Fire-Rescue Administrative Division

Chief Mark Miller and Public Safety Administrative Director Renee Wheeler

December 2016 Overview -

December leadership truism: “Servant Leadership: Consider others more significant than yourselves”.

Highlights of the December report include: LFRA Administrative items; Fire station 7/10; HR Manager position; Capital Projects Funding Committee; 4th Amendment to the IGA

Administrative Matters -

Renee Wheeler and our admin team have worked tirelessly to keep up with the never-ending demand to keep the wheels turning relative to budget, year-end merit increases, payroll set-up, etc. Much of this work is behind the scenes, but integral to the management of LFRA, and we would cease to function without their focus and commitment. Below are just a few of the highlights:

- Participation in the HR Manager Recruitment process and firefighter interviews.
- Allocation of raises based on merit scores and budgeted rank compression adjustments.
- Set up new payroll records with new benefit elections, short term and long-term disability, and raises.
- Limit purchasing (with the exception of emergency supplies and commitments already made), to ensure we do not exhaust the budget due to overtime expenditures.
- Evaluate all outstanding purchase orders to close out completed purchases and track down the status of orders made.
- Completed the preparation of all contracts and purchase orders for 2017 engine purchases.
- Completed 4th IGA Amendment, Omnibus bills of sale, and the lease agreements.
- Reviewed contracts for renewals that need to be prepared for 2017. Review and update all IGA and contract files.
- Transaction reviews to correct account-coding errors.

Future Fire Stations; 7 and 10 -

In conjunction with the LFRA Strategic Plan, we have identified an ideal piece of land for future fire station 7, in the rural area of LFRA’s jurisdiction, west of Loveland. We received preliminary approval from the LFRA Board to purchase the property. We hope to have the contract formalized in January and then will proceed with the process of working with Larimer County on subdividing the property, and ultimately approval from the County to build a fire station. We are excited to get the project moving!

Regarding fire station 10, it is in the Strategic Plan for 2023, but that is a moving target that will depend on growth, funding, etc. We presented a station location analysis to the LFRA Board on December 14th. While no specific piece of property has been identified, we are looking at three - four conceptual sites in the Centerra area, 25/34 area, and Hwy 402/I-25 areas. The station analysis will help us in identifying best the location based on response, future growth, call load, and proximity to other mutual-aid/auto-aid fire stations. The Board gave approval to continue in the process and,
as applicable, the Chairman of the Board and Fire Chief may meet with land owners regarding potential sites as we move forward.

**HR Manager position –**

As part of the 2017 budget adoption, we have started the process of hiring LFRA’s own HR Manager. This is an exciting step for us and will allow us to have a more strategic focus on our specific HR needs, while saving cost allocation resources at the same time. The City of Loveland HR resources have been incredible and continue to assist in helping us identify potential candidates and scope for this position.

**Capital Projects Funding Committee –**

A mentioned last month, a funding committee made up of individuals from the City’s finance department, the executive fiscal advisor, City Attorney’s office, Rural District and LFRA officials, have been meeting to strategize options for funding future capital projects for LFRA. Although discussions have been mainly conceptual, we are getting closer to developing a long term plan for funding new fire stations, (in the City and the County), as well as other growth related projects. Within the next few months, we hope to identify specific action items, and will share these objectives with you all as we know more.

**4th Amendment to the IGA Approved –**

After 10 months of tireless effort, with many moving pieces and many hours of time, LFRA has finally completed the 4th Amendment to the IGA establishing the LFRA as a separate governmental entity. This Amendment will formalize the transfer of all equipment (fire apparatus) and the lease of all real property (fire stations, training center, admin building) to the Authority. This was one of the last steps in bringing the Authority to full maturation according to the Strategic Plan. In December, this was presented to the City Council, Rural Board and LFRA Board, all with unanimous approval. It becomes final on January 1, 2017. Although much work needs to be done to continue to set the LFRA up for the future, this was a huge step, and I’d like to thank the LFRA Board, City Council, Rural District Board, our legal representatives (LFRA/City/Rural), and of course, my staff for making this a reality – excellent work everyone! Enduring greatness...!

