



ARFF FLASH

Fourth Quarter 2019

Rockford Response

Submitted by Chris Millard

On September 29th, we had just finished vehicle checks and the next door medical helicopter pilot came running in reporting a car fire in F lot, ½ a block away, we looked out the front door and it was ripping. I told him to call 911 and then instructed Capt. Caruana to get 2903, our 3000 gal Oshkosh, I opened our Security gate and he responded in. By now we had one car over ½ involved and two others lighting up, he attacked with the roof tour and knocked it down immediately. Rockford Fire Department Fire Engine 3 arrived, opened the hood and Capt. Caruana applied water again through the bumper turret.



2019 Mutual Aid Department Training

Submitted by Captain Caruana

Rockford Airport Fire hosted several area departments throughout the month of September, we reviewed many training topics such as our vehicles capabilities, staging areas, and their roles as mutual aid partners. The outside departments included Mount Morris, North Park, New Milford, Blackhawk, & Rockton. Our mutual aid partners always enjoy visiting the airport and getting to see the action of are always growing airport. We take our training very serious at RFD and we realize we would not be able to do our job as well as we do without the help of our mutual aid partners. The frequency of us utilizing mutual aid is low but that's no excuse for us not to stay on top of our training. Thank you all for taking time out of your night to train with us!

Fiesta De Los Ninos Parade - Port of San Antonio

Submitted by Juan Cardona

Photo of Fire Chief Juan Cardona and three of his children with their new Rosebauer Panther ARFF truck while it was off-site participating in the local Fiesta De Los Ninos Parade.



Manassas Celebrated 1 Year in October

Submitted by Michael Leddy





ARFF FLASH

Unmanned UAV Center delivering on its promise

Article from Gulf Coast Reporters League, October 2019

The Fire Scout is destined to be coupled with a new strike missile system that extend the killing range of littoral combat ships

Moss Point, Miss.

When Northrop Grumman first established its Unmanned Systems Center in Moss Point in 2006, the hope of economic development officials was that it was the first step for a facility destined to grow. That optimism made sense because unmanned systems represents a growth field in the military.

It has delivered on that promise.

Today workers at the plant are doing the finishing work on the second version of the Fire Scout, a larger, more capable model based on the Bell 407 helicopter. Designated the MQ-8C, the helicopter's role in the Navy is expanding, with the helicopter now one element of new Navy approach to the mission of the Littoral Combat Ship. The Fire Scout, working with the Raytheon/Kongsbert-made Naval Strike Missile, promises to turn the LCS fleet into high-tech ship-killers able to destroy an enemy ship more than 100 nautical miles away.

That, in itself, would be an important contribution of the manufacturing plant. But the MQ-8C, which is also test flown here, is not the only work done in Moss Point. It also does fuselage work on variants of the Global Hawk, and is doing subassembly work on the F-35 fighter.

More UAVs

In August Northrop Grumman said it plans to more than double production capacity for the RQ-4 Global Hawk and MQ-4C Triton unmanned air vehicles (UAVs) to 12 aircraft per year in anticipation of growing demand for the intelligence, surveillance and reconnaissance platform.

The manufacturer is adding production capacity to its Site 7 facilities in Palmdale, Calif. It started production out of a recently remodeled building the week of Aug.

26, the company told Flight Global on a tour of the facilities on Aug. 20. The building is on the grounds of United States Air Force Plant 42 and was previously a manufacturing facility for the Northrop F-5 fighter.

Northrop Grumman has lined up six customers for variants of its high altitude long endurance UAV: The U.S. Navy, U.S. Air Force (USAF), NATO, South Korea, Japan and the Royal Australian Air Force.

The company previously produced between three to five RQ-4 Global Hawk or MQ-4C Triton aircraft per year. Typically it takes 162 to 174 days to build the UAV: 150 days to build the fuselage in Moss Point, Miss. and 12 to 24 days for final assembly in Palmdale, the company says.

It was this type of growth in the unmanned systems field that prompted the excitement in Jackson County about what the future could hold. Growth was expected.



Northrop Grumman MQ-8C Fire Scouts on the assembly line in Moss Point, MS *Northrop Grumman photo*

Im-

provements

Northrop Grumman in June 2018 officially opened a new operational area at its 101,000-square-foot Moss Point manufacturing center to add a new line of work. The company said the expanded production facility could now handle projects on manned aircraft systems and more jobs.

