

ON SCENE

December 2015



Engaging
the Other
85%

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DEAR FELLOW FIREFIGHTERS



It's hard to believe that December is upon us and another year is almost gone. Each of us has our own hopes and expectations for a new year. So does JFRD's new administration.

As Chief of Department, I have the greatest opportunity to effect administrative change within our organization. But when it comes to change in the field, in your districts, and in your stations, the best change agent lies inside each of you. Leading by example, empowering your crew, and developing our newest members to excel at whatever task they are assigned – that comes from you, not Headquarters.

Activating the change agent within you may involve a slight change in perspective. It's understandable to focus solely on our mission of fighting fires and saving lives, but sometimes expanding our perspective can be our greatest opportunity for growth. My hope for each of you is that you'll try to see your role in this department and within our community a bit differently, with a new perspective. Creating a value for those we respond to is easy, but that only covers about 15 percent of our city's population. Understanding the value of the other 85 percent is where I see our greatest opportunity to build relationships and bring about positive change.

As I write this, more than 100 of you have supported the Salvation Army Adopt-An-Angel project for Christmas. Stations 4 and 34 have committed to making sure dozens of children have presents for the holidays, and many stations and units have either begun or already have implemented the process of engaging our community on various levels. Read about more examples in this issue of ON SCENE.

Keep up the good work, please keep expanding your perspective, and know that we fully support you and our mission, and that soon enough, our community will know why you are truly the Best Fire Rescue Department in the Country!

Sincerely,

A handwritten signature in black ink, appearing to read 'Kurt Wilson'.

Kurt Wilson
Chief of Department

On the Cover

Clockwise from top right:
Engine 19's Lt. Phillip Orelli reads to students at Arlington Elementary School; a JFRD Explorer introduces a Cub Scout to fire suppression (minus the fire) during a ShAdCo event; Squad 37 A-shift's Eng. Joe Brittain, Lt. Travis Maple and Firefighter Sam Banks launch Firefighter Friday at The Jacksonville Zoo.



Fantastic Follow Up

Nicholas Steward, who turns 8 in January, has rebounded from a serious accident in early July. Engine 22 was first on scene and Rescue 31 arrived within seconds. Photo L-R: Firefighters Ian Giddens and Josh Gardner, Capt. Ashley Burkhalter (behind Nicholas), Nicholas' grandmother Pamela Faulk, Lt. Daniel McGowan and Nicholas' mother Jennifer Griffis.

At average height and weight, and no shortage of energy, Nicholas Steward fits in just fine with other boys his age. But this second grader has experienced something that distinguishes him from many of his contemporaries.

This summer, while retrieving garbage cans from the curb outside his house on Wilson Boulevard, Nicholas spotted his grandmother in traffic. He got so excited, he ran out into the street to greet her. Minutes later, Engine 22, Rescue 31, JSO and Nicholas' family surrounded the boy who was in and out of consciousness. "He was in pretty bad shape," recalled Capt. Ashley Burkhalter who was riding Engine 22.

According to Nicholas' mother, Jennifer Griffis, the boy sustained numerous serious injuries when a car struck him

that afternoon in July. He would spend 10 days in intensive care, another week in the hospital and five more days in rehab.

While the second half of Nicholas' summer vacation was drastically altered by the accident, he didn't miss a day of the new school year thanks to his tremendous recovery.

"Fortunately we were pretty close by. The fact that we got there in a couple minutes and got him to the trauma

"They needed to know that this didn't end as a fatality and that what they did mattered."

**Pamela Faulk
Grandmother of
Nicholas Steward**

center quicker was a huge deciding factor in the outcome," said Rescue 31's Capt. Stephen Myers.

As Pamela Faulk, Nicholas' grandmother, watched the boy improve, she knew she wanted to thank the first responders.

"It was in my heart," said Faulk. "They needed to know that this didn't end as a fatality and that what they did mattered. Our hearts go out to you guys."

Myers said was he "was pretty amazed" the boy recovered so quickly, and he's grateful for the news. "It's definitely nice when the family tracks us down and lets us know that they appreciate what we did. He's really lucky. I wish more people would let us know."

