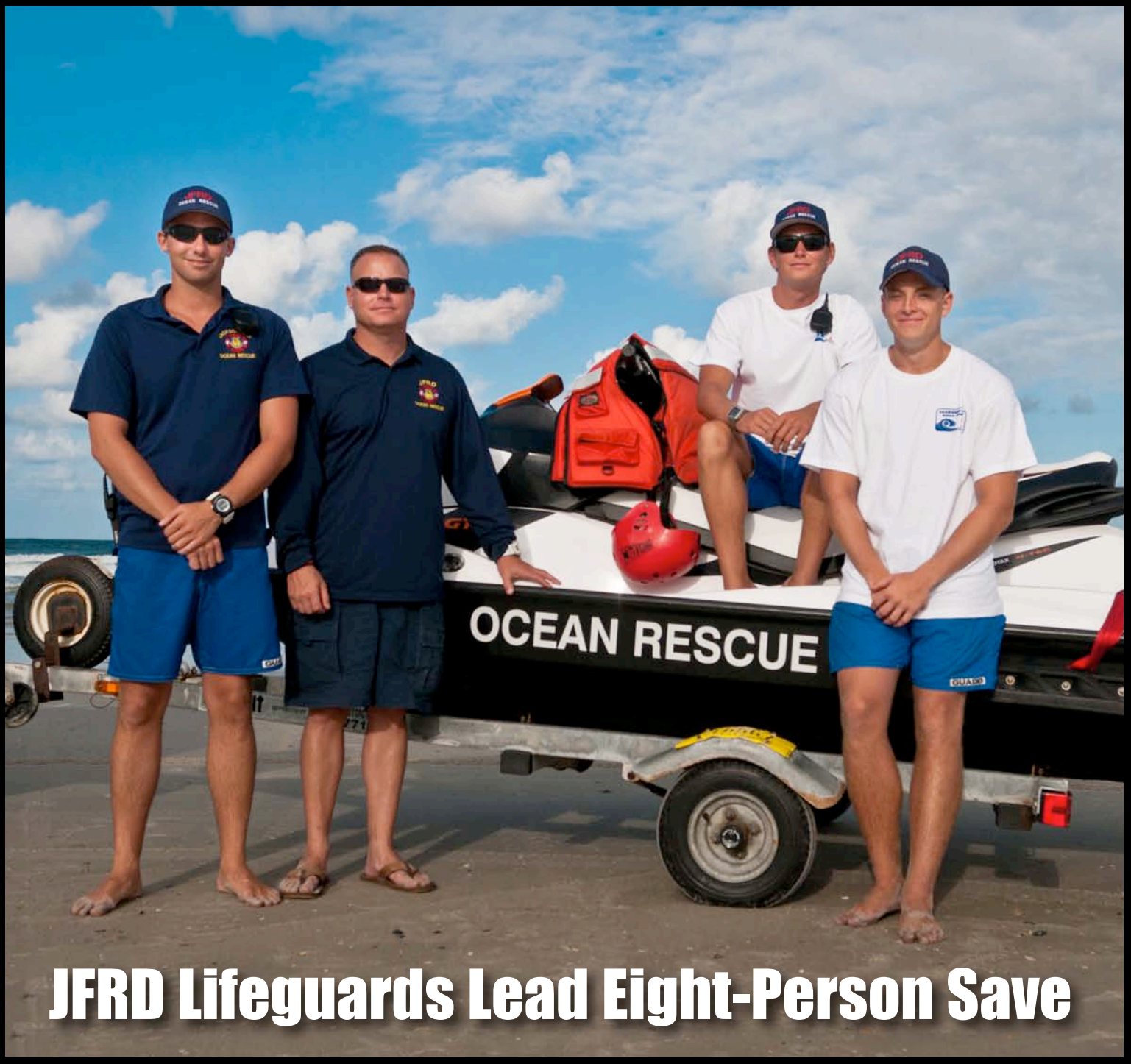
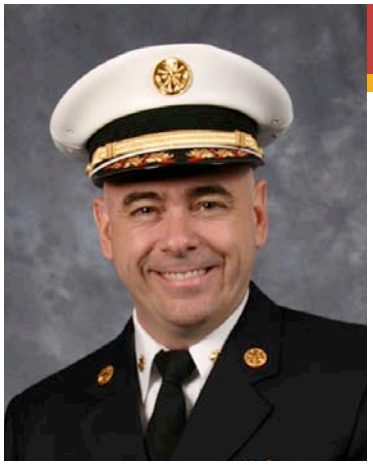
ON SCENE

July 2012



JFRD Lifeguards Lead Eight-Person Save

Inside: Remembering Firefighter Jason Bishop • 'Wow' Factor • Call Volumes



DEAR FELLOW FIREFIGHTERS

If you've ever had an extra key made, and you had to wiggle it more than the original to open the lock, then you have an understanding of mechanical tolerance. Depending on your level of personal tolerance, or standards for quality, you may accept having to jiggle the key just so, or you might have another one made.

In the world of engineering, mechanical and structural tolerances are well defined. Within certain limits, they allow quality and functionality to exist in an imperfect world. A motor will still perform satisfactorily within a certain temperature range. A suspension bridge will carry its load while also sustaining strong winds. Tolerance is like wiggle room. You can inch away from the precision of engineering and still have quality. However, if you go too far, then the quality of the product or service is compromised.

