"The Beginning Of a New Era Of Leadership"

"ordinary people extraordinary job"
It is with great pride that I report this 2018 Year in Review as your new Fire Chief of the Golden Fire Department. We congratulate John Bales on his eighteen years of service with the department, and wish him well in his retirement. The accomplishments achieved this year were due in large part to the efforts of staff, comprised of 12 paid personnel and approximately 85 volunteer firefighters.

The greatest challenge of 2018 was the transition from the city run dispatch center to the Jefferson County Communications Center (Jeffcom). This transition was driven by a regional approach to interoperable communications that had been in the works for approximately 3 years. Golden had its own police and fire dispatch for many years but space needs and an ability to retain dispatchers was a growing problem. When discussions of transitions to a regional dispatch center started, Golden was interested in that model. Discussions went on for several years until a board was created and JeffCom was born. GFD now shares a network/channel with our fire agency neighbors including Fairmount and Pleasant View Fire Departments. We not only share a communication network, but we all work effectively under mutual and auto aid agreements that bring needed support under expanded call loads and or incidents.

The GFD is a highly trained workforce who respond to various technical rescues (ice, high and low angle, swift water, confined space), fire, emergency medical services, wildland urban interface, and various other fire and life safety issues. We are extremely active in the community and participate in the many special events that Golden has to offer like the holiday Christmas parades, candlelight walk, Buffalo Bill Days, Fourth of July Celebration and many more. Along with event participation, the GFD noticed significant increases to our annual call volume. In 2017 GFD responded to 1573 incidents, and in 2018 we responded to 2287 incidents.

For many years the GFD held an Insurance Service Office (ISO) rating of Class 4. After hard work and commitment to improve, the GFD was able to lower our ranking to ISO Class 2; a score determined by assessing the department’s personnel, equipment and training, water provider along with several other rating categories. Class 2 is an outstanding rating given our department’s size and staffing model.

2018 has been a year aimed at improving efficiencies in the GFD. As such, we have purchased a cloud based inventory system to assist us in managing safety equipment and apparatus maintenance. This system will be custom built to our needs and will help to streamline the various inspections we conduct on a daily, weekly, monthly and annual basis. The Training Division has worked extremely hard to develop a Lateral Firefighter Program, which will allow us to bring experienced firefighters on board without assuming training academy costs. Additionally, we are significantly increasing the experience level of our workforce through the development of this program. Finally, we have joined in partnership with Triple Crown Leadership, who is assisting us with an officer based leadership development program. We anticipate the curriculum will assist our officers in finding innovative ways to guide our Department into the future as an exceptional service provider. We look forward to serving the Golden community in 2019 and beyond.

“Ordinary People-Extraordinary Job”
Golden Fire Department Year In Review 2018

GFD 2018 at a Glance

**Number of Personnel**
- Career Staff: 12
- Volunteer Staff: 85

**Average Response Time**
- 5:44

**Total Personnel Training Hours**
- 10,619

**Busiest Firehouse**
- Incidents: 1843
- Station 21
- 911 10th St.

**Firefighter of the Year**
- Tina Gustafson
- Captains

**Incident Responses**
- 655

**Training**
- 232

**Work Details**
- 130

**GRANTS RECEIVED**
- **Golden Civic Foundation**
  - $3000
  - Three AEDs
- **Gaming Grant**
  - $6000
  - Water Rescue Suits

**Square Miles Covered**
- 18.5

**Busiest Day & Time of Day**
- Between Noon & 1:00 p.m.
- Thursday

**Dollar Amount of Property Saved**
- $9,854,827

“In her 18 years on the department, Capt. Gustafson has always been involved in all aspects of Golden Fire and is consistently one of the top members in numbers in all categories. In 2018, however, she has had an exemplary year, even for her. She took on the responsibility for heading up the Pancake Breakfast this year and the Golden Fire Family Picnic. Tina arranged open houses for recruitment of new members, personally making numerous yard signs to promote the events that she organizes as fundraisers for the GFD. Capt. Gustafson attends many multiple weeklong training sessions on hazardous materials trainings at the National Fire Academy in Emmitsburg Maryland. With her knowledge and expertise on this subject, she trains and maintains training records for personnel to keep everyone proficient when dealing with hazardous materials incidents.

