

ON SCENE

December 2012



Rescue's Latest Evolution





DEAR FELLOW FIREFIGHTERS

This column is not about what I accomplished in 2012. It's about what the 1,200-plus members of JFRD accomplished as a whole and how each of your efforts moved the needle on improving customer service and adjusting to budgetary cutbacks of historical proportions.

First, I need to reflect back to January, when our department was asked to absorb a deficit of approximately \$13 million. In the last two years, JFRD has sustained cutbacks of approximately \$2 million to \$3 million, so the new number was staggering. My responsibility was presenting a financial plan to address the deficit without seriously affecting service delivery and quality. Numerous members of our department helped develop the plan; it involved generating revenue, reducing overtime expenses and implementing cost efficiencies.

As the saying goes, it looked good on paper, but the plan would never have gotten off the ground without your cooperation.

By closely following our rescue transport protocols and obtaining required documentation, you have helped increase our transport revenue and collections. Our Fire Prevention Division personnel have succeeded in completing more inspections, which has made our city's commercial properties safer and also generated more revenue. District Chiefs are enforcing and field personnel are following the new leave policy. This has been a significant adjustment, but the process has helped reduce overtime costs.

In terms of cost efficiencies, our Rescue Division is phasing in gasoline-powered units as well as using peak-time units. The new rescues are half the cost of the diesel units we've been driving for years, and the maintenance costs will be significantly lower. Yes, they are slightly smaller rescues, but the field is successfully adapting. In fact, the new units are gaining in popularity. Also, the addition of peak time units is helping to better distribute the workload. You can learn more about these developments in this issue's cover story which begins on page 4.

Adaptation is part of the fire service, and I am extremely proud of how Fire Communications and the field have adapted to using the new CAD. We will continue to configure the CAD to achieve the best results and service. Due to the new system, we will soon be able to implement priority dispatching which will refine the allocation of resources and ultimately save money. This will help JFRD become more cost efficient.

One more thought on adapting. A few months before this fiscal year began on Oct. 1, we had to revise JFRD's budget because the city's deficit had grown and so did ours – to \$18 million. That figure could have easily translated into layoffs. However, the adjustments were accomplished because of the momentum already generated from everyone's cooperation.

The plan for JFRD's future continues to evolve; it's a work in progress that is working. This is a tremendous accomplishment for which each of you can take credit, and I want to personally thank each of you.

Sincerely,

Marty Senterfitt
Director/Fire Chief

On the Cover:

From top left: Rescue 17's new unit, a Chevrolet 3500; the "Father of Rescue" Asst. Fire Chief James Dowling, circa 1968; the red and yellow chevron on Rescue 36's back doors; Rescue 28-Able is one of nine peak time units; vintage footage from a 1970s era JFRD documentary; Capt. Elly Byrd and Eng. Mike Belcher inside the new Rescue 58; and a profile view illustrating the difference between one of JFRD's new Chevrolet rescue units and one from the late 1970s at the Jacksonville Fire Museum. The older unit's patient compartment is 56 inches tall vs. 72 inches in the new unit.

Story, page 4.

Promotions



Sonya Chandler, Fire Communications Supervisor



Catherine Cyrus, Fire Communications Supervisor



Lt. Tom Crow, Rescue 7



Lt. Robert Hancock, Fire 5



Lt. Todd Kasica, Fire 1



Lt. Joe Kinstle, Fire 5



Lt. Brad Macomber, Fire 5



Eng. David Spencer, Rescue 51

**Batt. Chief Bobby Smith R-103
Prov. Dist. Chief Johnny Battle R-105
Lt. Lacey Cannon R-103
Lt. James Dyal R-15**

**Lt. Sean Lambert F-1
Lt. Lawrence Mack R-36
Lt. Mark O'Steen F-1
Eng. David Burke R-23**

**Eng. Robert Ellis R-36
Eng. Allen Hawk R-36
Eng. Jennifer Vaverka R-25**



Resizing Rescue

- New Gasoline-Powered Units Equate to \$2.5 Million in Savings
- Peak Time Units Shouldering Significant Call Volume

In human years, JFRD's Rescue Division is entering middle age.

But the division is suddenly sporting a youthful look and operating with a boost unlike any other evolution in its 45-year history. Director/Fire Chief Marty Senterfitt's customer-based/cost-effective approach is well underway and includes the addition of 20 new, more economical rescue units as well as strategically placed peak-time units.

"Our medical call volumes have increased 30 percent in the last decade, and our rescue resources need to reflect that

pace. We're not there yet, but we have momentum. The ultimate goal is a rescue unit in every station," Senterfitt said.

Peak-time units came online in February. Nine are in service, most running 12-hour shifts weekdays. Four are in service on weekends and holidays. Combined, they have responded to 10,892 calls as of Dec. 21.

"We're meeting more of our customer demand, and we are more evenly distributing the workload among personnel," Senterfitt added. "Those peak time call volumes indicate we're better matching supply with demand."

Continued on next page.



