“Our mission is to be the leader in emergency services through compassion, competence, and a commitment to safety.”
CLIVE FIRE DEPARTMENT

Personnel

Staffing

Administrative Staff
Larry Bever, Photographer  Lamar Hudson, Asst Chief  Rick Roe, Chief
Tony Collins, Asst Chief  Joe Karre, MD, Med Director  Joni Wilkinson, Admin Asst
David Goodwin, Chaplain  P.J. McDonald, Chaplain  Terry Wilkinson, Chaplain

Harbach Station 32
Joe Andrews  Christopher Hall  Steve Lyon  Chad Sposeto
Greg Bender  Denise Harlan  Dave Lyons*  Tony Sposeto
Jeff Bierling  Doug Hazen  Curtis Mann*  Dave Steffen
Jeff Bolton*  Stuart Isaacson  Paul McCarthy  Brian Stoaks
Tammy Buman  Kim Johnson*  Ayal Naggar  Erika Storbeck
Steve Bunce  Dragan Juric  Jeremy Nelson*  Steve Stultz
Chris Cross  Eric Kallem  Dave Pettengill  Sanjay Subramaniam
Pat Daly  Kevin Kiellmann  Gene Schaller*  Kevin Tiemens
Ken Delaney  Brandon Killam  John Schiefer  Tom Tippins*
Josh Engman*  Bob Kock  Jeff Schneider  Stuart Wilson
Eric Ennen  Gary Lewis*  Jonathan Skeens  *Have responded from both stations.
Kyle Frizzell  Scott Lyon  Matt Sonnenburg*  

Westside Station 22
Todd Albrecht  Mike Feekes  Marty Knowles  Rob Seiler
Jason Boyd  Joe Finken  Ryan Knowles  Chris Shade
Chris Brandt  John Gallagher  John Kraemer  Greg Siembieda
Craig Carlson  Brandy Grillet  Kelly McConnell  John Stark
John Carlson  Kevin Hawn  David Melz  Frederick Stuedemann
Mike Clark  Brandon Huford  Paul O’Connell  Erik Tetmeyer
corry Dolbeer  Greg Jones  Ryan Pietzsch  Mike Whitsell
Kent Efnor  Patrick Jones  Brian Plath  Michael Wigham
Chad Egenberger  Eric Kozak  Doug Rex
Geoff Elliot  Jason Kammerer  Pat Seiler

2002 Promotions
Scott Lyon - Promoted to Lieutenant.

Welcome New Personnel in 2002
Joe Karre, MD (Medical Director)  Gary Lewis (EMS)  Curtis Mann (EMS)
Gene Schaller (EMS)  Chad Sposeto (Fire)  Tom Tippins (EMS)

Honoring Years of Service
Ten Years of Service-Pat Daly
Ten Years of Service-Kevin Tiemens

Annual Awards
Member of the Year-Kevin Kielmann  Officer of the Year-Matt Sonnenburg
Firefighter of the Year-Stu Isaacson  Medic of the Year-Kevin Kielmann
Fire Rookie of the Year-Eric Ennen  Medic Rookie of the Year-Jonathan Skeens
CLIVE FIRE DEPARTMENT
Response Times

First EMS Unit on Scene
(I.e. First Ambulance or Paramedic Unit)

First Fire Suppression Unit on Scene
(I.e. First Fire Engine or Ladder)

Average Response Times by Month

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CLIVE FIRE DEPARTMENT
Services

Emergency Medical Services

Fire Suppression

Inspections &

Fire Prevention Programs
- Schools
- Daycares
- Tours

Community Education
- First Aid

Extrication

Hazardous Materials Response
- Initial Operations
CLIVE FIRE DEPARTMENT
EMS Response Times

EMS Response < 3 min.
EMS Response 4-7 min.
EMS Response 7-11 min.
EMS Response >12 min.
CLIVE FIRE DEPARTMENT
Fire Response Times

- Fire Response < 3 min.
- Fire Response 4-7 min.
- Fire Response 8-11 min.
- Fire Response > 12 min.
CLIVE FIRE DEPARTMENT
Call Overview—Types of Alarms

EMS Responses

Fire Responses

HAZMAT Responses
The Clive Fire Department was part of a CIPA process that involves citizens identifying and evaluating their own definitions of performance. The citizens chose Emergency Medical Services provided by the Clive Fire Department as one of their first two services areas to review.

They chose the following five performance indicators to assess:

- EMS Staff’s professional appearance
- EMS Staff’s professional conduct and courtesy
- EMS staff’s competency in handling an emergency situation
- Response time of arrival at scene by EMS Staff after a 911 call
- Citizen’s trust in the Clive Fire Department to keep my community safe

These performance indicators were evaluated through customer service surveys coordinated by Iowa State University.