Let's Get Engaged

The National Fire Protection Association (NFPA) likes what you're doing and planning to do.

So does Chief of Department Kurt Wilson. He's been encouraging all field personnel to reach out to the people in their districts on a non-emergency basis since he became our department's director in early August.

Many of you have taken the initiative. Some of you were doing so before Wilson's emphasis on outreach. Either way, the momentum is building for engaging what Wilson calls "the other 85 percent."

He derived that statistic by comparing JFRD's annual call volume to our county's total population. On average, we respond to about 15 percent of the community on an emergency basis. That leaves 85 percent whom we don't come into contact with over the regular course of our job, but can still influence.

"The biggest opportunity for us to make a difference in the community is to engage it through sustained outreach," Wilson said. "I see initiative from multiple companies, from field chiefs and from people assigned to Headquarters. The community's reaction is what we hoped for, too. They love the outreach, they appreciate it, so let's keep a great thing going."

NFPA agrees there is considerable value for JFRD and the community to regularly connect on a non-emergency basis, whether it's through structured outreach, such as public education programs, or by building a relationship over time through a service project.

"The community's reaction is what we hoped for, too. They love the outreach, they appreciate it, so let's keep a great thing going."

Kurt Wilson
Chief of Department

"Those type of programs position you in the community all the time, versus only when you are needed," said Kelly Ransdell, NFPA's Public Education Regional Specialist for New England and Southeastern United States.

Ransdell added there are benefits for firefighters.

"It's not about self. It's affirmation of your place in the community. It's that you play a pivotal role in making this a better place to live," Ransdell said.

There are also long-term benefits for departments that make outreach a priority. Over time, the sustained efforts and ensuing relationships can lead to a public understanding of how fire and rescue departments operate and, in some cases, an understanding of the necessary resources to maintain or expand operations to keep pace with demand.

"Today's fire service is asked to do so much more than fight fires," said Ransdell. "It's the first line of offense and defense for a wide range of emergencies. Community outreach and education is an important way of ensuring the public understands the role and value of first responders."

There's another benefit, and Wilson referenced it in his first Week in Review after he was appointed Chief of Department.

"I have to find a way to let you experience engaging the community in a way that 'makes your heart feel good,'" he wrote. Wilson's way is encouraging each of you to engage. He has just one question for those who are hesitating.

"How will you ever know how good your heart can feel about this job, the people you work with, the community you serve, and what you represent?"

"It's not about self. It's affirmation of your place in the community. It's that you play a pivotal role in making this a better place to live."

Kelly Ransdell

**Public Education Regional Specialist
National Fire Protection Association**

Cool Idea is Heartwarming

This summer's extreme heat not only got to one of Lt. Jim Polkey's patients, it motivated Polkey to launch a community service endeavor.

"It was like a convection oven in that house," recalled Rescue 24's Polkey, describing the residence of an elderly woman who was having difficulty breathing.

A few minutes in the air conditioned rescue unit, and the woman improved dramatically. Nothing remarkable there, but Polkey said he got inspired to do something for his patient after attending church a day or so later. Polkey's pastor delivered a message about giving to others. Soon after, Polkey purchased a portable air conditioning unit, and Station 24's B-shift helped install it in the woman's house.

"She had a real need," Polkey said.

But he didn't stop there, Polkey launched a Go Fund Me account to help other needy folks in his district. Word spread through social media and at least one television station. About 25 JFRD members contributed through Go Fund Me, and so did other generous people. "I'm glad so many people stepped up to the cause," Polkey said.

Polkey and his shift installed a couple more air conditioning units in other houses, and also purchased prepaid gasoline cards for some people and groceries for another elderly woman in his territory.



L-R: Rescue 24's Lt. Jim Polkey and Eng. Jairo Herrera, Jr. and Engine 24's Eng. Bill Sims, Firefighter Chad Parker and Capt. Brad Hatcher.

With winter on its way, Polkey is turning his attention to purchasing space heaters for some of the residents in his district. It'll be a chance to sustain his efforts and educate people about fire safety.