Nominator, Engineer JJ Risch commented, “I can think of no other member of Golden Fire who has come close to the time and effort displayed by Captain Gustafson in 2018. I believe she is the best candidate for the honor of being named Firefighter of the Year.”

In addition to being 2018 Firefighter of the Year, she was also named 2018 Training Division Service Award for her involvement with the training division.”

“Ordinary People-Extraordinary Job”
The Fire and Life Safety Division of the Golden Fire Department is responsible for ensuring that all buildings meet applicable fire codes. This division is responsible for the following activities:

- Building inspections
- Building plan reviews
- Public education & training programs
- Fire protection system inspections
- Fire preplanning
- Fire investigations

<table>
<thead>
<tr>
<th>Fire Prevention Function</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Construction &amp; Operational Permit Plans Review</td>
<td>394</td>
<td>344</td>
</tr>
<tr>
<td>Construction &amp; Operational Permit Inspections</td>
<td>886</td>
<td>334</td>
</tr>
<tr>
<td>Fire and Life Safety Maintenance Inspections</td>
<td>387</td>
<td>494</td>
</tr>
</tbody>
</table>

Fire Origin & Cause Investigations:

- Fire and Life Safety Division: 12 8
- Arson Charged: 1 2
- Citizen Complaint Investigations: 95 35

Public Education and Training Programs

<table>
<thead>
<tr>
<th>Public Education and Training Programs</th>
<th>2017</th>
<th>2018</th>
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</thead>
<tbody>
<tr>
<td>Community Events</td>
<td>11</td>
<td>11</td>
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<tr>
<td>School Events</td>
<td>29</td>
<td>27</td>
</tr>
<tr>
<td>Station Tours</td>
<td>83</td>
<td>83</td>
</tr>
<tr>
<td>Child Passenger Safety Seat Education</td>
<td>56</td>
<td>58</td>
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</table>

“Ordinary People-Extraordinary Job”
Training Division

Academy
10 recruits completed the 16-week 240 hour Golden Fire Department Volunteer Academy. The recruits obtained Colorado State Firefighter I and Hazmat Operations Certifications.

Confined Space Rescue
Nineteen members completed training on new Confined Space equipment and techniques.

Wildland S130/190 Certification
Six members completed the Wildland Firefighting S130/190 Course and became Red Carded to fight wildland fires within the state.

Driver/Operator Training
22 members completed advanced driver training and were certified as Colorado State Driver Operators for Utility, Rescue, Pumper, and Aerial apparatus.

Swiftwater Rescue Training
Golden Fire hosted three Dive Rescue International Swiftwater rescue classes including three-day Swiftwater Rescue I class, three-day Swiftwater Rescue II classes, and the 60-hour Swiftwater Rescue Trainer class. Two GFD members completed Swiftwater I Certification and one member completed Swiftwater Instructor Certification.

Ropes Course
Five members completed the Ropes Level II training course.

Ice Rescue Training
Four members completed their initial Ice Rescue Specialist Training.

Incident Safety Officer Certification
Four members completed the Colorado State Incident Safety Officer certification program becoming the first in the state to hold this certification.

Annual Family CPR Class
Golden Fire family members attended the third annual Family CPR Class to teach basic life-saving techniques.

2018 Training Hours by Category

- **Firefighting**: 48%
- **Hazardous Materials**: 8%
- **Technical Rescue**: 8%
- **Wildland**: 6%
- **EMS**: 12%
- **Fire Officer**: 4%
- **Fire Instructor**: 1%
- **Driver/Operator**: 13%

<table>
<thead>
<tr>
<th>Category</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>EMS</td>
<td>1102</td>
<td>1258</td>
</tr>
<tr>
<td>Driver/Operator</td>
<td>1090</td>
<td>1365</td>
</tr>
<tr>
<td>Fire Instructor</td>
<td>22</td>
<td>101</td>
</tr>
<tr>
<td>Fire Officer</td>
<td>584</td>
<td>480</td>
</tr>
<tr>
<td>Firefighting</td>
<td>4834</td>
<td>5100</td>
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<tr>
<td>Hazardous Materials</td>
<td>887</td>
<td>829</td>
</tr>
<tr>
<td>Technical Rescue</td>
<td>1745</td>
<td>836</td>
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<tr>
<td>Wildland</td>
<td>349</td>
<td>650</td>
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<tr>
<td><strong>Total Training Hours</strong></td>
<td><strong>10,613</strong></td>
<td><strong>10,619</strong></td>
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</table>