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Kevin Mitchell, vice president of global operations at Northrop Grumman's aerospace systems sector, said the company saw the number of employees at the site grow by more than 40 percent since 2017. Gov. Phil Bryant was among those attending a ribbon-cutting that marked the official launch of the new machine shop section at the Moss Point facility.

The \$3.7 million expansion was announced in May 2017 by Bryant during the annual investors meeting of the Jackson County Economic Development Foundation. He said at the time that it would create 60 additional jobs. The new work includes sub-assembly work for the F-35 stealth fighter. The state contributed \$7.5 million in BP restoration money to harden the runway at the airport.

The Mississippi Department of Environmental Quality (MDEQ) in late August was awarded a grant of more than \$6.7 million for the Trent Lott International Airport Runway Improvements project. It's part of the Resources and Ecosystems Sustainability, Tourist Opportunities, and Revived Economies of the Gulf Coast States Act of 2012 (RESTORE Act), which provides funding for Gulf Coast states affected by the 2010 Deepwater Horizon explosion and oil spill.

MDEQ will subaward the project to the Jackson County Airport Authority to support engineering and design, surveying, permitting, and construction at the airport in Moss Point. The improvements will allow the airport to accommodate medium and large cargo planes used by local industries.

"Trent Lott International Airport already is home to world class manufacturing at Northrop Grumman's manned and un-manned systems facility," said George Freeland, executive director of the Jackson County Economic Development Foundation, "but Jackson County remains focused on strategic improvements that position this community for continued growth in the aviation sector."

Initial operation capable

The U.S. Navy declared initial operational capability for the Northrop Grumman MQ-8C Fire Scout un-

manned helicopter on June 28. It clears the way for the unmanned air vehicle to begin fleet operations and training.

The MQ-8C is to deploy aboard the Navy's littoral combat ships in FY2021, and is intended for intelligence, and surveillance and reconnaissance, as well as precision targeting. The airframe is the commercial Bell 407, with seats and other manned avionics equipment stripped out and replaced with remote controls and extra fuel tanks.

Over the next few years, Northrop Grumman plans to deliver 38 MQ-8Cs to the U.S. Navy, with some homeported on the West Coast, some on the East Coast.

Fire Scouts are now strongly linked to the Littoral Combat Ship program, which was designed MQ-8C Fire Scout to produce a less expensive ship with a smaller crew and venture in more shallow waters closer to shore. But it's had troubles.

Conceived during President George W. Bush's administration, there are two versions of the ship: a mono-hull built by Lockheed Martin in Wisconsin, and the General Dynamics trimarin built by Austal USA in Mobile, Ala.

The LCS was envisioned as a cheap, speedy, nimble, sparsely-manned warship that relied on robots to wage war along shallow shorelines that the Navy's



MQ-8C Fire Scout

guided-missile destroyers couldn't enter. But by late 2016, the LCS had become a punching bag for lawmakers who saw the program as a \$12.4 billion boondoggle. Instead of replacing the mothballed fleet of frigates or the aging minesweepers, it was seen as an under-gunned sitting duck.

The LCS program was in stand down mode for 19 months as Navy leaders tried to overcome cost overruns, technology glitches and leadership snafus.

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But the combination of the over-the-horizon Fire Scout and the Raytheon/Kongsbert-made Naval Strike Missile may end ensuring the future of the LCS.



LCS2 and 4, built by Austal USA, *Austal Photo*

Past Meant Present

Submitted by Michael Leddy

The B-17 "Aluminum Overcast" arrived for a show at the end of October. The plane's crew gave Pro-Tec a personal tour of their plane with full access and we returned the favor by showing them



our unit. We even offered to give them a ride in ours in return for a ride in theirs's, they politely declined. We tried LOL.

In May 2020 we are scheduled to have two B-29s, four B-17s, a B-24, a British Land Caster Bomber and three C-47 all here at the same time.



Heart and Hustle

Submitted by Craig Passmore

Chief Theriault donated an extra helmet we had laying around here to my kids hockey team. I got a sticker made and has been put on the front. This helmet gets given to a different player every game that shows "Heart and Hustle" as voted by the coaches. Kids don't need to be the superstar by any means, but they all try to put their best effort in to get the helmet. Kids absolutely love it and they sign their name with a marker when they receive it.



Water Salute

Submitted by Don Minks

A water salute was done 11/20/19 at Des Moines International Airport honoring a WWII soldier being brought home to be laid to rest. The water salute didn't work so well because of the winds, but the thoughts were there.