The results of these surveys are as follows:

- Professional appearance—81% Excellent, 14% Acceptable
- Professional conduct and courtesy—93% Excellent, 5% Acceptable
- Competency—84% Excellent, 14% Acceptable
- Response time—75% Excellent, 15% Acceptable
- Citizen’s trust—74% Excellent, 13% Acceptable
Establishment of a Career Lieutenant

Through growth and growing pains, we identified the need to reclassify an existing paramedic/firefighter position to that of Lieutenant. This appointment was made in December. This change has led to more direct leadership of our day staff, increasing the coordination of projects, training, and accountability. This change also freed up some additional time for the Assistant Chief of EMS, who also functions as the Fire Marshal.

Implementation of Traffic Signal Preemption System

Approximately 50% of Clive is equipped with a traffic signal preemption system. This system allows fire, police, and public works crews to obtain a green light when approaching an intersection. The primary uses for this system are for emergency response of fire and police vehicles, as well as snow removal by public works crews. The primary advantages of this system are the:

- Safety of controlling the intersection during an emergency response.
- Improved response times through more effective traffic flows.

The system has proven highly effective. The remaining intersections will be installed in 2003.

West Metro Fire/EMS Collaboration Taskforce

During 2002, the fire and EMS agencies dispatched through Westcom (Clive, Urbandale, and West Des Moines) formed a task force on collaboration. The task force was charged with identifying how our agencies could work more effectively together. We frequently work together during significant events and busy periods. We also conduct some similar activities. The task force identified the following priorities:

- **Joint Firefighter Recruit Class** – A six-month, 150-hour, firefighter recruit class was conducted between September to February. Approximately 20 firefighters from all three cities were certified through this process.

- **Numbering System** – During the transition from three dispatch centers into one (Westcom) each agency kept their own unique numbering system. We developed a new numbering system which has been tested and implemented. The benefit of a new numbering system is the regional standardization. This improved consistency and efficiency for the Westcom dispatchers and the Westcom agencies.

- **Standardized SOGs** – Because we operate together on a frequent basis, the task force formed a committee to analyze when standard operating guidelines should be consistent. They are also charged with developing the standardized guidelines. The committee is currently in process.
CLIVE FIRE DEPARTMENT
Training and Safety

MCI Training

During 2002, the Clive Fire Department conducted extensive preparation and training for mass casualty incidents. Three major activities are necessary to coordinate the emergency scene management and the medical needs when multiple patients are involved. These activities are the:

- Triage of patients to prioritize care for the more seriously injured.
- Treatment of patients to stabilize any life threatening injuries.
- Transport of patients

Classroom training and simulated mass casualty incidents were used to develop our understanding and practical skills. In addition, our preparations included the development of job aid kits to more efficiently manage each activity. The job aid kits were adopted county wide in subsequent regional MCI planning and training.

Safety Audit

Our Safety Committee conducted a comprehensive safety audit as outlined in National Fire Protection Association (NFPA) Standard 1500. This audit reviewed an exhaustive list of safety related issues in all facets of Clive Fire Department operations, including:

- Administration
- Organization
- Training and Education
- Vehicles, Equipment, and Drivers
- Protective Clothing & Equipment
- Emergency Operations
- Facility Safety
- Medical and Physical
- Member Assistance & Wellness
- Critical Incident Stress Program

The Safety Committee chose the following items as priorities for our efforts in 2003:

1. Hearing Protection
2. Critical Incident Stress Management
3. Multiple Accountability Officers for Large Incidents
4. Protective Equipment Fitting
5. Risk Management Plan
6. Respiratory Protection Plan

The Safety Committee members are:

- Steve Bunce
- Pat Daly
- Denise Harlan
- Kevin Kielmann
- Dave Pettengill
- Rick Roe
- Dave Steffen
During 2002, a strategic planning process was initiated to establish our core values, mission, and vision. This planning process involved department-wide input and participation. Through December, we have established the Core Values, Mission Statement, and Chief's Vision.

The continuation of strategic planning in 2003 will include finalizing the SWOT (Strengths-Weaknesses-Opportunities-Threats) analysis and identifying our organizational priorities.

A staffing plan was developed for vision and planning as we continue to grow in service area and call volume. The staffing plan addresses the needs for weekday staffing/supervision, dedicated fire marshal resources, staffing the expansion of a Northwest Fire Station, and full-time training officer resources.
The Clive Fire Department wishes to pay tribute to our brothers and sisters who made the ultimate sacrifice during the tragic events of September 11, 2001.