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Thanks for the support…it’s an honor serving you all.
December 2016

RESPONSE
- **12/09/2016** – A first alarm assignment was dispatched to a commercial structure fire at 1507 South Lincoln, Engine 1 and Battalion 1 arrived on scene of a working fire in the interior of a medium size, one story commercial structure. A second alarm was requested bringing additional resources including Berthoud Fire District and Poudre Fire Authority companies. The fire was contained to one occupancy within the building, the occupancy sustained heavy fire and smoke damage.
- **12/15/2016** – Crews responded to a wildland fire at the Bobcat Ridge Open Space. The fire was heavily influenced by high winds pushing the fire to the east at a rapid rate. The Canyon Battalion along with Estes Valley Fire personnel were able to attack the west flank of the fire from Storm Mountain. Crews on the east side of the fire pulled back and prepared to protect structures in the Masonville area. Additional resources were requested from Berthoud Fire District, Larimer County Emergency Services, Poudre Fire Authority, Wellington Fire District, Windsor-Severance Fire Rescue and the US Forest Service. Crews re-engaged the fire the next morning and remained on scene until snow began to fall in the area. LFRA crews monitored the fire for the next few days until it was declared out. The total acreage of the fire was 196.
- **12/30/2016** – A wildland fire threatening structures was reported in the 1200 block of North County Road 29, Engine 3 arrived on scene to find a wind driven wildland and debris fire threatening one structure. Heavy apparatus response was limited due to a weight limited (unmarked) bridge. Crews were able to contain the fire before it damaged the structure.

READINESS
- Crews completed hands on ice rescue refresher training in December.
- Thompson Valley EMS and LFRA Crews trained together on cardiac arrest emergencies.

RESOURCES
- An extensive hiring process was conducted to identify five firefighters that have been offered full time positions to replace the part time firefighter program. The new full time firefighters will start on January 9th.
- The Apparatus Committee conducted the final inspection on the new 2016 engine and pre-construction conferences for the 2017 engine, wildland-interface engine and three water tenders.

RELATIONSHIPS
- SVI Trucks utilized the pump pit at the Training Center in the month of November.
- Engine 6 covered Front Range Fire Rescue Authority’s Station 1 during their annual awards ceremony.
Community Safety Division  
Division Chief, Ned Sparks  
December 2016

Update/overview of CSD, Special Events (Ned):

- Inspect and work with Resurrection Church OAC to gain TCO for new addition before Christmas.
- Work with Palmer Gardens to develop a plan to ensure the building meets code compliance following a fire sprinkler break in the cold snap, this also involves the Building Dept.
- Schedule with R2J to finish the 1st grade safety presentations in April.
- AAR of Humane Society with Planning; Public Works – TDR & Storm Water; Electric - report to be released in the next week.
- Discussion with Fire and Ice planning team for set up on 4th St. in February.
- Meeting with owner of the Caroline Ct fire was completed and all documents prepared for same.

Significant Building Plan Reviews, and Inspections (Carie, Ingrid and Allen):

City Building/Fire project review:

- Resurrection Fellowship: TCO with multiple inspections involving OAC.
- City Service Center: significant issues due to the fire sprinkler system installed without design review and permitting.
- Rebound Sports Physical Therapy: the old lighting center building, 107 W 29th, new building owner, 4,552 s.f. tenant finish. The remainder of the building is vacant.
- Surgireal: the existing 9,600 s.f. building has been vacant for quite a while at 995 N. Wilson, and will now house fabrication and office space for this business
- Blackjack Pizza: Moved from Lincoln Ave to the small building at 1435 N Cleveland Ave (the previous Chill Ice cream business)
- Citipoint Church: 5656 Mcwhinney Ave – a tenant finish for church at the outlet mall – 7,954 s.f.
- Safelite Autoglass: Half of the new core and shell building at 5195 E 37th St – 41,556 s.f. for offices and staging/ storage of auto glass
- Toddy Cold Brew: in half of the new core and shell building at 5185 E 37th – 41,121 for processing/ roasting and storage and sales of their coffee products
- Agrium: 5296 Maroon Peak, a two story 111,854 s.f. office tenant finish.
- Working with the design team on logistics of infrastructure, etc. on the Foundry project (downtown development)
- Working with the Airport for potential new clients/ hangars, business opportunities
- Working with the design team for the Larimer County office building on corner of 1st and Denver Ave

