Colorado and around the nation to speak on the dangers of BHO. The Bureau traveled to California and Alaska to present on the dangers of BHO.

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.

Captain Klein and Investigators Johnson and Blanchard completed the Bureau of Alcohol, Tobacco and Firearms post blast investigative techniques course.

Life Safety Inspection Bureau Captain Steve Beumer

A team of six Life Safety Specialists assigned to the Life Safety Inspection Bureau (LSIB) completed 4,115 fire code inspections involving 68,967,950 square feet of retail and commercial floor space. An additional 3,115 fire code inspections were completed by fire department line personnel involving 32,797,026 square feet.

In 2014, 5,136 fire code violations were identified by both LSIB personnel (3,467) and line firefighters (1,669). When translated into the number of violations per occupancy inspected during a fire code inspection, it indicates that a little more than 7 out of 10 occupancies inspected contained at least one fire code violation. During 2014, almost fifty-seven percent of all 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 proactively address fire code issues prior to them becoming a compliance

issue. Towards that end in 2014, the LSIB participated in at least 1,211 fire code consultations that accounted for significant staff hours.

The Life Safety Inspections Bureau of the Life Safety Division was also responsible for numerous community educational contacts including emergency plan development, fire drills, lockdown drills, and other hazard mitigation efforts in the community.

Support Services Division Nancy Reublin

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 Goal

The Support Services goal is to support the Aurora Fire Department enabling all personnel to effectively manage future and current operations in the area of fire station, apparatus, administrative support, and technological improvements through the implementation, purchasing, construction, and maintaining of these items. The focus is to insure a safe working environment and make improvements that provide time savings and/or ease of operations.

Objectives:

- Provide support for rapid emergency response to all incidents through an effective dispatch process utilizing innovative software and mobile data computers (MDCs).
- Provide effective administrative support for all personnel by improving and maintaining data management through computers systems, networking process and sufficient education.
- Provide effective administrative support for the Station Captain Program enabling them to more effectively manage their respective stations by providing a safe, clean and operationally efficient environment.

- Provide support for the procurement and dissemination of supplies and equipment in an effective and efficient fashion.
- Provide support for rapid emergency response to all incidents through an effective and user friendly reporting process.
- Provide effective administrative support for the organization in the area pertinent to emergency radio operations (Radio Systems).
- Provide effective administrative support for response personnel through the management of our ISO Public Protection Classification and the organizational changes that may impact this rating.
- Provide effective administrative support for response personnel through the management of our accreditation document and the organizational changes that may impact this document.
- Update strategic plan for long term planning 3 to 5 years in the future to assist with budget development and guiding new fire station.
- Provide effective administrative support for the organization in the management of miscellaneous administrative duties.



Significant Accomplishments for the Support Services Division in 2014

Accreditation:

In 2014 the Aurora Fire Department prepared all documentation required for the department's fourth accreditation process. The accreditation process is a comprehensive self-assessment and evaluation of fire and emergency service as compared to past, current, and future performance standards of the organization that includes 258 performance indicators with 82 core competencies. During the process it was discovered that major changes had taken place related to the Standard of Coverage document and in the core competencies. The Commission on Fire Accreditation International (CFAI) assigned a peer review team that completed a thorough evaluation of all the documentation. Following a month-long evaluation the CFAI Peer Assessment Team agreed that the documents should not be approved for a site visit. In accordance with CFAI policies and procedures, AFD was granted a four month extension to revise the documents. The accreditation process has led to development of a new Standard of Cover document that assists the department in evaluating the following items:

- Determine community risk assessment
- 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
- Create a mechanism for developing strategic and program action plans for supporting community growth and expansion

Radio System Replacement

This year the Support Services Division participated in the selection of a replacement radio system. The new Motorola radio system meet all identified fire department needs and the project is moving forward to a 2016 completion. The new Motorola radio system will provide integrated accountability system, with a visual and audible warning for the incident commander, heat rated remote microphone with noise cancelation, and limited blue tooth capabilities.

Emergency Generator Replacement

The Support Services Division and Facilities was able to replace the emergency generators at Stations 8 & 9 this year. It has been the goal to incrementally replace the aging station generators with units that will power the complete building.

Fleet Service

In conjunction with the Fleet Services Division, the Support Services Division managed the purchasing of three additional emergency response vehicles and the replacement of four additional light vehicles. The medical services units were a 100% capital addition to the organization at a cost of \$205,000.00. The brush truck was a replacement battalion chief response vehicle with an additional capital addition of \$86,000.00 for the rear box.

Two new Medical Services Units

2015 Ford F350 F4, DRW, 4x4 with utility bed with telescopic roof, red in color with gray interior. Total cost \$112,948.00

One new Brush Truck

2015 Ford F550 Brush Truck, Station 13

Replacements

Administrative vehicles:

2014 White Ford Impalas

2014 Ford Expedition

2015 White F350 4x4 Crew Cab with topper

Capital Projects

Temporary Fire Station 15 lease agreement with the Murphy Creek developer ends on December 31, 2016. New Fire Station 15 was added to the capital improvement plan with work beginning on the procurement of the land for the permanent fire station. In addition, Stations 5, 8, 9, and 12 remodels were placed back into the capital improvement plan. The Support Services Division will be coordinating with the Planning Department for an outside third party evaluation of all fire houses to develop a long term plan to address future station remodels.