Rescue 21's Capt. Kevin Kotsis (entering side door with **Eng. Donnie Hardin**) loves how comfortably his new rescue unit rides. He even attributes the Chevrolet model's smooth handling to alleviating the chronic back pain he was experiencing after riding in his other rescue. Entering the back of R-21 are **Tower Ladder 21's Eng. Tim Torbett** and **Firefighter Paul Stefanko**.

JFRD's annual EMS call volume of 90,000 to 95,000 runs over the last three years means the peak time units are handling approximately 11 to 12 percent of the workload.

The most visual difference in Rescue is the recent arrival of gasoline-powered, Chevrolet chassis units. Painted in Chevy

"Victory Red" from end to end, each unit is a pickup truck front end carrying a slightly smaller box on the chassis body. The new fleet represents about \$2.5 million in cost savings.

At first glance, the new Chevrolets might resemble the look of a private ambulance. Or depending on your tenure, the vehicles could be a reminder of JFRD in the late 1980s and early 1990s.

"I started with pickup trucks, so it wasn't a big adjustment," said Rescue 21's Capt. Kevin Kotsis, who joined JFRD in 1991.

When Kotsis heard the new style rescue units were ordered, he took interest because he was looking for a smoother ride. He got that and more.

"It's a 100 percent improvement ... rides like a Cadillac," said Kotsis, who also says the easier ride has alleviated his chronic back pain which he attributed to his previous rescue's ride.

Word of the new rescues spread fast, so determining which stations would use them became an easy task.

"Thirteen of the 20 units were requested by rescue captains before they arrived. That's 65 percent," said Prevention Division and Administrative Services Division Chief Kurt Wilson.

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Comparing Costs

In terms of startup costs, the new Chevrolet 3500 gas-powered rescue units are half the expense of the International 4300 diesel units, and the maintenance costs will also be significantly less.

	Chevrolet 3500	International 4300	Savings	
			<i>Percentages are rounded.</i>	
Vehicle price	\$117,000	\$240,000	\$123,000	51%
Alternator replacement	\$571	\$1,646	\$1,075	65%
Front or rear brakes	\$262	\$1,032	\$770	75%
Oil/filter change	\$75	\$253	\$178	70%
Tire replacement	\$202	\$335	\$133	40%

Resizing Rescue

Continued from previous page.

Among that 65 percent, Rescue 15's Capt. Michael Bartley who had driven a smaller rescue unit years ago, working his second job in a private ambulance company. He preferred how the unit handled over larger ones and welcomed the change. Rescue 17's Capt. Erik Hunter also requested one of the new Chevrolets, but his motivation to switch was the frequent mechanical problems he experienced with his older rescue unit. So far, so good with the new Rescue 17, and Hunter, like Kotsis and Bartley, also likes how much quieter the units are: "It makes it easier to assess the patient."

Both Hunter and his Engineer, Adam Esslinger, also remarked about the comfort of the cab seats and the absence of diesel fumes when idling. Speaking of fuel, each Chevrolet unit is equipped with an information transmitter which eliminates having to use fuel cards at City of Jacksonville fueling sites.

With the majority of the new rescue units in service, Wilson has been able to increase the number of spare units available which should reduce interruptions in service. In general, the spares are lower-mileage units which are still under warranty.

The officers interviewed for this story are also adapting to a few differences in the new units, such as the absence of the pneumatic system in older units which dropped the rear end



Rescue 15's Capt. Michael Bartley and Eng. Robert Ellis unload a patient at Shands. Although the new Chevrolet rescue units are popular, personnel do miss the pneumatic system which aided lowering the patient and stretcher.

to accommodate patient loading and unloading. There is slightly less storage space, and the patient compartment has about 4 inches less head room and about 6 inches less width.

While the unit is physically smaller, it has several features to enhance visibility. Its external LED lights are significantly brighter than incandescent bulbs used in brake, parking and emergency lighting systems. The red and yellow striped chevron on the unit's rear end, a new federal safety standard, also helps with visibility. And finally, there's the air horn.

"Much louder," Hunter said. "I'm sure a lot of people in Woodstock Park have noticed."



Rescue 17's Capt. Erik Hunter and Eng. Adam Esslinger make access to the hazardous waste receptacles a little easier by installing knobs on the lids. Hunter prefers the Chevy vehicle over the International, adding that the new unit's gasoline engine and air conditioner system run quieter, making patient assessment easier.



Station 1-B Rescues Father of Former Explorer/EMT Student

Camden County Fire Rescue Firefighter Nick Sima (front, center) is surrounded by Station 1's B-shift which rescued his father from a house fire in September. In his high school and college years, Sima rode with Ladder 1 as an EMT student. Front row (L-R): Ladder 1 Capt. Andy Reagor, Sima, Firefighter Ryan Haynes; back row: Fire 1 Battalion Chief Darrell Holsenbeck, Engine 1 Lt. Kelly Dobson, Eng. Teddy Blackwell, Firefighter Art Gray, Rescue 1 Capt. Troy Jenschke and Eng. Jimmie Snipes.