Johnstown, County project review:

- High Country Beverage has a Temporary Certificate of Occupancy. The OAC required a substantial amount of time from CSD to make the project deadlines.
- Windjammer site plan for stage and outdoor festivities was approved. Design work for the building and permits is required for existing stage and beer garden.
- 2534 lot 1 & 2 working with engineering company to identify secondary access

Emergency Management – (Pat)

In the last quarter of 2016, we focus on delivering multiple EOC refresher classes to 72 employees of the city, LFRA, TVEMS, and LPD. The training covered topics such as new computer log on accounts, new email accounts, ICS forms, and EOC communications and tech equipment. Another major effort in Q4 was to install NOAA emergency weather radios into all city-owned/operated facilities and to provide training on appropriate actions based on the NOAA message.
The Disaster Recovery Plan was finalized and distributed to M-Team.

An Emergency Management Program Paper was completed and serves as the first annual report for the EM program.

**Detailed Activities:**

**Flood Recovery**
- Attended on-going city recovery planning meetings

**Operations and Maintenance**
- Worked with IT to address EOC issues

**Planning and Documentation**
- Disaster Recovery Plan final documents received and distributed to M Team
- Completed 2016 EM Program Annual Report
- Participated in crisis standards of care planning

**Emergency Preparedness Relationships**
- Attended planning meeting for the first annual cargo bike race
- Participated in several IAEM conference calls / webinars
- Met with Thompson School District EM
- Attended NCEM meeting
- Developed exhibitor list for state EM conference

**Grants**
- Disaster Recovery Plan grant contract between city and E&E was closed out; completion of project.
- Met with Cheryl for monthly grants review
- Met with CDBG-DR grant POC to prep for audit
- State conducted grant monitoring (audit) on CDBG-DR grant – no major findings

**Training and Public Outreach**
- Provided several EOC refresher training classes to city and LFRA employees
- Co-presented intro to EM at regional elected officials meeting

**Exercises**
- Facilitated and participated in regional Blizzaster Exercise – tested communications failure and ARES field integration

**Other**
- Participated in a remote assessment of EM Program for EMAP accreditation

**EMPG Q4 Grant-Required Work Plan Items**
- EMF 1 – Submitted 2016 equipment monitoring report to FM
- EMF 2 - Review of ordinances & resolutions, no revisions needed
- EMF 5 – LEOP / CPG 101 crosswalk in progress, 25% completed
- EMF 5 - Determined development & update program priorities in an annual program paper
- EMF 6 - Attended 2013 Flood Recovery meetings
- EMF 6 – Disaster Recovery Plan completed and distributed
- EMF 7 – On-going implementation of training as outlined in the 2016 TEP
- EMF 7 – NIMS training on-going; current city-wide compliance is 83%
- EMF 7 - Professional development: installed as IAEM Region 8 President; submitted recertification application for CEM
- EMF 8 - On-going implementation of exercise as outlined in the 2016 TEP
- EMF 8 – “Blizzaster” exercise conducted & participated
- EMF 9 – held multiple stakeholder meetings
- EMF 10 – Communications systems tested
- EMF 12 – IGA signed for EM flashing signs maintenance
- EMF 12 - IGA with Larimer County and CSP for hazardous materials incidents in final draft

Public Affairs – (Scott)

