Mission Statement

The Delray Beach Fire-Rescue Department is resolved to provide the highest quality of emergency services to residents and visitors of our community; effectively mitigating all types of incidents threatening life or property; educating the public in specific aspects of health and safety to assure a superior quality of life.

Vision Statement

“Our vision is to provide Fire-Rescue, Emergency Medical and Special Operations Services at the highest level of excellence, professionalism, and commitment to the community. Proud of our past and embracing our future, the members of Delray Beach Fire-Rescue will work as an effective and integrated team, dedicated to continuous improvement and maintaining a positive environment. The Department will be a model to others and the pride of the community”.

Congratulations to Captain Joe Falcone who completed the Spartan Death Race in Pittsfield Vermont earlier this month in 63 hours. To put this in perspective, just under 300 participants began the race, with only 51 completing the race. Tasks included walking, hiking, kayaking, climbing trees, swimming, cutting wood, and on and on. Joe has previously completed 7 marathons, 2 Iron Man Triathlons, and a handful of obstacle races. He is one of our in-house fitness gurus and he has had a lifelong commitment to exercise and healthy living. He says that by far this was the most challenging event he has participated in. Joe’s father, Vinny Falcone, along with Captain Mockenhaupt and his friend Todd Plunkett served on his team to ensure his safety and well-being during the event. Wonderful job, Joe!

Finally finished after 63 hours, each finisher received a skull

“Preparing for the worst......Delivering the best”

The Anniversary Word Find Puzzle Winner is Captain Beardsley!

Captain Liquori came in a very close second.
UPDATE
Danielle Connor, Fire Chief

Congratulations to all of the participants of the 2012 Captain Promotional Examination. Countless hours of hard work, preparation, sacrifice, and study are needed to take this important promotional examination. Within our organization, this first level supervisor is responsible on any given day for a minimum of four other personnel, over a million dollars’ worth of apparatus and equipment, and most importantly, making tactical and split second decisions that are truly of a life-and-death nature. This test is very challenging, and I applaud all of the participants. The list, in descending order:

Daniel Waldrep
Andrew Close
Kevin Saxton
Christine McCrady
Ryan Walker
Brian Fiorey
Gregory Tabee
Matthew Turnbach
Craig Mahoney

The City, and our Department in particular, are very fortunate the recipients of a valuable grant that will allow us to replace all of our existing windows at Headquarters with hurricane resistant impact windows, replace our flat roofs, replace our doors (excluding the bay doors), and install a new generator that will be capable of fully servicing the building when necessary. Nigel Roberts of the Community Improvement Department labored over the authoring and submission of this grant, and the bids for these various projects is currently being completed. We are very thankful for his efforts.

The interview process has begun to fill the nine vacancies that we currently have. In just four days, we received in excess of 600 applicants for these positions. Our process remains very competitive, and includes an oral interview, EMS scenario, EKG rhythm interpretation, polygraph, comprehensive background check including driving record, and a two part physical. I was always told, and now firmly believe, that hiring our personnel is the most important decision I will make as Chief. All of these testing components have been put into place to ensure that we hire personnel of the highest caliber, who will mesh well with our current employees, and have the skills, knowledge, and abilities to serve our community. Division Chief Dave Wetzel has taken the lead in coordinating all of the many efforts that are needed to conduct interviews, background checks, and eventually the orientation. The start date is expected to be October 2012.

To further illustrate the importance of the hiring process, did you know that we currently have 27 people in the DROP program? Here is a breakdown of this roster: 2 Chief Officers, 9 Captains, 13 Driver Engineers, 2 Paramedic/Firefighters, and 1 Administrative Assistant. That represents a significant amount of turnover, particularly in promoted positions. Another way of looking at it is that 27 new employees will be hired within the next five years, in addition to the nine coming this fall. The experience demographic of DBFR is getting ready to shift once again, and this makes our hiring and promotional processes, as well as our ongoing training, all the more important.

Until next month.....stay safe, healthy, and hydrated.
The Training Division has grown! Division Chief Wetzel and I are now working together and planning out the year to provide quality training for our personnel. In August, we have three weeks blocked off for an 8 hour Trauma Protocol and Trauma Alert review which is to be provided by an outside vendor. This is our EMT/Paramedic Recertification year so be sure to try and make a class if you are off when your station goes to get your CEU hours before the deadline of November 30, 2012. Dates of the training are posted on the Master Calendar. I also want to remind everybody that the AIDS/Bloodborne pathogens segment on EMS Jane is mandatory per the State of Florida and must be completed by the deadline as well.

We are going to continue with the Battalion Chief Training every month as this is a way for each Chief to address any training that they want done. It provides them a chance to interact with their crews and identify the strength and weaknesses of each station. The end of this month we will be going over Firehouse data input for training hours to collect as many ISO training hours as possible. An outline will be provided for a guideline of what needs to be done.

The training Division would also like to congratulate everybody that participated in the 2012 Captain’s exam. The candidates have been studying since January and commenced with a 2 day exam given by Ascend Leadership. Congratulations on a job well done!

The following Close Call was posted earlier this year on www.firefighterclosecalls.com and brings to light important points when dealing with a fire that has extended to an attic. I am sure many of us are guilty of doing exactly what this firefighter did and are just got “lucky”.

It is a quick read with valuable information. Take a second and think before we put ourselves in a dangerous situation that has serious consequences.

