

Technical Services Talk

Volume 1, Issue 1

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The Technical Services Division consists of five sections:

Fire Dispatch/Communications

Facility Management

Fleet Management

Line Shop

DFD Warehouse

New Division Chief Introduces Himself



I would like to take this opportunity to introduce myself. My name is Steve Ellis and since my hire date of October 1, 1991, I have had the privilege of being a Denver Firefighter. I have spent the majority of my career within the Operations Division as a Firefighter, Engineer, Lieutenant, Captain, and Assistant Chief. I have also had previous assignments within the Safety and Training, Technical Services, and Fire Prevention Divisions.

In October of 2015, I was appointed to the position of Division Chief of Technical Services. Although most of us are aware that this Division provides things like facilities maintenance and repair shop work, we also support almost every other logistical aspect of our Department's needs.

Technical Service Division Chief Steven Ellis

The Technical Services Division oversees the Department's **Fire Dispatch section, Facilities Management section, Fleet/Equipment Management section, Line Shop section** and the **Warehouse/Quartermaster section**.

This means we support the needs for:

- Dispatch/Communications for the Department,
- Facility design construction, renovation and management;
- Fleet and equipment design, purchasing, maintenance and repair;
- Line Shop with radios, radio tower and communication equipment;
- DFD Warehouse with uniforms and PPE

Contained in this newsletter is a brief overview of our Division's structure, as well as a glance at a few of the projects each of our sections are involved with.

As stated earlier and by design, the Technical Services Division supports the logistical needs

of our Department. We further support our Department's members by enhancing their ability to safely and efficiently fulfill our mission of "Providing quality, timely, and professional emergency services to those who live, work, and visit the City and County of Denver and the communities we serve."

With that, the process for providing this support may not always make sense or be completely clear. Believe me; it wasn't always clear to me either. Our hope is that with time, hard work and dedication, we can bring clarity to many of your wonders of "why".

We are here to support the mission of our Department. Please feel free to reach-out to our office at 720-913-3422 with any questions you may have about what or how we do things. The Technical Services Division is here to serve.

Best Regards,

Division Chief Steve Ellis

Fire Dispatch Communications



Chief David McGrail



Capt. Brian Kerekes

The Dispatch group, which acts as an integral part of the 911 call system, dispatches, tracks, and monitors all communications for more than 100,000 emergency service calls annually, and operates the emergency warning systems.



Lt. Debra Peterson



Lt. Jeff Windecker

Current news at Dispatch/Communications:

LiveMUM

There is an important and helpful new piece of equipment being used by Fire Dispatch. This is called **LiveMUM**.

LiveMUM stands for **Live Move up Module**. This is a computer aided system that identifies areas of the City that are lacking appropriate resources, and it makes recommendations as to the movement, relocation, and change of location for other (available) specific resources.

Most relocations are recommended based on active, multi-unit incidents, such as working fires. However, **LiveMUM** also makes recommendations on a daily basis any time there are insufficient resources in areas of the City based on the amount of time that resources are out of service; for example, long training sessions, etc.

Dispatch is asking for your help with **LiveMUM** operations. Specifically, when you are dispatched on a change of location, this is just like any other run. We need companies to turnout, respond, and get to your assigned relocation as quickly and safely as

possible. Fire Dispatchers will contact the Shift Commander and recommend non-emergent movements. However, for emergent movements (due to working incidents), moves will be made without Shift Commander notification due to the volume of work.

Our primary goals and objectives

At Fire Dispatch, the primary goal of our team is to provide the very best service to all of our constituents. This includes the people we are paid to serve, as well as the Companies and Units within the Operations Division. We strive to always communicate professionally and operate with consistency.

If you ever have any questions, needs, comments, suggestions, etc., please don't hesitate to communicate with us. In addition, if you have time, please stop by and take a look at Dispatch operations from the Fire Dispatcher's perspective. This is a real eye opener.

Sincerely,

Asst. Chief Dave McGrail and the entire Fire Dispatch Team

Fleet Management



Master Mechanic
Dan Freix



Asst. Master Mechanic
Floyd Schiller

Fleet Management originated in 1880 as part of the original eleven "professional" members hired when numerous volunteer hose companies combined to form the Denver Fire Department. That first rank of "Machinist" indicated the firefighter was a highly skilled machinist, mechanic, and blacksmith. That tradition continues to this day. Mechanics hired today are required to possess a journeyman's full range of skills and knowledge. Fleet Management performs all aspects of repair and maintenance for nearly every piece of equipment and vehicle used by the Denver Fire Department. The "Repair Shop", as it is most commonly known, is a full service facility. It is responsible for handling all of the Fire Department's vehicles from inception, design, construction, and maintenance through its entire service life of 20 years or more all the way through to its decommission. The Repair Shop also maintains virtually all of the personal safety equipment, small equipment, and rescue tools used by Denver Firefighters every day.

Current news at Fleet:

In addition to our regular scheduled preventative maintenance and breakdown repairs, DFD Fleet is directing 15% of our staffing into the unfitting of four brand new pieces of fire apparatus. Three new engines will be going in service for Stations 1, 15, and 37, and a new aerial ladder platform will be going to Station 27. The upfit process is going smoothly as we were able to fabricate and build in house many of the accessories that we install into a new apparatus prior to the apparatus leaving the factory. A new aerial ladder truck with a fire pump was ordered as a fleet expansion unit for Station 38. That entire purchasing process was completed in the fall of 2015, so the expected delivery time

of that unit will be around late summer of 2016. Since this unit differs from our standard apparatus model, it will take some extra time to fabricate the unit once it arrives at Fleet. All of the approved 2016 replacement vehicles have been ordered, with a majority of them being completed early in January. The 2016 fire apparatus cleared the final City Council process at the end of February. With solid teamwork between DFD, the folks at Planned Fleet Fund, the Purchasing Division, and a new, shorter City Council Resolution process, we were able to have a purchase order for fire apparatus to the vendor through a much quicker and more streamlined process.