As consumers, we expect quality, functionality and often professionalism, but each of us has different perspectives on how good is good enough. You might accept the quirkiness of that duplicate key, yet your neighbor might immediately return to the hardware store for another try. But if you need a heart surgeon, your expectations ratchet up to standards or tolerance levels that approach perfection. The level of tolerance and expected quality and professionalism depend on the situation.

In the fire service, the people we serve expect professionalism, courtesy and quality. They deserve our very best all the time. So what standard of customer service should we set? How much quality is quality enough for JFRD?

Perfection isn't always attainable, especially with the imperfections of emergencies. But I believe a fair and reasonable standard of quality and professionalism is revealed when we step into the customer's shoes. Treat your patients as though they are your loved ones. Attack a burning house as though it's your own. Approach each call for service with the reality that you are accountable for its outcome. Quality service is rooted in accountability, or as I like to say, "Quality through Accountability."

You may have heard this message in one form or another, but it's worth reinforcing because it's an excellent perspective for public service. I understand that we won't always operate with perfection, but we can always pursue excellence and provide professional, courteous and quality service. Why tolerate anything less?

Sincerely,

Marty Senterfitt
Director/Fire Chief

On the Cover:
(L-R) Ocean Rescue's Coordinator Brian Stafford, Supervisor Bruce Tallon, Lifeguard Capt. Ricky Newlon and Sitting Lifeguard Matt Davison were integral to an eight-person save on Memorial Day Weekend near Huguenot Park. They overcame turbulent conditions on May 26 spawned by the approach of Tropical Storm Beryl.

Jason Bishop – An Honorable Man

Firefighter Jason Bishop not only learned ropes as a JFRD Recruit in 2002, he became an expert as a member of the USAR team and through tree work. Bishop passed away on June 2.

Firefighter Jason Bishop had ambitious plans for his 8-month-old son Tyler. Bishop's wife, Shannon, tells the story of Jason cradling Tyler in a rocking chair and encouraging their son to walk.

"He said 'If he starts walking now, I can get 5 years of tree work out of him before kindergarten,'" Shannon Bishop recalled during a visit to Station 4 just a few days after her husband's June 2 death.

A member of Ladder 4's B-Shift, Bishop was 39. In addition to Tyler, Bishop is survived by his two young daughters, 12-year-old Jade and Kadence, 8.

While his career was the fire service, Bishop was also an accomplished tree worker and was steadily building a business on his off days. According to Shannon and Bishop's co-workers at Station 4, Bishop was perfectly comfortable in the trees. He also found joy in his work, whether he was training with ropes with the USAR team, positioned in a stand while hunting, or wielding a chain saw and earning extra income.

When Firefighter **Jasper Carter** was assigned to Station 4, Bishop quickly befriended him. They eventually collaborated on tree-trimming and other part-time jobs, and Carter described Bishop as a man who would easily make personal sacrifices for others. "You might have 50 friends, but there are three you can call when you really need help," Carter said. "Jason was one of those three."

Bishop joined JFRD in January 2002, though he had his eyes set on the department for several years before getting hired. After graduating with his 100 classmates from Keystone Heights Junior/Senior High School in 1991, Bishop worked a variety of jobs, including at a tire shop in Keystone. He also found his way to Camp Lejeune in North Carolina to become a member of the United States Marine Corps. He served four years and then pursued his dream of firefighting.

As a Recruit (R-102), Bishop and his talents made an impression. In fact, he was handpicked for his rookie assignment.

"He was one of those people who you could put any kind of tool in his hand and he could make it work," said Fire 6-C's District Chief **Don Blanton**, who was Captain at Station 21 when it evolved into JFRD's second HazMat station.