Reaching Out

Left: Squad 37's Lt. Travis Maple recently launched Firefighter Fridays at the Jacksonville Zoo. It's a standing standby on the first Friday of each month. Approximately 200 children participated at the November debut. **Below:** Lt. Lanta Craig guides a young customer through an annual holiday shopping event for homeless families hosted by JSO, the Police Athletic League and WalMart. This year's event is Dec. 21.





Truck 2 in Service

Riley Ruppert-Richendollar studies Truck 2, which Eng. Jeremy Lee built from scrapwood for the 7-year-old.

Rescue 22's Eng. Jeremy Lee found a way to turn a stack of scrap wood into a fire station full of smiles. Actually, an entire department.

About six months ago, there sat the pile in Lee's home workshop. At first, he was merely determined to organize his workspace, but then Lee conceived a much greater purpose. You might recall his department-wide e-mail in early September announcing the construction of a model ladder truck and his plan to present it to "JFRD's youngest firefighter."

It's a good thing that 7-year-old Riley Ruppert-Richendollar isn't part of the FIRE e-mail group, or the surprise would have been spoiled. When ON SCENE contacted Riley's father, Robert Richendollar, to check on the boy's health after 10 weeks of chemotherapy to arrest a brain tumor, the truck was still a secret. All Robert Richendollar knew about was a dinner invitation to

Fire Station 4 in early October.

By that point, Rescue 22's Lee had invested 250 hours of his craftsmanship in the model which is based on an open-cab American LaFrance truck from the 1940s. Time well spent, Lee created a model that is intensively detailed and functional to the point of teaching Riley about history and truck ops. Lee also built a high-rise building façade so Riley could practice with Truck 2's operational aerial device. Lee even documented the model's construction in a photo album, and he included images of numerous JFRD crews as a sign of support for Riley. Truck 2 is finished in cranberry red stain, it includes gold trim, gold lettering bearing the department's name and LODDs, and silver buttons borrowed from class A uniforms for lights.

When Riley arrived on West Duval Street the afternoon of Oct. 4, he walked

by more apparatus than a W-3 assignment before entering the Station 4's bay. First he spoke with Lee, hung up his bunker coat, then enjoyed dinner seated across from Lee and next to Chief of Department Kurt Wilson. Things got more formal as Riley received his first assignment to Truck 2 and a Firefighter's badge. But where was Truck 2?

When Lee rolled out the model, anyone could see that Riley was surprised and fascinated. For a boy who's visited numerous JFRD stations the last three years, and has intimate knowledge of actual apparatus, Riley devoted his attention to Ladder 2 and Lee for the remainder of his visit, only stopping for a brief interview with a television reporter.

Lee said this was his first time building such a model. He did so because he figured it would make Riley happy.

He was right.



Engineers Chance Wilms, Anthony Principe, Kevin Hodges, Tyson Bishop, Capt. Jeff Braswell, Firefighter Brett Bessent and Eng. Jonathan Warnock medaled in flag football during the recent firefighter competitions.

JFRD's 'Olympians' Show Mettle, Earn Medals

The players may change from year to year, but JFRD's basketball and flag football competitors in the recent Firefighter Olympics/First Responder Games are continuing to bring home medals.

In basketball, Tanker 29's Eng. Jonathan Warnock joined Station 4's Eng. Tyson Bishop and Firefighter Ashley Pownal, Rescue 4's Eng. Lorenzo Lawrence, Rescue 52's Eng. Anthony Principe, Engine 13's Firefighter Chris Woolridge, Engine 22's Firefighter Josh Jordan and Engine 62's Firefighter Archie Shubert as team members earning gold medals in Cocoa Beach in mid-September. JFRD also won gold medals in the Tampa games for basketball earlier this year.

In football, Warnock, Principe and Bishop joined Rescue 33's Capt. Jeff Braswell, Rescue 19's Eng. Chance Wilms, Ladder 10's Eng. Kevin Hodges, and Engine 10's Firefighter Brett Bessent as the team earning bronze medals in Cocoa Beach. Earlier this year in Tampa, Firefighter Robert Wilson (Rescue 20) earned a gold medal in tennis, and Lt. David Howell (Rescue 35) placed in archery.