Facility Management



Capt. David Tade



Lt. Lewis Kelley

The Facility Management section is responsible for ongoing service and maintenance of hundreds of thousands of square feet of property and building space. The group also oversees the acquisition, design, and construction of new facilities for the Department.

Current news at Facility Management: ***What You Need to Know about Denver's Environmental Management System***

During the month of March, the City and County of Denver went through the recertification process, for its ISO 14001 certification. During the process three fire stations were audited to determine their knowledge and compliance with the City's Environmental Management System. The stations that were chosen were Stations 1, 18, and the Line Shop. For those of you that were not audited, the following are things you need to know:

The Environmental Management System is based on the City's Environmental Policy and the commitment to reducing impacts from the

work we do in a sustainable manner to ensure a healthy future.

We are committed to reducing waste and emissions, compliance with environmental regulations, and always finding ways to do better. The Denver Fire Department accomplishes this by setting annual objectives and targets to focus on these objectives, while every Firefighter does their part by knowing how their job duties impact the environment and work to protect it.

To get more detailed information about the Environmental Policy, the annual plan, or the aspects of your work that impact the environment, a link has been added under the Member Tools Section of the DFD Web.

Line Shop



**Supt of Fire Alarm
Mike Stutz**



**Asst Supt Fire Alarm
Todd Bruin**

The Line Shop provides all electronic and electrical maintenance service for DFD, specialized support for the electrical systems at the 911 Communications Center, and maintenance of the 72-siren emergency warning system. It is also responsible for research, development, and implementation of new technologies. The Line Shop performs a broad range of technical functions, including installation, maintenance, and repair of department radios, automatic vehicle location systems, and mobile data computer terminals. They also maintain Denver's fire alarm box system and fire station electrical systems.

Current Line Shop news:

Radio Lineup

The Line shop deployed a completely new radio lineup in February in conjunction with extensive input from the Operations Division. The change represents an almost wholesale reconfiguration of DFD radios, the first in almost 20 years. District channels have been replaced with tactical channels allowing multiple incidents in the same district to have a dedicated response channel. During the changeover, more than 400 radios were reprogrammed. Also added during the changeover was the addition of P25 IDs to allow DFD radios to operate statewide in the future.

Door Project

Begun in late 2015 and continuing in 2016 is a comprehensive effort to improve safety and standardization of apparatus bay doors. Every apparatus door in the DFD will either be standardized or replaced. New operators, photo eyes, and green "Go" lights will be added to help prevent door collisions. Also added are remote controls so Dispatchers can close doors for apparatus responding that may have not gotten

Warehouse



The DFD Warehouse is responsible for providing our members with uniforms, PPE, and other associated items needed to perform job duties.

Captain Donn Bower- Quartermaster

Current Warehouse news:

Inventory Management System

Over the last few months, we have been working on transitioning to a new inventory management system at the Warehouse. This software program has been in the works for a few years and is a tracking system for equipment throughout the entire City. This new system now requires us to have an accurate count for everything that we carry in the Warehouse, including all firehouse supplies, uniforms, and equipment for all Firefighters. Effective on March 7, we finally got an accurate count on all items in the Warehouse and we have been diligently trying to maintain this inventory ever since.

Equipment Requests

To help maintain our inventory and annual budget, we have had to account for every item that comes in and goes out on every level, including safety equipment. We have started

them closed. The system went live on the same day the radio changeover occurred. Literally within 15 minutes of going live, the Dispatchers were tasked to close a door for a crew that left quarters without closing the doors. Cameras that view the door position assist in verifying door operation and position.

EMS Dispatching

A project with Denver Health crews at station 37 and EMS dispatchers has allowed EMS to utilize the DFDVocalarm to dispatch EMS crews housed there. The Line Shop, EEB, and EMS all worked together to integrate EMS dispatching with our Vocalarm. DFD calls always have priority, but now EMS also has another dispatch channel that models how DFD crews are dispatched.

Maintenance of Outdoor Warning Sirens

Spring in Colorado can bring rough weather, and the Office of Emergency Management utilizes a system of over 90 warning sirens to notify the public of hazards. Maintenance of the sirens and equipment has long been the responsibility of the Line Shop and spring begins a season of maintenance and servicing of the siren system.

asking for all equipment requests to be approved by a District Chief or Division Chief as the form has always required. This includes everything on this form, including helmets, boots, hoods, and even gloves. We can accept a hard copy of this form or electronically by email at dfdwarehouse@denvergov.org, and we will make sure your equipment is ready for you when you arrive to pick it up.

Warehouse Website

Over the next few weeks, we will be trying to update the DFD Bulletin Board with accurate information and forms for the Warehouse. We will be updating this website with forms needed to order everything from name tags to your monthly firehouse orders. With the new inventory system, we will be updating the new catalog with items that are currently available in the Warehouse. This should also be easier to understand what is available in stock and what will be considered a special order that might take a few weeks to receive.