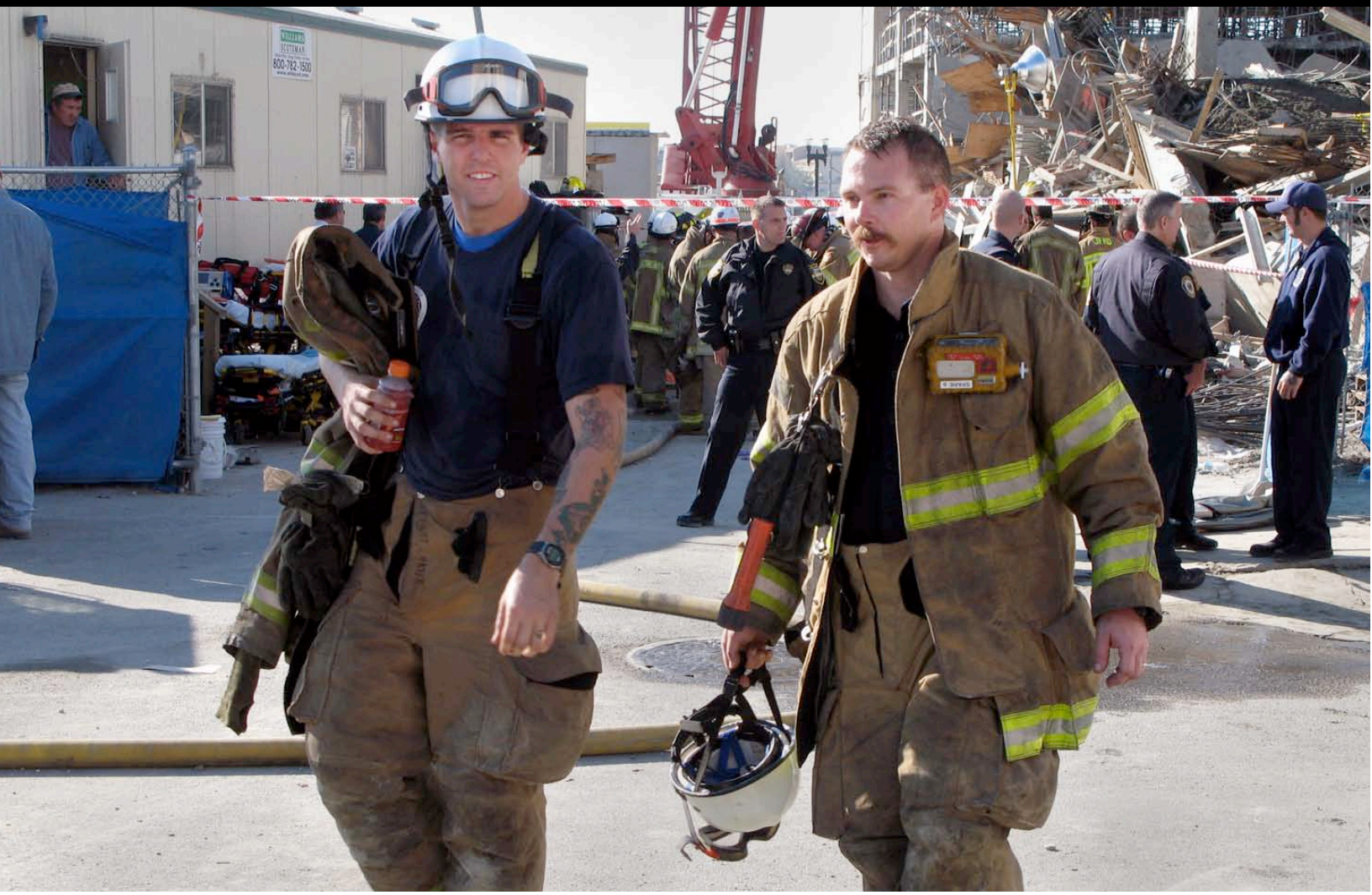
Blanton said Bishop's mechanical expertise was a great fit for all the complexities of specialty teams; so was his work ethic. "There wasn't a lazy bone in his body," Blanton said.

That, along with his proven skill set and even-keeled personality, made him a popular request among officers and chiefs when scheduling transfers.

"I had to remind some chiefs that I wanted him back," said Fire 4-B's District Chief **Jack Griggs** during Bishop's funeral service June 8 in Keystone Heights at Trinity Baptist Church.

Hundreds of firefighters attended Bishop's funeral, and not just JFRD members. Uniformed personnel from Bradford, Clay, Nassau and Alachua counties came as did representa-

Firefighter Jason Bishop – Ladder 4-B



When Firefighter Jasper Carter *(left)* **was assigned to Station 4, Bishop quickly befriended him and took on the role of mentor. Pictured above at the Berkman Plaza II garage collapse, the men also performed tree work together on their off days.**

tives from the military, including the Marines. Trinity's Pastor, James Peoples, characterized Bishop as "an honorable man who led an honorable life." JFRD's Chaplain Eng. **Percy Golden** shared how Shannon Bishop considered her husband as perfect, and how Shannon's stepfather nicknamed him "J.P. for 'Jason Perfect.'"

Griggs praised Bishop's dependability, and said he was often a source of reassurance during calls, especially difficult ones.

