

Technical Services Talk

October 2016

Newsletter Overview

This is the second of our Technical Services Division newsletter series. Our hope is that these publications will provide useful information, insight and understanding into how the DFD provides you with many aspects of the support needed to do your jobs safely and efficiently.

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Each of us has their own perception as how things either “should” run or “could” run if they were in the “driver’s seat”. By way of this newsletter we wish to share with all DFD members what goes on behind the scenes; the things we do within this Division that few ever see or think about. We will try to communicate the processes we use to support and help DFD members do their jobs in the most efficient and the safest way possible.

In this publication you will find:

The **Fire Dispatch** section of our Division is working hard to streamline processes. Chief McGrail and his team provide some statistics and insight below that offer an insider’s perspective of being on the receiving end of 911.

Master Mechanic, Dan Freix asked us to include some interesting facts about DFD’s **Fleet Management**, and how their staffing works in relation to repairs and maintenance.

Facilities Management and Maintenance has been busy as Lt Kelley continues to work hard to keep our buildings safe and in running order. Captain Tade also provides a list of a few completed projects for 2016.

Superintendent Stutz and Assistant Superintendent Bruin continue to be on the cutting edge of new technology via the DFD **Line Shop**. They address some of the upcoming projects including installation of Radwin equipment on Mt. Morrison, which will be ongoing for the next 16 months.

And last but not least Captain Reeves, our new **Warehouse Quartermaster**, has hit the ground running and with a lot of enthusiasm. Captain Reeves is working with the new inventory management system that will be rolled out after the first of the year.

We hope you enjoy our newsletter and gain some interesting insight about the DFD’s Technical Services Division. We take a lot of pride in working as an integral part of the DFD. We focus on Service and Mission. Thank you for reading.

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Fire Dispatch Communications

Fire Dispatch, by the numbers---

There is a minimum staffing of five (5) DFD Firefighters assigned to Fire Dispatch on a daily basis. These firefighters work a 24-hour shift. During the work shift, firefighters have scheduled breaks / rest periods, and therefore, there are a minimum of three (3) firefighters working on the fire dispatch floor, or what many refer to as the fire dispatch "cube".

As of September 6th, 2016 the DFD had 95,331 incidents. Each and every one of those incidents started at a CAD workstation at 950 Josephine St. by a member of the DFD's Fire Dispatch Team. Breaking it down, that is an average of 382 incidents every work shift.

In conjunction with those 382 incidents are countless phone calls. Often times there are several phone calls, both incoming and outgoing associated with a single incident. Collectively, on top of the average 382 incidents dispatched every shift, our Fire Dispatch Team handles what can be hundreds of phone calls in a shift.

Most of the DFD's radio communications occurs on Fire Channel 1. At each Fire Dispatch CAD work station; there is what we call a Maestro Board. This board has numerous pages and gives our Fire Dispatchers the ability to monitor and communicate on all of our Tactical Channels, along with channels used by other agencies, namely DPD and Denver Health. On the main Maestro Board page, our Fire Dispatchers are setup to monitor communications on twenty-five (25) separate Tactical Channels, including the most frequently used channels. We have the Delta Tactical Channels on the Maestro Board, but keep the volume down on this one; hence the reason we ask that you use this channel for non-emergent traffic.

Our team's primary goal is professional and consistent service delivery, to both our internal and external constituents. Because our team is comprised of human beings, sometimes we make mistakes, and sometimes we might miss something. Please be patient with us, and try to understand, especially during extremely busy periods, we are multi-tasking and trying not to miss anything. During a recent severe rain storm in July, our team handled over fifty (50) incidents in one hour.

You can help us, please. When you are on a run, we are watching out for you. We are anticipating your needs, and actively engaged in your incident. Please keep us in the loop. Let us know what you need and how we can help. We will continually try to use our collective experience to predict what you might need and how we might be able to help. Please give us updates on your situation, and when you're done, please give us a final update as to the disposition of your incident, and termination of command.

In addition, remember, you can sometimes cutout the middleman by contacting another resource directly. One great example is our Fire Investigators (Arson Units). During most of the work shift, except late at night, our Fire Investigators are monitoring the radio. If you need them, it is best to first attempt to contact them directly on Channel 1. It is a great help to us if you can try to contact this type of resource directly, especially when we are extremely busy. If you don't make contact with them, let us know, and we will help. We're always there to help make the connection.

If you ever have any questions, needs, comments, suggestions, etc., please don't hesitate to communicate with us, if you have time, please stop by and take a look at Fire Dispatch Operations.



*As DFD Mechanics,
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Fleet Management

Here are some interesting facts about DFD Fleet

- Fleet has 14 mechanics.
- Vacations are limited to two mechanics per week.
- We keep one mechanic on the road call van.
- We keep one mechanic in the machine shop area.
- We keep one mechanic on SCBA's.
- We keep one mechanic almost full time on high pressure air.
- One mechanic spends the majority of his time on ground ladders and other specialized projects.
- There are over 230 vehicles in our fleet. *(83 of those are actual fire apparatus)*
- We repair Denver Police heavy vehicles as needed. *(They do our light vehicle body work in exchange)*

So with normal staffing that leaves about 7 mechanics available to do all of the fleet maintenance, vehicle repairs, daily drop-ins, new vehicle in-servicing, old vehicle decommissioning, annual PM's (preventive maintenance) and certifications, fabrications for the fleet and for the fire houses, operator training, and a host of other responsibilities.