ARFF FLASH

Out of Country Visit

Submitted by Paul Vosburg

12/10/19, we had the honor to meet and speak with some Chief Officers and Firefighters from Iraq at our station. The Iraqi Firefighters have been in the United States for the past three weeks visiting different areas throughout the country and learning about how we operate. Kalamazoo is the only Airport Fire Station they visited on their trip. Several of the men are firefighters



for the Baghdad International Airport. It was a truly unique and interesting experience. Exchanging how common and different fire services are throughout the world. It was a great visit.



ARFF Training Class

Submitted by Chris Millard

Firefighter Brad Read from the Chicago Rockford International Airport attended an ARFF training class at the Whiteside county municipal airport in Sterling Illinois. The class was intended to provide initial first in non-ARFF fire companies the tool and knowledge to respond to a small aircraft incident.

The Whiteside county airport is about 70 miles south east of Rockford. While mainly used for smaller aircraft, the airport is able to handle an aircraft as large as a 737 if the need should arise.

The focus of the class was on airfield fire response to a general aviation aircraft incident. The instructor, highlighted the difference in avgas and jet A fuel, ballistic parachute systems (BPS) and airbag systems on small planes. He also talked about initial fire attack and extrications tactics.

The class was very informative and well structured. Firefighter Read's intention with taking this class was to gain insight on providing a similar course to local communities that have small airports.



Christmas meal at OKC

Submitted by Tyler Jones



C Shift celebrated their Christmas Eve at the station with a small feast.



ARFF FLASH

AZO Alert III

Submitted by Paul Vosberg



On Friday, November 1 at approximately 16:30 hours, an ALERT II was dispatched for AZO. As soon as Lt. Padgett went in service with Rescue 2, it had become an ALERT III. A SOCATA, TB 30 Epsilon took off from runway 23. Immediately after lifting off, the pilot radioed power failure. The pilot then took a hard left to try and get to the adjacent runway 9er...the aircraft crashed on it's belly in a small grassy area sliding across taxiway Foxtrot, another grassy area, a parking pad and then came to a stop in another grassy area sliding approximately 500 feet.

Rescue 2 was on the scene and no fire involvement of the aircraft. The pilot was out of the aircraft walking around, Lt. Padgett assessed the Patient. FF Troy Gray came in on call back and responded with Rescue 3. The pilot was transported to the hospital via ambulance with minor injuries.

VP Pence Visits Green Bay

Photos by Chet Bruette

Air Force 2 landed at Green Bay Austin Straubel International Airport on Nov. 20, 2019 with Vice President Pence.



Antinov 124 arrives at Medford

Submitted by John Karns

On November 20th, an Antinov 124 arrived at Medford airport. It's mission was to transport three helicopters to Korea and Guam.



The Antinov 124, a



very large Russian cargo aircraft looking suspiciously familiar to the Lockheed C-5 military aircraft, produced an impressive image as it landed and taxied to swallow up three helicopters. The three helicopters, all from Erickson, were a

Sky Crane and two Pumas. The Sky Crane was destined for Korea and the Pumas for Guam.

It took two days to load and secure the helicopters. Our Rosenbauer parked next to the Antinov gives you an idea of it's size.



Baker AMF

Submitted by Paul Vosburg

Congratulations to Firefighter Kyle Baker for completing his AMF (Airport Master Firefighter) certification.



Pictured: FF Kyle Baker and Fire Chief Paul Vosburg



ARFF FLASH

Here's how the Des Moines airport handles in-flight medical emergencies.

Posted in the Des Moines Business Record by Emily Barske

On a recent flight back to Des Moines from my vacation, a passenger had a medical emergency. A doctor on board attended to the patient after the flight attendant asked for a medical professional. I'm not sure what the condition was or whether its severity would have required an emergency landing, but we were far enough past any other major airport that making it to our final destination in Des Moines was our best option regardless.

When we landed, a crew of first responders was already at our plane to assist the passenger. Kayla Kovarna, the communications, marketing and air service development manager at the airport told me there is a very methodical and efficient process behind this response. Here's what happens.

If someone has a medical emergency on a flight, the flight attendants can respond to the passenger with some basic first-aid necessities and contacts the pilot. Each airline has a list of the medical equipment it has on board in case of emergencies. Those emergencies could range from panic attacks to blood pressure or sugar level issues, strokes, heart attach, etc.

The pilot can get in touch with the airline's corporate medical dispatch center, talk through what's happening and determine the severity. If it's really serious, they may need to divert the plane. If it's a long haul, they may need to stop at the nearest airport.