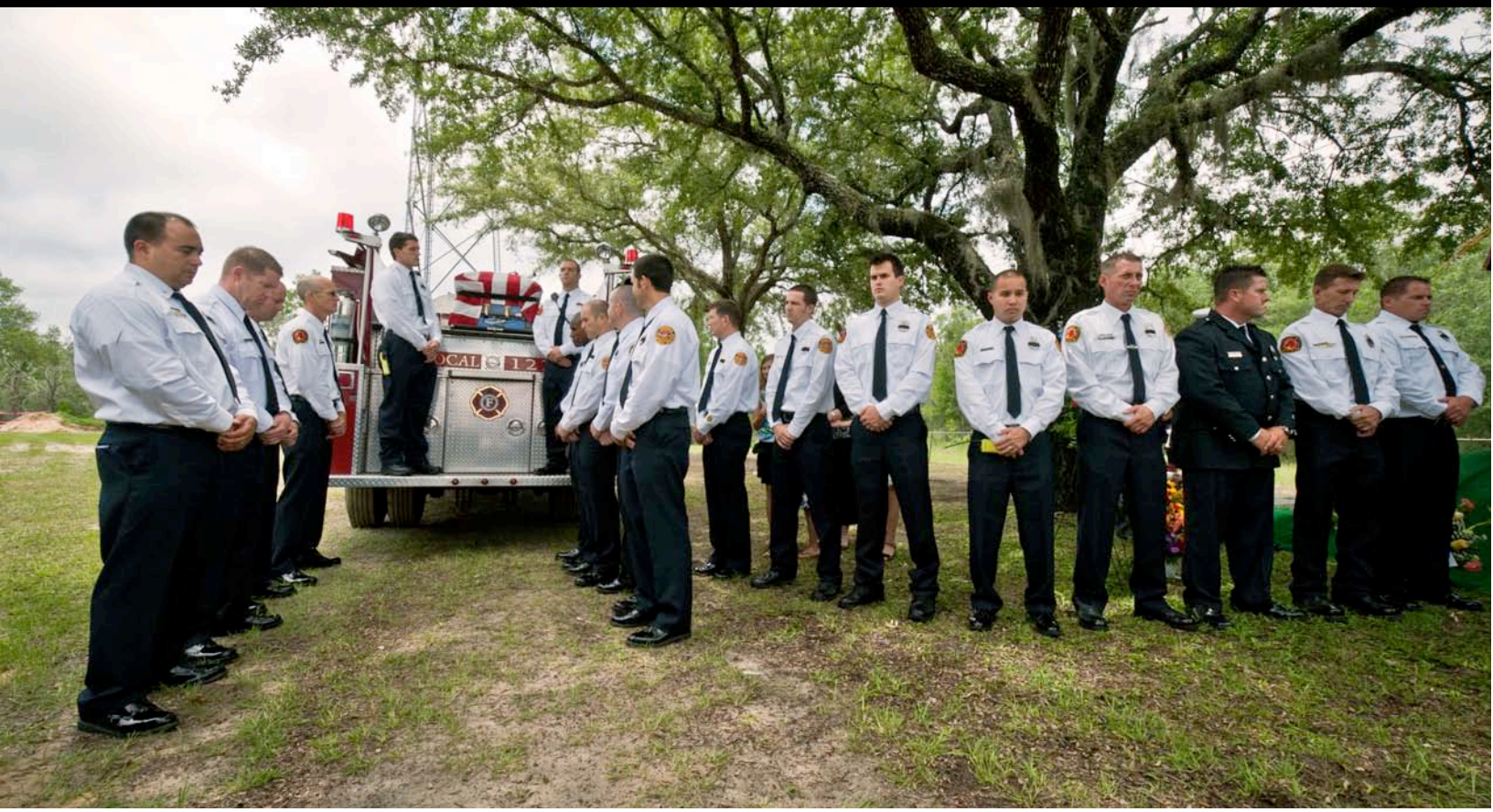
"When we lose someone, we talk about a hole," Griggs said. "There is a hole in my heart and a hole within my crew, but the hole in my heart comes from knowing that I will never again hear Jason say 'Chief, we got it.'"

Bishop's officer, Lt. **Colin Aguilar**, was proud to have Bishop on his ladder truck. When he and Bishop discussed work expectations for the special operations team, Aguilar said that Bishop expressed how he wanted to prove himself. Aguilar was already so impressed with Bishop that he said "I felt like I had to prove myself to him."

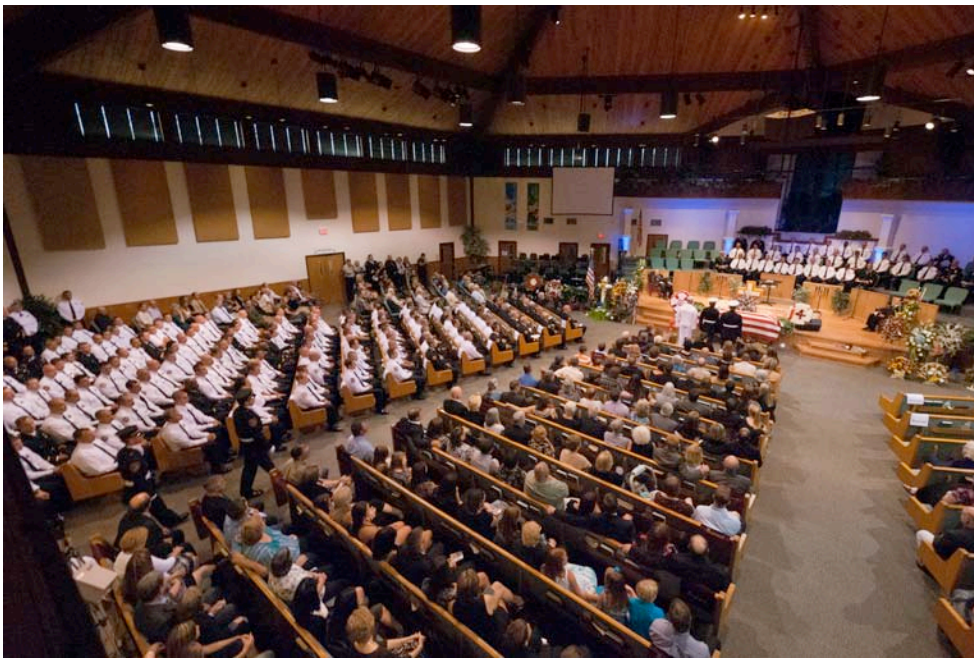
The last conversation Shannon Bishop had with her husband was a late morning phone call on June 2 as he was preparing to tackle another tree cutting job. It was the second job of the day for Bishop, and he told Shannon he'd return to their Keystone Heights home early afternoon. He wanted her to join him for a site visit later that day to bid another job.