(L-R) Warnock, Firefighters Chris Woolridge, Ashley Pownal, Josh Jordan, Bishop, Eng. Lorenzo Lawrence, Firefighter Archie Shubert and Principe medaled in basketball.



Lt. Tracey Davis and his wife Lt. Tammy Davis listen to praise and career memories from co-workers during Tracey Davis' recent retirement party. He spent the majority of his career at the Training Academy.

'Remember Why We Train'

Although his super-sized congratulatory cake (about 5 feet long) could set a record for retirement party refreshments, this story is about Lt. Tracey Davis' farewell speech.

Davis' retirement party started early afternoon Oct. 3, but it wasn't until early evening when he stood behind the podium at Local 122's Firefighter Hall and summarized his three decades on the job. Davis recognized several JFRD members who mentored him, reminisced about his field duty days, and then moved on to his time at the Training Academy. But Davis talked less about his many years at the academy and more about the relevance of training.

"The people we go to, they're counting on us," he said. "They're counting on us to get it right. That's why I want you to remember why we train ... to get it right."

Davis trained hundreds and hundreds of firefighters during his career, and for many, he created a lasting impression.

"He had a greater influence on me than any other person on the fire department," said Rescue 2's Lt. Ashton Geoghagan. "I've been very lucky over the years, coming in contact with some great, smart people, but Tracey is the best teacher that I've ever had in any subject throughout my life-time. He truly has a special gift that allows him to convey a message in a way that makes you understand while keeping you entertained."

Promotions



Battalion Chief Ron Gordon



Battalion Chief Jack Griggs



District Chief Pat Gouin



District Chief Erik Hunter



Captain William Miller



Captain Justin Morris



Captain Latorrence Norris



Captain Mark Roberts

Promotions



Lieutenant Rick Arcusa



Lieutenant Wayne Butikofer



Lieutenant Kevin Hamilton



Lieutenant Joseph Hatcher



Lieutenant Michael Lynch



Lieutenant Daniel McGowan



Lieutenant Joseph Rhoden



Lieutenant Craig Thomas

Promotions



Engineer Dalton Brinson



Engineer Evan Burns



Engineer Dallas Cooke



Engineer Jamie Johnson



Engineer Jennifer Parramore



Engineer Michael Seaberg

These personnel also earned promotions since Aug. 7, 2015.

**Battalion Chief Jessie General
Captain Benjamin French
Captain Robert Hancock
Captain Pete Ironside
Lieutenant Matthew Conner
Lieutenant Josh Montoro
Lieutenant William Watts
Engineer Jeremiah Brand**

**Engineer Jason Broemer
Engineer Christopher Clark
Engineer James Costner
Engineer Shawn Fallon
Engineer Coleman Groover
Engineer Lorenzo Lawrence
Engineer Joshua McCall
Engineer Tenneth Minor**

OCTOBER 2015 CALL VOLUMES

RESCUES

R4	.439
R1	.424
R28	.403
R5	.388
R22	.377
R19	.367
R30	.367
R2	.360
R21	.339
R31	.339
R36	.339
R13	.335
R7	.325
R51	.321
R15	.316
R20	.314
R25	.301
R24	.299
R26	.279
R52	.276
R32	.268
R27	.266
R34	.266
R50	.264
R35	.259
R54	.251
R55	.250
R58	.244
R42	.218
R59	.217
R71	.216
R23	.181
R57	.176
R33	.165
R62	.133
R49	.129
R81	.125
R53	.97
R70	.87
R46	.68
R45	.64
R43	.59

R85	.56
R86	.55
R87	.28
R40	.27
R84	.13

ENGINES

E28	.455
E31	.383
E30	.378
E19	.376
E4	.360
E22	.357
E36	.354
E1	.353
E18	.352
E51	.343
E10	.322
E44	.322
E21	.314
E20	.306
E152	.303
E24	.293
E27	.290
E25	.281
E9	.280
E34	.273
E32	.272
E13	.246
E2	.243
E59	.226
E42	.223
E150	.220
E58	.217
E135	.206
E7	.206
E17	.203
E55	.198
E154	.176
E14	.162
E26	.151
E33	.149
E41	.141
E57	.141