“Ordinary People-Extraordinary Job”
Operations Division

13 Steep Slope Evacuations

4 Swift Water Rescues

252 Motor Vehicle Crashes

12 Wildland Fires

<table>
<thead>
<tr>
<th>Incidents By Type</th>
<th>2017</th>
<th>2018</th>
<th>+/-</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fires</td>
<td>57</td>
<td>52</td>
<td>-5</td>
</tr>
<tr>
<td>Overpressure, rupture explosion</td>
<td>20</td>
<td>25</td>
<td>+5</td>
</tr>
<tr>
<td>Rescue &amp; Emergency Medical Service</td>
<td>949</td>
<td>1336</td>
<td>+387</td>
</tr>
<tr>
<td>Hazardous Condition (no fire)</td>
<td>56</td>
<td>64</td>
<td>+8</td>
</tr>
<tr>
<td>Service Call</td>
<td>91</td>
<td>134</td>
<td>+43</td>
</tr>
<tr>
<td>Good Intent Call</td>
<td>232</td>
<td>461</td>
<td>+229</td>
</tr>
<tr>
<td>False Alarm &amp; False Call</td>
<td>163</td>
<td>209</td>
<td>+46</td>
</tr>
<tr>
<td>Severe Weather &amp; Natural Disaster</td>
<td>0</td>
<td>2</td>
<td>+2</td>
</tr>
<tr>
<td>Special Incident Type</td>
<td>5</td>
<td>4</td>
<td>-1</td>
</tr>
<tr>
<td>Total Incidents</td>
<td>1573</td>
<td>2287</td>
<td>+714</td>
</tr>
</tbody>
</table>

Total Calls by District

<table>
<thead>
<tr>
<th>District</th>
<th>2017</th>
<th>2018</th>
<th>+/-</th>
</tr>
</thead>
<tbody>
<tr>
<td>District 1</td>
<td>742</td>
<td>1013</td>
<td>+271</td>
</tr>
<tr>
<td>District 2</td>
<td>694</td>
<td>1182</td>
<td>+488</td>
</tr>
<tr>
<td>Average Response Time</td>
<td>5:32 min</td>
<td>5:44 min</td>
<td>:08 sec</td>
</tr>
<tr>
<td>Mutual / Auto Aid Given</td>
<td>32</td>
<td>75</td>
<td>+43</td>
</tr>
<tr>
<td>Mutual / Auto Aid Received</td>
<td>47</td>
<td>151</td>
<td>+104</td>
</tr>
<tr>
<td>Total Dollar Loss</td>
<td>$332,525</td>
<td>$40,577</td>
<td>$291,948</td>
</tr>
<tr>
<td>Total Save Amount</td>
<td>$28,445,925</td>
<td>$9,854,827</td>
<td>$18,591,098</td>
</tr>
</tbody>
</table>

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2018 Incidents by Type

- **Rescue & EMS**: 65%
- **Fires**: 3%
- **Over Pressure**: 1%
- **Good Intent**: 22%
- **False Call**: 6%
- **Hazardous Conditions**: 3%

“Ordinary People-Extraordinary Job”
EMS Transportation

A Public Private Partnership Working Together to Serve Our Community Better.

For more than two decades, American Medical Response (AMR) has partnered with the City of Golden to provide ambulance transportation. As the City grows, so do 911 calls for Emergency Medical Services. 2018 saw a 19.9% increase in call volume over the previous year. AMR Emergency Medical Technicians and Paramedics in Golden train alongside Firefighters and Police Officers all year long. Last year AMR participated heavily with the Department of Homeland Security to train for active shooter incidents. AMR is on the forefront of developing emerging tactics to better respond to active shooter/hostile events (ASHE). Visit www.amr.net/ashe for more information about how to prepare for these kind of events.

Jeffcom Dispatch

Seven Police & Fire Dispatch Centers Combined to Create a Single Dispatch, Jeffcom.