That morning, Jason Bishop was using his skills and taking joy in his work. According to his wife, "Working in the trees made Jason feel even closer to God."

Firefighter Jason Bishop 1973 – 2012



Station 4 stands graveside at Bishop's interment on June 8 in Keystone Heights, where Bishop resided. *(Below Right)* **Hundreds of firefighters attended his funeral, including members from departments in Alachua, Bradford, Clay and Nassau counties.**



(Left) **Engine 4's Capt. Gary Kuehner shares his memories of Bishop, including Bishop's fascination with flattening forks and setting them on the table before dinner. Fire 4's District Chief Jack Griggs and Ladder 4's Lt. Colin Aguilar, who was Bishop's officer, also eulogized Bishop's sound character, work ethic and technical expertise.**

Wet and Wild Save at Huguenot Highlights Ocean Rescue's Skills

JFRD's Lifeguards Save 8 from Rip Currents; JSO Air Unit Locates, Assists 2

With six patients plucked from the rip currents and all of them ferried safely to the shore, JFRD's Ocean Rescue crew figured its work was done.

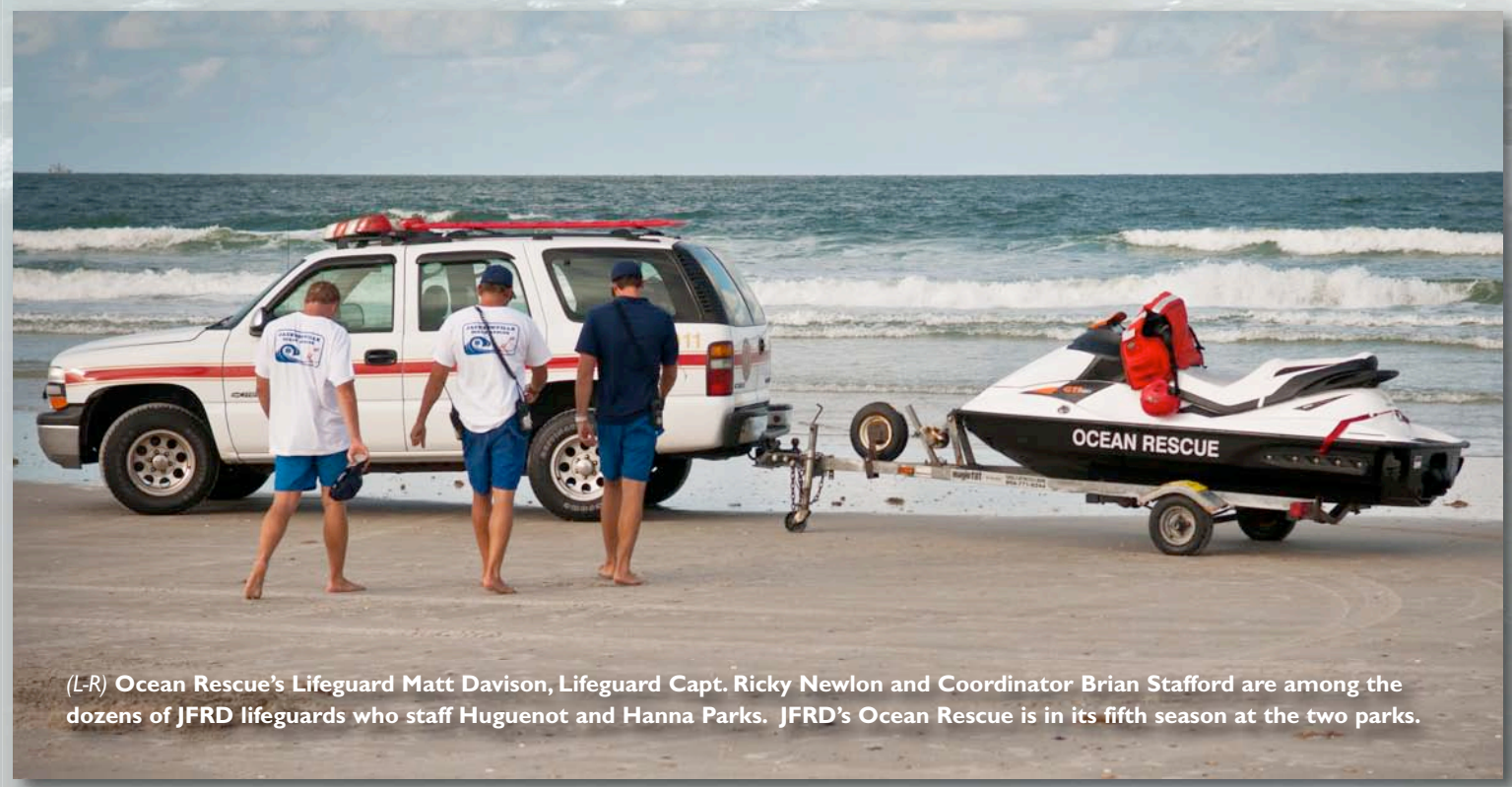
Then they saw the helicopter.