The airport gets involved after being contacted by either air traffic control or the dispatch center for the airline. The airport's operations team would collect as much information as possible and disseminate it. Traffic control, for example, would need to know what time they're landing. If needed, the fire and rescue team can get from the airport station to the gate in less than 90 seconds.

"It's truly that orchestrated," Kovarna said. Through September, the airport has had 29 aircraft medical calls during 2019. If possible, the team tries to get the passenger to the gate because it's easier to

get passengers off the jet bridge than the stairs.

Depending on the emergency or whether transport to a hospital will be needed, the Des Moines Fire Department may also be called to dispatch fire crews or paramedics. The 24/7 ARFF services are required by the FAA, but the Des Moines airport employs more staff than required. The operations team has 13 employees, including the director of operations, among its shifts, and its highest priority is to uphold the safety of aircraft and the nearly 3 million passengers expected to come through the airport's terminals this year.

"They are truly impressive, if you ask me," Kovarna said.



One of the fire and rescue trucks at Des Moines International Airport.

Families celebrate Christmas at Skyxe Saskatoon Airport

Submitted by Bryan House

On December 19, families of Firefighters gathered for a meal and special visit from Santa.





ARFF FLASH

Employee of 3rd Quarter

Submitted by Jordan McPherson

Congratulations to Jeff Beddome for Pro-Tec's Employee of the Quarter!

Jeff started his employment with Pro-Tec Fire Services on March 18, 2019. Since his commencement, he has made a significant impact in the Fire Service, Calgary International Airport and the Company as a whole.

Jeff is a confident and innovative Firefighter who instinctually performs his duties of a professional during routine and emergency situations with a marked level of competence, diligence and outstanding initiative making him a highly regarded member. With an unreserved effort in gathering, understanding and implementing knowledge gathered from past experience and training, he has demonstrated his exceptional skills in IT design, formatting and development of policies and procedures. Jeff spends countless hours of his own time to enhance the Fire Service and its members by assisting in SOG design, medical protocols and training in preparation for our go live date of Oct. 28, 2019. Jeff has stepped up to promote Pro-Tec Fire Services in the local community by organizing and volunteering for charitable events as well as taking lead on many Firehall related matters. Jeff displays the maturity and leadership requirements that Pro-Tec Fire Services should aspire to and is well deserving of this award.



Presenting the award from left to right: Fire Chief Sylvain Theriault, Firefighter Beddome, Deputy Fire Chief Craig Passmore

Ardmore Airpark

Submitted by Ryan Thomas

Ardmore Airpark just took delivery of 10 sets of Globe G-Xtreme 3.0 turnout gear. We are very excited to put the gear to good use. The gear was obtained by using the county fire tax money allotted to the Airpark Fire Department.



Picture of our new Cascade system, purchased by the Carter County Fire Tax that the Airpark Fire Department is a part of. We can now fill three

bottles at a time rather than just one.

FF Gina Prosser Certified

Submitted by Raymond Flaiz

MidAmerica Airport Fire Chief Quin Cayson presents Firefighter Gina Prosser with her FAA standardized initial ARFF training course completion certificate. Training officer Captain Brunns and the entire department worked hard getting Gina spun up in record time. Good luck Gina, we know you'll do great!





ARFF FLASH

Roger 3 Toy Drive

Submitted by Bryan House

In November 2019 two of our staff Lt. Frank Shand and FF Craig Muench came up with the idea of building a Striker Toy Box for our 2019 Christmas Toy Drive for the Salvation Army. Over the past couple of years, it has been difficult to obtain the toy barrels from the Salvation Army so this seemed like a good solution to the problem.



They discussed this idea with Chief House and he was on board after he heard the idea and offered to donate the supplies needed to build what is now "Roger 3". Plans were drawn up and mapped out on the plywood and soon pieces were taking shape on the floor of the firehall. Lt. Shand and FF Muench started construction and the project started taking shape. Other crews pitched in to lend a hand and soon the toy box started to look



like a crash truck, "Roger 3". As things go more and more ideas to make Roger look like a Striker came forth and ideas became reality.

Chief House and Capt. Smith manufactured Rogers Turret out of an old CO 2 horn which was mounted to the top of Roger. Capt. Smith manufactured the top rails and the crew mounted them to the top of Roger. Capt. LaRiviere purchased some lights from a local supplier, and they were mounted by staff and then Capt. LaRiviere wired them up. A power supply was found to convert 110 to 12 volt but it did not have enough capacity to power the incandescent bulbs in the lights but FF Justin Kraft came to the rescue and found some inexpensive LED's on Amazon and a few days later the bulbs were in and lights were on.