Firefighter Nick Sima has plenty of reasons to thank Ladder 1's Capt. Andy Reagor and Station 1.

- Riding as an Explorer and EMT student
- Career and college advice
- Mentoring

And most recently, Sima has added saving his father's life to the Capt. Reagor/Station 1 "Thank You" list.

Sima is a firefighter for Camden County Fire Rescue in Georgia. But his early experiences with the fire service began at Station 1 about six years ago, when he was a senior at Bartram Trail High School.

"I always knew from an early age that I didn't want to sit behind a desk," said Sima, who enrolled in EMT class at age 17.

Through his ride time at Station 1, earning his firefighter, EMT and paramedic certifications and landing his job with Camden County, Sima credits Reagor as a source of encouragement, motivation and an outstanding example of an officer.

"I just gave him some advice about life, doing the right thing and staying out of trouble," Reagor said. "I'm very proud of him."

Sima gained a new level of respect for Reagor and the entire B-shift following a Sept. 29 early evening house fire in Station 1's territory. Sima's father was inside that house.

Because Sima's parents are divorced and Reagor didn't know his father, it took a few hours for the news to travel. Sima's

mother, Diana, found out first and then called Nick who was on duty. He knew the fire had occurred in Station 1's first due, but he wasn't immediately certain if Reagor was on duty. Eventually, Sima and his mother got all the details and learned that Nick's father had survived thanks to Station 1's efforts. During a recent visit to Station 1, Sima got to thank everyone involved, including Engine 1's Firefighter Ryan Haynes who found Sima's father and pulled him to safety. Diana Sima sent a letter to Reagor that was forwarded to Director/Fire Chief Marty Senterfitt.

"I appreciate Ms. Sima's kind words for Station 1, and I also appreciate how Capt. Reagor helped her son prepare for a career in the fire service," Senterfitt said. "Every student who rides with us is an opportunity to teach somebody how to be responsible, accountable and professional."

Next month, Nick Sima will reach his first anniversary as a professional firefighter with Camden County. He said his father is recovering and doing well.

Six years ago, Sima chose to ride at Station 1 because of a family connection to Reagor. The connection is stronger now because of the house fire, but so is the respect he has for Station 1 and the fire service.

"They didn't know that was my dad, but they did an awesome job," Sima said. "You want to treat every call like it's a member of your family, and that's just what they did."

RESCUES

R28353
R4314
R30313
R22308
R31306
R17293
R1286
R21282
R36281
R19275
R34271
R7262
R51261
R35260
R25254
R24249
R20246
R5246
R15235
R2227
R52227
R32219
R55205
R13198
R54188
R71188
R70 (peak time)	...187
R27182
R86 (peak time)	...178

R42177
R58177
R50173
R85 (peak time)	...167
R57160
R23152
R80 (peak time)	...145
R59137
R81 (peak time)	...133
R49128
R84 (peak time)	...115
R87 (peak time)	...110
R82 (peak time)	...100
R88 (peak time)	...85
ENGINES	
E28375
E31331
E30330
E22322
E19314
E51305
E10291
E44290
E25285
E36285
E152283
E21276
E18254
E20252
E24250

E34250
E4247
E1236
E9229
E32221
E150217
E27216
E135192
E7185
E13183
E42183
E17181
E154169
E2165
E59158
E37154
E55148
E14147
E33147
E5147
E58145
E29132
E57127
E12124
E11117
E26113
E41106
E23100
E4994
E1673

E14364
E5362
E4651
E4844
HAZ733
E5626
HAZ2115
HR49
E407
E456
LADDERS	
L28176
L30144
L44139
L31133
TL21119
L10116
L3489
L481
L177
TL965
L1860
L2642
TANKERS (Top 5)	
T5255
T2849
T4243
T3138
T5727

BRUSH TRUCKS (Top 5)

BR4365
BR4254
BR3529
BR3114
BR5012

MARINE UNITS

M38
M16

FIELD CHIEFS

F3115
F4107
R10489
F681
F570
R10565
R10363
F959
F156
F749
F247
F840

PREVENTION

Fire Inspections	732
Plans Reviewed	454

NOVEMBER TOTALS

EMS6,926
FIRE1,173
NON EMR	...358
Total:	... 8,457

BSA Honors Explorer Posts 29 and 83



The North Florida Council of the Boy Scouts of America recently presented letters of appreciation to members of JFRD Explorer Posts 29 and 83 for volunteering at the Learning for Life 2012 Special Needs Camporee at Camp Echokotee in Orange Park. Camp participants from Post 29 included Ian Charlton, Tara Gabbard, Jarvis Jefferson, Shelby Jimenez, Cameron Keane, David Moore and Riley Thomas. Participants from Post 83 included Davhon Crowden, Brandon Mutch and Joshua Mutch. Explorer advisors include JFRD Firefighter Dominique Bartley, Sharon Banwell, Amanda Buchanan, JFRD District Chief Adrian Johnson, Lake Shore Volunteer Fire Department Chief John Knoll, JFRD Lt. Leonard Reeder and Josh Williams.