CALL TAKING OPERATIONS FOR JEFFCOM

- Average Monthly 911 Calls: 19,358
- Average 10-digit Calls: 45,644
- Average Outbound Calls: 18,232
- Busiest Month: July
- Calls Taken For Golden Fire: 2513 which equates to 5% Total call volume

GENERAL STATISTICS FOR JEFFCOM

- Law Enforcement Agencies Served: 10
- Fire Service Agencies Served: 13
- Employee Staffing: 136

2018 JEFFCOM EMERGENCYCOMMUNICATIONS SPECIALIST TRAINING

- Dispatch Academies Conducted: 7
- Total Academy Training Hours: 1120
- New Fire Dispatcher Trainees: 39
- Total On-The-Job Training Hours: 6720

The Golden Fire Department and the City of Golden were improved from a Class 4 to a Class 2 ISO rating as recognized by the Insurance Services Office. The rating is a gauge of a fire agencies ability to serve its residents and business owners. Less than 4.5% of approximately 46,000 fire service agencies across the country earn a Class 1 or Class 2 rating. Many insurance companies use the ratings to set property coverage rates for fire insurance. The rating scale is from 10 to a 1, with 1 being the best rating.

“Ordinary People-Extraordinary Job”
ADMINISTRATIVE STAFF
Alicia Welch, Fire Chief
Debbie Testroet, Admin Coordinator
Jerry Stricker, Deputy Chief/Fire Marshal
Katie Quintana, Deputy Fire Marshal
Jonathan Priestly, Fire Inspector
Jeanette Kehoe, Training Captain
Jeff Steinhoff, Operations Captain
Tom Young, Admin Captain
Anna Trzeciak, Admin Media Assistant
Kyle Raley, Fire Mechanic
Mark Testroet, Fire Chaplain

ASSISTANT/DISTRICT CHIEFS
Bob Burrell, Operations Commander
Joe Gross, District 1
Aaron Giesick, District 2

CAPTAINS
Ben Moline, Station 21
Tina Gustafson, Station 24
John O’Connor, Station 21
Dan Roozen, Station 24
Chad Wachs, Station 21

LIEUTENANTS
Adam Phipps
Ryan Smith
Chase Whitaker

SHIFT OFFICERS
Jeff Hulse, Lieutenant
Jason Mulari, Lieutenant
Marc Staley, Lieutenant

FIREFIGHTERS
Samuel Amador, Firefighter
Joe Anderson II, Engineer
Shawn Arbuthnot, Firefighter
Michael Blasie, Firefighter
Jeff Boyer, Engineer
Nicholas Childers, Firefighter
Case Collard, Firefighter
Andrew Crawford, Firefighter
Neville Dewitt-Pierat, Engineer
Kyle Diethorn, Firefighter
Brandon Dobson, Firefighter
Amelia Englemann, Firefighter
Mathew Felix, Firefighter
Matt Finley, Engineer
Jason Flickner, Engineer
Jason Fritch, Engineer
Damon Gentrup, Firefighter
Daniel Glynn, Firefighter
Richard Gonzales, Engineer
Jacob Harris, Firefighter
Timothy Hinkle, Firefighter
Scott Hofmann, Firefighter
Ryan Hyde, Firefighter
Andrew Impson, Firefighter
Michael Jojola, Firefighter
Cody Kalb, Engineer
Hunter King, Firefighter
Brent Klingemann, Firefighter
Stas Koptev, Firefighter
Anthony Martinez, Firefighter
Chelsea Martinez, Firefighter
Jason Miller, Firefighter
William Moorhead, Engineer
Truc Nguyen, Firefighter
Victorio Orlando, Engineer
Wes Polk, Engineer
Jarrod Raney, Firefighter
Penny Reed, Firefighter
JJ Risch, Engineer
Kayla Rhoades, Firefighter
Jon-Daniel Rotzoll, Firefighter
James Rudnicki-Vasquez, Engineer
Dustin Schissler, Engineer
Morgan Sellers, Firefighter
Rocco Snart, Engineer
George Stern, Firefighter
John Templeton, Firefighter
Joseph Trujillo, Firefighter
Marina Valenzuela, Firefighter
Scott Vigil, Firefighter
Joseph Vogel, Engineer
Patrick Wasserman, Firefighter
Daniel Watters, Engineer
William Watts, Engineer
Craig Weimer, Engineer
Jonathan Zoetewey, Firefighter