☑️ BCOOP program calls and site visits
☑️ Completed DHS PCII Authorized User training program
☑️ Completed IS-860: National Infrastructure Protection Plan online course
☑️ Assisted with “Blizzaster 2016” exercise at Loveland EOC and at Larimer County EOC
☑️ Airport disaster exercise AAR project work
☑️ NOCO Emergency Services PIO meeting
☑️ Coordination and assistance with instruction of EOC refresher session and additional scheduling for January sessions
☑️ Programmed, delivered and provided training for weather alert radios at more city facilities (ongoing project)
☑️ Numerous LFRA website updates, including some large projects for Chief Davis, Chief Smith, and Lt. Andersen
☑️ Numerous LFRA social media posts
☑️ PIO duties for Bobcat Power Line Fire and a handful of smaller incidents
☑️ Created and distributed a holiday home fire safety video with a local Farmers Insurance agent
☑️ 7 car seat inspections/installations
☑️ 1 Knox key install
☑️ 3 BEC event standbys and NFIRS reports
☑️ Completed 1-day Child Passenger Safety Technician refresher training class
☑️ EMS trainings
☑️ CSD staff meetings
☑️ Conducted 1 new business inspection and 1 re-inspection

Accreditation, ISO, Code Enforcement – (Ty)

This was another pretty busy month of structure fires. Worked with Engine 6 and FIT2 on a large-scale hazmat problem at a local business. They significantly exceed their allowable storage quantities. I’m wrapping up prep for the 2017 FIT Academy. We have 23 students from 8 different agencies and instructors include personnel from LFRA, LPD, Larimer Coroner, and a K9 handler.

PLANNING & ANALYSIS

1. Anticipating delivery of the Urban Response Area map soon. It will be presented to Executive Staff for consideration.
2. Completed month-end response performance analysis for LFRA, BTCVFD and TVEMS. Working on compiling response performance analysis for LFRA/TVEMS for Charlie/Delta and Echo medics from 2012 through 2016 for the CRESA-SOC document to show full system resilience. 2015 and 2014 are done, wrapping up 2014 and 2013. I’ve been doing 2016 monthly to keep up

COMMUNITY SAFETY DIVISION
3. LFRA takes over fire panel monitor responsibility in January. We started the training process with 23 people trained for stand responsibility. We now have 35 people trained.

4. Completed plan reviews and issued temporary hazmat permits to two construction projects. Completed 2 hazmat annual inspections and 4 general inspections.

FIRE INVESTIGATIONS

- 3714 Valley View Dr: Grass fire threatening structures
- 4469 West Eisenhower Blvd: structure fire
- 2101 South Garfield Ave: small interior fire with alarm handling issues by Good Sam staff
- 1507 South Lincoln Ave: 2nd alarm structure fire
- Bobcat Powerline Fire: 2nd alarm grass/wildland fire, cooperative investigation with USFS and LCSO
- 917 W 8th St: LPD Detective Koopman should be filing felony charges soon
- 2607 Spruce Drive: LPD Detective Patzer is the lead investigator. No progress report.

SUPPORT OPERATIONS DIVISION

- Worked one 24-hour shift (Lt on E3), scheduled for a 12-hour shift on E3 but cancelled.
- Responded to five reported structure fires, one grass/wildland fire, and two fire alarms.

TRAINING – 22 hrs

- Working on NWCG Crosswalk for ICT5 and FFT1 certifications
- Completed Blue Card CE #12 – Size-Up refresher
- Attended LEAD Loveland – session 4
- Participated in EMS cardiac arrest scenarios
- Plan and prepare for FIT investigations and inspection classes in January 2017.
November 14, 2016

Dear Loveland Fire & Rescue Authority,

Your donation of Fire House Dinner was very generous, thank you! We were fortunate to place it in the silent auction for the McKee Foundation’s 35th Anniversary Gala on November 5th. At the event, we also celebrated the McKee Medical Center’s 40th Anniversary. Thank you so much for your support of McKee and our continued efforts to improve cardiac care in the community and the hospital. With your help we were able to raise over $146,000.00.