Hovering just a few feet above the turbulent waves some 300 yards off the Little Talbot Island/Huguenot Park area, Jacksonville Sheriff's Office pilots Steve Strickland and Steve Vaughan were glad they'd trusted their instincts. Just moments earlier, JSO ground units had indicated all patients had been accounted for, but Strickland and Vaughan decided to scan the choppy waters to confirm. Seconds later, they spotted another person being battered by the tall waves.

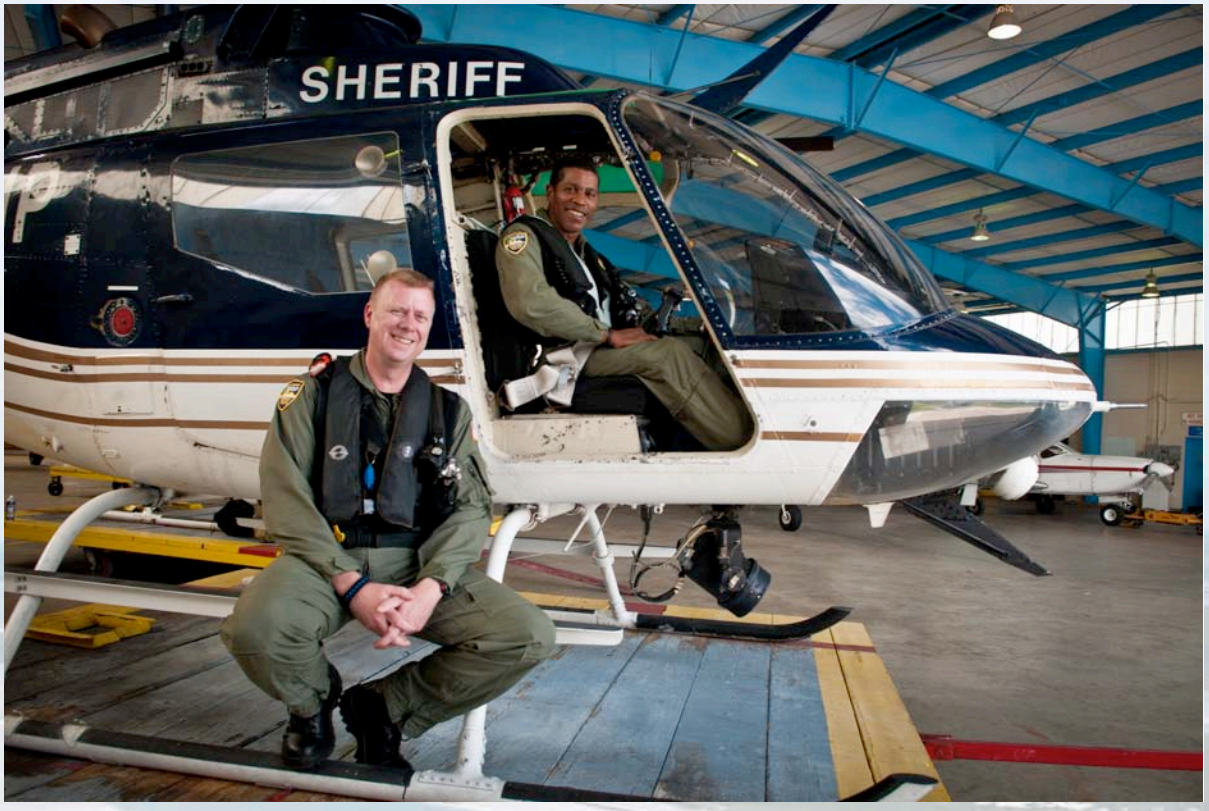
"He was motionless, like a ragdoll," Strickland said.

Tropical Storm Beryl wasn't close enough to completely spoil the beginning of Memorial Day Weekend, so there were plenty of visitors to Huguenot's and Little Talbot's beaches on May 26. But the approaching storm was already driving strong swells and gusty conditions to Northeast Florida's coast, factors that would complicate and accentuate the successful rescue efforts of JFRD, JSO and other first responders.

The incident began shortly after 4 p.m. as two children with small surfboards entered the water from the southern tip of Little Talbot, which is just north of Huguenot. Little Talbot has no lifeguards in that area, but it has plenty of posted signs to warn about the swift waters of Fort George Inlet, which separates Huguenot and Talbot. Those strong currents quickly swept the children into the ocean, and four adults, some of them family members, dove in to retrieve the two boys. Before long, they were in distress, too. That's when Station



(L-R) **Ocean Rescue's Lifeguard Matt Davison, Lifeguard Capt. Ricky Newlon and Coordinator Brian Stafford are among the dozens of JFRD lifeguards who staff Huguenot and Hanna Parks. JFRD's Ocean Rescue is in its fifth season at the two parks.**



The vantage point that Jacksonville Sheriff's Office Pilots Steve Strickland *(left)* **and Steve Vaughan** *(right)* **had while flying just off of Little Talbot Island during a possible drowning call allowed them to locate two swimmers that JFRD's Ocean Rescue lifeguards couldn't spot from the choppy waters or the shore. While Vaughan hovered a few feet above the ocean, Strickland, an experienced scuba diver, made contact with both swimmers and also dove in to save one of them from going under before lifeguards arrived.**

40, Ocean Rescue and numerous rescue units were dispatched to a possible drowning with multiple patients.