Lessons Learned:

When accessing an attic space, do not rely on pull down stairs. Reinforce them with attic or folding ladders. When accessing an attic, do not enter it unless it has been ventilated. All firefighters should have tools in their pockets to use for disentanglement of themselves or fellow firefighters. Firefighters should resist the temptation of surrendering their own air supply for the benefit of a firefighter in distress. Crews should practice emergency air replacement & resupply, in tight quarters & with poor visibility, using tools available to them.
Life is full of surprises and serendipity. Being open to unexpected turns in the road is an important part of success. If you try to plan every step, you may miss those wonderful twists and turns. Just find your next adventure—do it well, enjoy it—and then, not now, think about what comes next.

Condoleezza Rice
# CALL VOLUMES ~ July 2012

## Fire Calls:

<table>
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<tr>
<th></th>
<th>June</th>
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<tbody>
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<td>Sta. #1</td>
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<tr>
<td>Town of Highland Beach</td>
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## Rescue Calls:

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<tr>
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<td>58</td>
<td>105</td>
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<tr>
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## Average Response Times

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<th>YTD.</th>
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<tbody>
<tr>
<td>City of Delray Beach</td>
<td>5:23</td>
<td>5:14</td>
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<tr>
<td>Town of Highland Beach</td>
<td>5:36</td>
<td>4:44</td>
</tr>
<tr>
<td>Town of Gulf Stream</td>
<td>6:33</td>
<td>7:43</td>
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## Fire Prevention

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<tbody>
<tr>
<td>Investigations</td>
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<tr>
<td>Inspections</td>
<td>5010</td>
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<tr>
<td>Plans Review</td>
<td>718</td>
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<tr>
<td>Public Education Lectures</td>
<td>84 Attendees: 8129</td>
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## YTD Totals

<p>| | |</p>
<table>
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<tbody>
<tr>
<td>EMS</td>
<td>7013</td>
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<tr>
<td>Fire</td>
<td>2280</td>
</tr>
<tr>
<td>Total</td>
<td>9293</td>
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The town once referred in the 1980s as "Dull Ray" for its boarded up downtown stores and desolate streets, just won Rand McNally's and USA Today's Most Fun Small Town in America.

**Most Fun**
**Delray Beach, Fla.**

**Team that visited:** Patricia Serrano of New York City and Anna Haas of Nashville ("Fresh Traveler")

**What made it stand out:** Located north of Boca Raton in South Florida's Palm Beach County, this town has a "Miami meets Manhattan in the '60s" vibe (think Panama hats and individually owned shops, not flip-flops and chain restaurants). "You can be a yogi beach bunny one minute, on a boat cruising the marina the next, then get your taste of great locally-sourced grub decked out in a dress you got at one of the many awesome vintage stores before you hit one of the town's night spots," the team says.

**Don't miss:** Kevro's Art Bar, an "authentic, intimate and creative space that harbors arts of all kinds," and the free Delray Downtowner, a door-to-door, eco-friendly golf cart service.

**Biggest surprise:** Delray is "a great snorkeling and scuba diving destination," Serrano and Haas say, with a century-old steamship sunk in shallow water and some of the best visibility on the East Coast.

**More information:** delraybeach.com; 561-278-0424

**Category runners-up:**
- Buena Park, Calif.
- Corning, N.Y.
- Denton, Texas
- Geneva-on-the-Lake, Ohio
- Santa Claus, Ind.
Telephone Etiquette Tips

Steve Anderson, Division Chief Emergency Medical Services

Make sure you speak clearly and are smiling as you answer the phone; also identify yourself (rank and name).

Before placing a caller on hold, ask their permission first and thank them.

It is better to return a call than to keep someone on hold too long.

Do not forget to return the call as you promised.

Do not permit the phone to ring into the station or office more than three times.

Always use a pleasant, congenial and friendly tone.

Never interrupt the person while he/she is talking to you.

Never engage in an argument with a caller.

Do not handle an unhappy caller's concern openly in a public setting.

Do not make it a habit of receiving personal calls at work.

Do not answer the phone if you are eating or chewing gum.

Do not give the impression that you are rushed. It is better to return the call when you can give the person the time they need to handle the reason for their call.

Learn how to handle several callers simultaneously with ease and grace.

Return calls promptly that have been left on voice mail.

Always get the best number and time to have a call returned, especially if a supervisor or another crew member must return the call.

Returning business calls should not be before 8:00AM or after 9:00PM, unless you have permission to call another time.

When hanging up the phone, make sure the caller or person called hangs up first. Otherwise, always hang up the phone, gently.

When using the telephone paging feature always address the person being paged by rank and last name. Avoid using the paging system for two way communication. Pick up the telephone and call the person back if a conversation is required.
At 0852 this morning Engine 1, Medic 1, Engine 2, Engine 3, Medic 3, Ladder 6, EMS 1, and Battalion 1 responded to a structure fire at 521 SW 9th St. Units arrived to find smoke and flames coming from a bedroom window. Engine 1 and Medic 1 made entry with a hose line and extinguished the fire. The fire was under control at 0901. The house, unoccupied at the time of the fire, was searched to confirm that there were no victims in the structure. There were no injuries to any civilians or DBFR personnel.

The fire is currently under investigation by the Delray Beach Fire-Rescue Fire Safety Division.

Please see attached photos and above contact information for further inquiries.
Birthdays

2nd
Scott Gainer
James Jacobs

8th
Michael Rodriguez

12th
Edward Crelin

16th
Kristopher Scheid
Monier Levy

19th
David Brassard

23rd
James Bradford

24th
Mary Black

25th
Rylan Rose

28th
Kevin Green

Anniversaries

29th
Steven Press
Mark Dagnan
Jack McKessy
21 yrs.

16th
Debra Nastasi
5 yrs.

14th
Kevin Mead
John Bourgeois
4 yrs.