If you then factor in the occasional sick day, maybe someone injured, the scheduled days off, someone covering Floyd's office...and all of a sudden our 17 available repair bays appear to be sitting empty! They are not! We are working and keeping busy to keep all of DFD on the road and safe!

As DFD Mechanics, we've got one of the best jobs one could ever ask for. We love it here and are very proud to wear the badge and be such an integral part of this department. Thank you all for having us as a part of the DFD team. If you've never been through the shop before, please come by. We're always proud to show you our operation.

Facility Management

Everything from the daily requests for materials to the management of programs and projects affecting fire station maintenance is accomplished through a small team within the Technical Services Division. This team consists of Lieutenant Lewis Kelley, Charlotte Evans and Captain David Tade.

Lt. Kelley is the person every fire station depends on when they need something to keep the fire station running. Every day, all day, Lt. Kelley travels from station to station delivering everything from painting supplies to replacement parts for swamp coolers and leaking faucets. Additionally Lt. Kelley procures the replacement appliances vital to life in the firehouse, along with the materials to bring firehouse projects to life.

The Technical Service Captain David Tade manages the various programs, projects and budgets that ensure the longevity and sustainability of Denver Fire Department Facilities. DFD facilities are required to meet annual benchmarks and established standards for our environmental management ISO 14001, sustainability, and risk management.

Fire Facility projects and budgets are managed in two distinct categories. The first category is the operational budget that funds the items Lt Kelley completes and the various contractor repair requests. The second category is the capital improvement budget that is funded through the FCAP (Facilities Commissioning and Assessment Program) and FIT (Facilities Improvement Team) process by project.

Recent operational budget projects that have been completed include: the asbestos mitigation and repair of the dorm ceiling at Station 11, the repair of the sidewalk blocking the kitchen exit at Station 7, the addition of officer rooms at Station 24 and the repair of sink holes at Headquarters. 2016 capital improvement projects include: removal of carpeting at six stations, HVAC equipment at two fire stations, and bay door replacement at 4 Stations.



Line Shop

In addition to our day to day maintenance issues that we deal with the Lineshop is currently involved with the following projects.

- Apparatus bay upgrades including Operators and GoGogates are ongoing. We currently have 1 electrician working full time on this project. We also have 2 technicians and 1 electrician working part time on it.
- Radio Technicians will be installing radio communication systems in new Truck 38 in late September or early October finishing all new rigs delivered in 2016.
- We will be installing Vocalarm equipment in DIA station 35 in the next few weeks and assisting in any other electronic or electrical issues with that station to help with the opening in late fall.
- We will begin the installation of Radwin equipment on Mt. Morrison, station 29 and Station 12 to resolve the Vocalarm connectivity issues we are having. Radwin installation will be ongoing over the next 16 months.
- DFD Bulletin Board is being utilized more and more for information and data storage – stay tuned.
- The Lineshop will be adding security lighting on the West and north sides of the building at HQ along with video cameras at all entrances for security.
- We are planning a full Vocalarm and apparatus bay upgrade installation at safety & Training in 2017 to simulate true dispatching conditions.
- New Lineman Electrician Bill Holman started work on September 6th and is stationed at the Lineshop.



Warehouse

New Quartermaster Captain Introduces Himself

Hello everyone! Scott Reeves! I started my new position as Quartermaster on July 18, 2016. Prior to my Quartermaster assignment I was in Operations. When in Ops at Station 23 I was responsible for ordering house supplies, so I understand what your needs and requests are for your firehouses.

As you know, the warehouse is responsible for providing our members with uniforms, PPE, janitorial/office supplies and other associated items needed to perform job duties.

Current Warehouse News

We are working closely with Mike Stutz and TS as we transition into using the new inventory management software for the DFD warehouse. The goal is to go live with the system in early 2017.

Equipment Request

Just a reminder, if you need new fire or work gloves you must turn in your old gloves and must have a PPE form signed by your District Chief. Used gloves are sent to the Denver Fire Academy for recruits to use during non-live fire training.

A lot of you have asked about the ordering of day to day supplies needed to keep your firehouses stocked (bottled water, Gatorade, toilet paper, paper towels etc.). Specifically you have asked why the order you received has been changed, you order 5 cases of water and we delivered 2 cases.... well we have a really good reason for this, "space, or lack of". Everything you do as an individual firehouse is multiplied by 35 for us, there are 35 fire stations ordering from the warehouse. We have a very limited amount of space to carry stock items and we want to make sure that each and every station has what they need to run efficiently and comfortably. We do our absolute best to make sure we are able to keep all or stations stocked with what they need.

Hose Repair

Finally, below is a step by step process for picking-up sections of hose that need to be sent to station 15.

- email the us at; dfdwarehouse@denvergov.org
- List how many sections of hose
- List what size of hose

We will make every attempt to fit the sections of hose you would like removed onto our warehouse delivery truck, sometimes delivery schedules and larger sections of hose will require the stake bed truck, so, your understanding and patience is much appreciated in these instances.

If you have any questions please do not hesitate to contact me at the warehouse.