Proceeds from the McKee Medical Center Foundation’s Gala will go to the new campaign for two new cardiac intervention labs. These heart labs (surgery areas) are expected to open in 2019. We appreciate you making an in-kind donation to support this effort. According to the IRS rules, you are responsible for valuing your donation in order to claim it as a charitable deduction. Please talk with your tax advisor for more information.

Let me know if you have any questions. My email is Allis.Gilbert@bannerhealth.com and my phone number is (970) 820-4106. Thank you again!

Sincerely,

Allis Gilbert, MHA
Executive Director

For your records, the McKee Foundation’s tax ID # is 74-2182919.
Hey!
I wanted to take a second and let everyone know how amazing the Loveland Fire Department is.
On Friday my dad lost his hearing aid, he could not figure out where he could've possibly dropped it. So he retraced his steps. He called the Fire Department only to ask if anyone had turned it in because he had parked in a shared parking lot as the Fire Department.
They told him no one had turned anything in.
They also gathered up a team and went through the parking lots/alley sweeping through every inch to try and locate it.
After doing so, they went and asked a couple of other businesses in the area if they had anyone turn it in.
I was deeply touched by the fact that they took time out of their busy crazy day for my dad. It may not seem like a big deal, but it was. They didn't have to do any of that.
It's these "little" things that we don't hear about our Fire/Police men/women doing. But it's the kind of things people need to know about.
Thank you LFD.
From: Greg Ward
Sent: Monday, December 5, 2016 7:38 PM
To: Scott Pringle <Scott.Pringle@lfra.org>; Jason Starck <Jason.Starck@lfra.org>; LFRA <LFRA@lfra.org>
Cc: Mark Miller <Mark.Miller@lfra.org>; Ned Sparks <Ned.Sparks@lfra.org>
Subject: Re: Praise for Loveland Fire

LFRA,

See the below email! Many times it's the small things that have the biggest impact!

Nice work to those involved in this event! Thank you for displaying the LFRA 3Cs!

Greg Ward
Division Chief – Operations
Loveland Fire Rescue Authority
On Dec 5, 2016, at 19:30, Scott Pringle <Scott.Pringle@lfra.org> wrote:

FYI...

Scott

Begin forwarded message:

From: Chloe Romero <Chloe.Romero@cityofloveland.org>
Date: December 5, 2016 at 6:31:39 PM MST
To: Scott Pringle <Scott.Pringle@lfra.org>
Subject: Praise for Loveland Fire

Saw this on my FB and thought you'd like to see if they didn't post anything directly.

Sent from my iPhone<image1.PNG>
Not as bad in terms of numbers of The Station Nightclub fire but still awful... reminds us the importance of emergency egress, not blocking fire doors, and why we have Ty and his guys walk the building and fill out the report prior to each event!

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UP TO 40 FEARED DEAD IN OAKLAND RAVE

By Associated Press
Posted Saturday, December 03, 2016 at 12:20 pm

At least nine people died and authorities said they feared the toll could rise as high as 40 in a fire that broke out during a rave at a converted warehouse in the San Francisco Bay Area.

Oakland fire chief Teresa Deloche-Reed said at least another 25 people were unaccounted for as of Saturday morning and authorities were working to verify who was in the cluttered warehouse when the fire broke out around 11:30 p.m. Friday.

Alameda County Sheriff's Office spokesman Sgt. Ray Kelly said authorities were prepared to deal with 30 to 40 deaths.

Between 50 and 100 people were believed to have been at the party when the fire started, Deloche-Reed said. It was not immediately clear what started the fire, but there did not appear to be sprincless in the building, she said.

The interior of the warehouse "made it difficult for people to escape," Deloche-Reed said.

The warehouse was partitioned into artist studios and was packed with furniture, mannequins, statues, lamps, and other objects and did not have a clear entry or exit path, the fire chief said. The only way out of the second floor was a makeshift stairwell made of pallets.

"There is still a large portion of the building that still needs to be searched," she said. "There is large timber and debris that will need to be removed and it's going to have to be removed in a slow and methodical way."