Under the command of Ocean Rescue Supervisor **Bruce Tallon**, Lifeguard Capt. **Ricky Newlon** and Sitting Lifeguard **Matt Davison** deployed a jet ski/rescue sled from Huguenot and headed several hundred yards north in the choppy surf to Little Talbot, which is beyond Ocean Rescue's territory. Meanwhile, Tallon and Lifeguard Coordinator **Brian Stafford** traveled by land to stage on Little Talbot's beach with other first responders, including first-arriving Rescues 82 and 49, Rescue 104, Fire 8, as well as Rescues 7, 84, and 35. JSO ground units, Nassau County Fire Rescue and park rangers from Little Talbot also arrived. The patients were at the mercy of the waves and whoever could reach them first.

"It was super hard to spot people because of the surf," said Engine 40's Lt. **Chris Davis**, who had already requested JSO's air unit and an ATU. Davis and others used binoculars from an elevated vantage point to spot the six individuals, though they would just get glimpses between the waves.

Traversing those waves was Newlon, an experienced jet ski operator and seven-year lifeguard, who said "those were the most difficult conditions I've ever dealt with." Once on scene, he and Davison began a methodical recovery operation, ferrying the two children first and then the adults to the shore where Tallon, Stafford, Davis and others rendered care and conducted patient evaluations. At the same time, the JSO pilots focused on their patient some 300 yards from the beach. Strickland unbuckled his seatbelt and stepped onto the helicopter's landing skid to deploy a flotation device, but the patient was unresponsive. Strickland was seconds from diving in when Newlon and Davison arrived by jet ski. They battled rough conditions yet managed to secure the man and bring him to the shore.

But neither the pilots' nor the lifeguards' work was finished.

"That second guy surprised the heck out of us," said Vaughan, describing another patient some 75 yards away. "He was just there, tucked in between the swells."

The distressed man waved to the pilots as waves repeatedly pounded him. Hovering a few feet above the man, Vaughan kept his eyes on the waves to make sure they didn't reach the tail rotor which could have been disastrous. Strickland said the man in the water had "a look of terror in his eyes." Shortly after another wave knocked the patient face down, Strickland got back onto the skid and deployed. An experienced scuba diver and boater, Strickland surfaced and positioned the patient for a cross-chest carry. Fortunately, it wasn't long before Newlon and Davison returned in their jet ski to ferry the patient back to the shore where he was met by Davis and members of Nassau County Fire Rescue, which accessed the beach using a four-wheel drive rescue unit, one

JSO Air Unit Locates 2 Swimmers 300-Plus Yards off Little Talbot Island

of only two in Nassau's department. Nassau transported the man to Shands Jacksonville in critical condition, according to NCFR's Lt. Dan Weideman, who's assigned to Tower 20.

Vaughan had no means to retrieve his co-pilot from the water, so Strickland began swimming for shore, about 400 yards. Fortunately, Newlon understood he still had a mission and returned for Strickland. Vaughan landed on Little Talbot, and he and a soaked Strickland took off to scan the waters once more before returning to their base of operations.

Both pilots consider the search and rescue as the most unusual and most extreme they've experienced in their careers.

"We were guided by something more powerful than us that day," said Vaughan, who's flown JSO's air unit for 13 years.

"I believe in divine intervention," said Strickland, adding that this was the first time he deployed into the water in his eight years with the air unit.

Lt. Davis has been assigned to Station 40 for more than a decade. He said he couldn't recall an incident with so many distressed people in the water simultaneously. He also said the lifeguards "did an exemplary job that day" as did all the first responders in coordinating their resources and efforts.

"If one of those pieces hadn't been there, it wouldn't have been the same outcome," Davis said.

In his third season as a lifeguard, Davison said the incident was "By far, the craziest thing I've been involved in." And, Stafford, a seven-year lifeguard, says it's in his "top three." That ranking falls among some of the "crazy rock rescues" Stafford said he's responded to among the jetties.

Given that Ocean Rescue's lifeguards don't actually cover Little Talbot, Tallon characterized the initial phase of the response as "flying blind." But once they arrived on scene, it was clear what they had to do and they succeeded.

"This makes me feel great about my guys," said Tallon, who added that "without JSO's help, those other two swimmers would have perished."

More 'Wow Factor' – This Time it's Engine 20-B's Chad Palmer

Eng. Chad Palmer

It wasn't the first time that Eng. **Chad Palmer** had rendered care while off duty, but in his 10 years with JFRD, nobody had ever penned a letter thanking him for his service.

"Wow! Does she have the right Chad Palmer?" Engine 20's Palmer asked while reading the four-page letter for the first time. The patient and letter writer was an elderly woman who said she became dizzy and collapsed while walking her poodle along a sidewalk in her Avondale neighborhood, not far from Palmer's home.

"I was coming back from the gym, and I saw her lying there," Palmer said. "I knew something wasn't right." Palmer pulled over and began his evaluation. He said the woman adamantly refused calling 9-1-1 because her son was a doctor. The woman wrote that Palmer's sudden appearance was an answer to her prayers: "Chad Palmer has a special gift of making an immediate change in this difficult situation. A special way of giving encouragement."