E29	.135
E62	.119
E23	.116
E49	.113
E11	.107
E16	.87
E46	.67
E53	.59
HAZ7	.51
E56	.46
E48	.36
HAZ21	30
E143	.29
CR16	.17
E45	.16
E40	.13
HR4	.11
CR56	.7

SQUADS

S5	.235
S37	.214
S12	.191

LADDERS

L28	.217
L30	.178
L31	.160
L44	.137
L134	.121
TL21	.120
L4	.113
L1	.111
L10	.106
L18	.102
TL9	.92
L26	.58

TANKERS (Top 5)

T28	.110
T52	.69
T31	.57
T42	.51
T29	.29

BRUSH (Top 5)

BR42	.7
BR35	.3
BR43	.3
BR53	.3
BR46	.2
BR50	.2

MARINE

M39	.7
M40	.3
M38	.2

FIELD CHIEFS

R106	.101
R105	.100
HSO	.86
R104	.79
SF1	.78
F3	.56
SF2	.56
R103	.46
F6	.41
F4	.40
F9	.39
F7	.36
F5	.33
F2	.29
F1	.28
F8	.28

OCTOBER 2015

EMS	.10,145
FIRE	.1,251
NON EMR	.248
Total	...11,644

NOVEMBER 2015 CALL VOLUMES

RESCUES

R4	.402
R28	.399
R22	.394
R1	.388
R5	.365
R19	.354
R20	.352
R30	.342
R36	.342
R21	.329
R13	.327
R2	.326
R7	.323
R25	.313
R15	.297
R51	.293
R24	.292
R32	.279
R26	.278
R34	.274
R52	.267
R27	.266
R50	.248
R54	.248
R31	.245
R42	.231
R55	.224
R71	.217
R58	.216
R35	.212
R23	.192
R59	.189
R57	.183
R33	.152
R62	.127
R85	.117
R49	.107
R53	.92
R45	.68
R43	.67
R81	.65
R70	.52

R46	.50
R86	.9
R40	.8
R84	.8
R87	.4

ENGINES

E28	.486
E22	.407
E19	.381
E31	.367
E1	.355
E36	.348
E18	.334
E30	.333
E51	.323
E21	.310
E44	.307
E20	.306
E4	.303
E10	.302
E32	.297
E152	.295
E25	.290
E27	.289
E13	.280
E34	.273
E24	.267
E42	.261
E9	.255
E17	.234
E2	.205
E150	.202
E7	.192
E59	.190
E135	.186
E58	.175
E55	.169
E26	.164
E14	.161
E29	.150
E154	.149
E41	.142
E33	.137

E11	.125
E49	.122
E57	.120
E62	.117
E23	.112
E53	.73
E46	.53
E56	.44
E16	.38
E48	.35
HAZ7	.34
E143	.25
HAZ21	.27
CR16	.11
E45	.9
HR4	.9
E40	.6
CR56	.5

SQUADS

S5	.234
S12	.195
S37	.181

LADDERS

L28	.184
L31	.153
L44	.136
L30	.135
L1	.122
TL21	.107
L10	.106
L18	.104
L134	.95
L4	.85
TL9	.83
L26	.63

TANKERS (Top 5)

T28	.84
T31	.58
T52	.55
T42	.54
T29	.31

BRUSH (Top 5)

BR31	.6
BR42	.6
BR35	.5
BR46	.3
BR32	.2

MARINE

M38	.12
M39	.10
M40	.5

FIELD CHIEFS

R105	.112
R104	.91
SF1	.79
SF2	.79
R106	.78
HSO	.67
F3	.55
F9	.53
F4	.49
R103	.46
F5	.45
F6	.45
F7	.42
F8	.32
F2	.31
F1	.29

NOVEMBER 2015

EMS	.9,696
FIRE	.1,235
NON EMR	.214
Total	...11,145