The fire caused the building's roof to collapse and investigators were having trouble entering parts of the warehouse to search for any remaining bodies because the structure was deemed unsafe, Deloche-Reed said.

The building in a gritty part of Oakland was still smoldering Saturday as firefighters used tools to chop a path through debris.

The fire broke through the building during an event featuring musician Golden Donna's 100% Silk West Coast tour.

Survivors said they struggled to find working fire extinguishers.

"It was too hot, too much smoke. I had to get out of there," Bob Mule, a photographer and artist who lives at the building and suffered minor burns, told the East Bay Times. "I literally felt my skin peeling and my lungs being suffocated by smoke. I couldn't get the fire extinguisher to work."

People used a Facebook page Saturday to post and seek information on family and friends who may have been in the building.

Oakland police urged those concerned about missing people to call the Alameda County Sheriff's Coroner's Bureau at 510-332-3000.

The office said the coroners were also at the scene Saturday morning and unavailable for comment.

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KELLER TAYLOR
General Manager
Budweiser Events Center
Spectra Venue Management
Thanks David!

Nice team effort everyone!

It’s great to have such extraordinary partners to work with!

Mark

Mark A. Miller
Fire Chief
Loveland Fire Rescue Authority

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https://twitter.com/LovelandFRA

The Parks Division would like to recognize the Loveland Fire Department for their recent efforts regarding a joint exercise at the Silver Lake Irrigation Pump Station. Divers Ben Ramos and Ben Anderson under the direction of Dave Friedrichsen with additional dive team support are commended for their professionalism and team work while assisting Park and Recreation. This joint effort gave the Fire and Rescue dive team hands on training while at the same time performing a critical inspection of an underwater intake system. You can read all of the details in today’s Reporter Herald, but we wanted to add our appreciation for the many times Fire has assisted Parks on special projects or emergency underwater repairs.
Good job to all those involved and for the support of our City leaders who encourage these types of win/win situations.

Thanks,

David Bothell
City of Loveland Parks and Public Grounds Supervisor
135 N. Dotsero Ave
Loveland, CO. 80537

Office (970) 962-3433
Fax (970) 962-3403

Dave, Please forward to Fire personnel who participated, but unfortunately I do not have the names of.
MEMORANDUM

Date: December 2, 2016
To: John Hutto, Chief
Through: Mike Trombley, Deputy Chief
From: Jeremy Yonce, Lieutenant
RE: LCUAS Update

The purpose of this memo is to provide a brief update on the Larimer County Unmanned Aerial System (LCUAS) program.

The LCUAS team has made significant progress over the past 3 months. The following is a brief summary of significant accomplishments, as well as current progress on other efforts:

- As mentioned in the last update, the team received FAA authorization for a “blanket” Certificate of Authorization (COA), which allows us to conduct both training and operational flights anywhere outside of a 5 miles radius of any controlled airport, and during daytime hours. Currently, we have only one operator who has the certifications required of a pilot flying under the rules a COA.

- The team recently received a CAO from the FAA to train at the Loveland and Poudre Fire Authority Training Centers for night flights. This is somewhat academic with the already existing blanket COA, other than it allows us to conduct nighttime training at those locations, and is a required step to obtaining an operational COA that would allow us to fly at night and within 5 miles of a controlled airport.

- The FAA’s new Rule 107 also allows us to fly both training and operational flights outside of a 5 mile radius of controlled airspace, and during daytime hours. The pilot certification requirements under Rule 107 are much less than under a COA. We have two operators who have already obtained their Rule 107 pilot certificates, and the others anticipate having them in a few weeks.

What this means (simplified and in a nutshell), is that we are already authorized by the FAA to fly operational missions anywhere outside of a five mile radius of the airport and during daytime hours, and we have pilots certified to do so. Within a few months, we expect to be able to apply for and receive an operational COA to fly within 5 miles of the airport, and at night. However, we have not and will not be flying operational missions until our program development is complete and all agency approvals are received. To that end, we are working on the following:

- Completing an update MOU for all participating agencies to sign (currently LCSO, FCPD, CSUPD, LPD, PFA, and Loveland Fire).