Convinced the woman could be moved, Palmer helped her into his vehicle and drove to her home where he continued to urge her to let him call for a rescue unit, but she again refused. He returned later that morning to check on her and continued follow up the next few days.

"Engineer Palmer was her 'Wow Factor,'" said Director/Fire Chief **Marty Senterfitt**, who acknowledged that everybody on the job is conditioned to helping people while off duty, and all of those efforts are worthy of the same kind of praise that came from Palmer's patient.

In closing, the woman wrote "The world is a better place because of Chad Palmer who is a model of perfection in his chosen profession."

Nguyen, Taylor Recent College Graduates

Congratulations to these members on their recent academic achievements.

Engine 154's Firefighter **Kelley Taylor** earned her bachelor's degree in emergency services from the University of Florida. And Rescue 4's Lt. **Timothy Nguyen** earned his master's in health and wellness from Liberty University.

CALL VOLUMES June 2012

RESCUE
R28 349
R17 348
R1 347
R31 342
R30 339
R4 337
R7 333
R22 332
R5 321
R24 311
R21 303
R20 301
R36 301
R34 299
R19 295
R2 291
R13 275
R51 271
R25 260
R35 255
R32 242
R52 241
R15 239
R54 232
R27 223
R42 209
R55 206
R50 205
R71 202
R57 200
R23 196
R58 193
R59 191
R70 *(peak time)* ...179
R49 156
R84 *(peak time)* ...153
R85 *(peak time)* ...130
R86 *(peak time)* ...122
R80 *(peak time)* ...114
R82 *(peak time)* ...112
R87 *(peak time)* ...107
R81 *(peak time)* 71

ENGINES
E28 409
E31 353
E30 347
E22 344
E19 341
E1 323
E51 321
E10 316
E44 305
E21 301
E36 301
E152 300
E25 293
E18 291
E20 273
E9 271
E27 253
E42 253
E17 251
E34 251
E4 248
E32 240
E2 238
E24 237
E13 225
E7 223
E135 219
E59 214
E150 209
E5 206
E37 189
E154 188
E55 174
E58 174
E12 159
E14 151
E26 151
E33 142
E57 133
E29 129
E41 115
E23 98
E11 95
E49 95
E16 88
E53 82
HAZ7 71
E143 67
E48 50
E46 47
E56 47
HAZ21 42
AIR5 42
E40 27
HR4 19
E45 13

LADDERS
L28 226
L30 183
TL21 182
L31 179
L10 176
L44 170
L4 156
L1 136
L18 129
L34 118
TL9 103
L26 77

TANKERS *(Top 5)*
T52 63
T28 57
T42 44
T31 41
T33 37

BRUSH TRUCKS *(Top 5)*
BR42 69
BR43 65
BR50 12
BR31 11
BR53 8

MARINE UNITS
M1 17
M3 13

FIELD CHIEFS
F3 209
F4 147
F9 122
F1 112
F7 108
F6 103
F5 96
R104 92
F2 80
F8 79
R105 79
R103 78

JUNE TOTALS
EMS 8,527
FIRE 1,578
NON EMR 318
Total: 10,423

CALL VOLUMES May 2012

RESCUE
R1 400
R31 372
R4 371
R30 363
R2 349
R28 347
R22 346
R19 342
R17 336
R5 336
R21 318
R7 316
R24 300
R20 293
R36 285
R51 281
R13 279
R32 277
R34 272
R52 265
R25 264
R15 263
R27 252
R35 247
R42 238
R54 226
R55 226
R71 226
R58 220
R23 212
R50 209
R57 206
R59 206
R84 *(peak time)* ...188
R70 *(peak time)* ...180
R80 *(peak time)* ...168
R85 *(peak time)* ...165
R49 162
R82 *(peak time)* ...120
R81 *(peak time)* 99
R86 *(peak time)* 22
R87 *(peak time)* 17

ENGINES
E28 448
E22 381
E30 381
E1 373
E19 372
E31 370
E51 338
E32 326
E10 321
E9 316
E152 312
E21 310
E25 307
E27 307
E44 295
E24 290
E20 288
E18 281
E36 278
E4 275
E42 263
E34 257
E17 250
E2 241
E13 231
E135 231
E150 231
E7 211
E5 207
E26 204
E154 201
E58 199
E12 197
E55 197
E59 192
E14 180
E37 180
E29 165
E57 145
E33 136
E41 136
E11 119
E23 111
E16 107
E49 107
E53 86
E143 72
HAZ7 67
E48 65
E56 63
AIR5 57
E46 55
HAZ21 47
HR4 34
E40 21
E45 19

LADDERS
L28 244
L30 196
L31 193
L1 176
L44 171
L10 165
TL21 164
L34 135
L18 123
L4 122
TL9 113
L26 111

TANKERS *(Top 5)*
T52 64
T42 58
T28 56
T31 55
T29 46

BRUSH TRUCKS *(Top 5)*
BR42 96
BR43 66
BR32 53
BR50 42
BR31 40
BR35 40

MARINE UNITS
M1 19
M3 14

FIELD CHIEFS
F3 198
F4 121
F9 114
F5 110
F6 110
F7 101
F1 100
R105 91
R104 89
F2 81
F8 77
R103 75

MAY TOTALS
EMS 8,968
FIRE 2,053
NON EMR 311
Total: 11,332