- Final touches to a LCUAS Team policy
Specific operational SOPs and safety checklists

Insurance options for UAS platforms

Finalizing training requirements for operators and observers

Establishing a public education and engagement plan

In January, we will begin flight training using UAS platforms owned by the other agencies (currently, FCPD is the only agency that does not either own a UAS or have one on order). Operators from all of the agencies (approximately 10 operators) have completed the required training and anticipate having their FAA Rule 107 Pilot Certifications by January. Depending upon how long it takes to get the draft policies and procedures through legal reviews and agency approvals, we anticipate having a fully operational program in the next 4-6 months.

Initially, it seems most likely and practical that each agency will own their own UAS (such as the DJI Inspire, which costs approximately $4,000 with all accessories) for most deployments (such as traffic accident and crime scene investigations, urban searches for missing people, fire scene reconnaissance, etc.). In the future, it may prove beneficial to purchase a jointly-owned UAS with enhanced capabilities (such as FLIR, operation in high winds and inclement weather, longer range operations, etc.).

This is an exciting program that has received a great deal of support from multiple agencies throughout the county. Examples arise each day of situations and investigations that will benefit greatly from UAS use in the very near future. This team has done a great deal of research, training, policy development and preparation, and we are confident that ours will be a model of how a multi-jurisdictional UAS program should operate in a professional, safe, effective, legally defensible and transparent manner.

Please let me know if you have any questions or concerns.
Another example of our crews taking a few minutes to provide a small service that had a big impact on a citizen.

Thank you for displaying the 3Cs while carrying out the 4Rs!

See the attached photo.

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RH Line

KUDOS TO

FIREFIGHTERS

“I would like to give a big thank-you to Loveland Fire Rescue Station 2. ... I called them on a very cold Saturday morning because my smoke alarm woke me up in the middle of the night, beeping, for the fourth time in two weeks and with two new batteries, and I didn’t know what to do. They came to my house, they took care of the problem, and two of them shoveled my walk and my driveway. ...”

Greg Ward
Division Chief – Operations
Loveland Fire Rescue Authority

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Mr. Griebe,

Thanks you so much for reaching out, and for the kind words! Of course, hearing this sort of thing makes my day, and I will be sure to pass this along to the crews that were there that day.

I’m so proud of the men and women here at LFRA – they consistently go above and beyond. We certainly encourage this type of service, and want them to treat each customer as if it were their own family. Our mission statement of the 3C’s, (Commitment, Compassion, and Courage) is something we expect them to live each day. They do an outstanding job.

Once again, I appreciate you taking the time to reach out, and for your support.

Thank you!

Merry Christmas and Happy Holidays to you and your family!

Mark

Mark A. Miller
Fire Chief
Loveland Fire Rescue Authority

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https://twitter.com/LovelandFRA
Good afternoon Chief,

I would like to share a personal observation and shout out for a couple of firefighters on your staff. Yesterday one of your trucks responded with the Thompson Valley Ambulance to a call for help on my street in my neighborhood. I live on N. Sheridan Ave. between 45th street and 47th street. While the ambulance crew was in the house dealing with whatever emergency they had going on, your firefighters who apparently were not needed for patient care in the house grabbed a snow shovel and commenced to clean the snow off of these peoples walks. I know as a past firefighter that this was not asked of them and they very well could have stayed in the truck and cleared the scene as usual. It must have been obvious to your guy’s that the residents in that house had some issues and were unable to clear those walks themselves. Kudo’s to your crew! Kudo’s to yourself and your officers as well for creating a work environment that fosters not only a great sense of caring for the citizens we serve but for raising the bar in how we serve our citizens. Great Customer Service! It was inspiring to witness such a selfless act at a time when someone needed that help. Great job chief! I just wanted to let you know.  Troy G.