Roger's name and number was supplied by Captain

Smiths wife Bonnie and her fabulous Cricut machine and peel and stick Vinyl gave Roger his finishing touches. A great paint job was put together by Lt. Shand who managed to mix the colour to almost a perfect match to our own rigs in the hall. FF Muench went to town with his paint brush and after multiple coats Roger had his colours. FF Muench provided carpet for the bottom of the box to finish off the interior.



With permission from the Saskatoon Airport Authority, we were given a spot in the Terminal for "Roger 3" to sit and for people to bring their toys in to help fill him up. A media blitz was sent out to all airport agencies with a notice as to where Roger will be asking to bring their donation of unwrapped toys to fill him up. We also asked all our friends and family to put out a notice on Face Book to anyone on their lists to donate a toy if they were leaving on a winter vacation or picking up someone arriving in the Terminal.

Thanks to all staff who jumped in and made Roger a reality. Lt. Frank Shand, FF Craig Muench, Fire Chief Bryan House, Capt. Brian Smith, FF Ryan Meyers, Capt. Jody Ruest, FF Brett Doucette, Capt. Garrett Gregoire, FF Justin Kraft. Capt. Dar LaRiviere and FF Collin Ross.





ARFF FLASH

Mid America Family Christmas Dinner

Submitted by Raymond Flaiz

Capt. Bruns and Firefighter Ray Flaiz at MidAmerica Airport (BLV) had their families come out and enjoy Christmas day while on duty. Thank you Pro-Tec Fire Services for providing the meal.



Will Rogers World Airport Fire Department Communications Training

Submitted by John Davis

Will Rogers World Airport Firefighters performing communications training and learning how to overcome difficulties while wearing SCBA masks. The staff with instructions were located in different physical areas from the staff doing the assembly.



MidAmerica Airport annual Christmas luncheon

Submitted by Raymond Flaiz

With no commercial flights, it was a good day to have the MidAmerica annual Christmas lunch at the airport terminal. Airport Director, Tim Cantwell highlighted some of the years successes as well as some



exciting new potential business in the new year. Pro-



Tec, Maintenance, TSA and Engineering all attended, along with airport staff....and a special visit from Jolly Old Saint Nick.





ARFF FLASH

Christmas tree oh Christmas tree

Submitted by Bryan House

In December, once "Roger 3" was finished and waiting to go to the Terminal, Lt. Shand and FF Muench thought it would be a good idea to enter a tree in the SKYXE Christmas Tree competition. Chief House was on board and some decorations were donated and a design for the tree took shape.

Being firefighters, the tree would certainly have to have a fire theme, so they decided to add a bit of a hose, a ladder and some gear into the equation and the Pro Tec Fire Services Christmas Tree was born.

Humor also played a part in the design and with some left over lumber and some dollar store additives the tree was put together and moved to the Terminal with "Roger 3". Icy ladders can be slippery.

We managed to make it through two rounds of the competition but were edged out by GARDA's tree which is now in the finals.



on Christmas. We lined up at the UPS Ramp and started a procession led by the ARFF trucks followed by Rockford Police, we traveled over to our International Terminal with lights and sirens going.

Once we parked in front where the kids were, OSF Life flight helicopter landed with Santa's Helper's, AKA the Marines. The part that everyone loves the most is when the UPS Plane appears on taxiway Foxtrot and pulls onto the ramp. The look on the children's faces when the UPS Boeing 767's main cargo door opened up to reveal Santa Claus and Mrs. Claus always makes us feel good!

Interacting with the public especially around the holidays is always special and we are glad to be a part of such a great organization that cares about our community so much.



Chicago-Rockford Airport Annual Toys for Tots

Submitted by Chris Millard

12/7/2019, Rockford Airport Fire DC Kunce and Captain Caruana participated in the 72nd annual Toys for Tots event at the Chicago-Rockford International Airport. This event takes place every year and gives less fortunate children a chance to receive gifts to open

VP Pence Visits Kalamazoo

Submitted by Paul Vosburg

December 6, 2019





ARFF FLASH

2019 RECAP of Pro-Tec at YYC Station-1 (Calgary, AB)

Submitted by Jordan McPherson



With 2019 now at a close, it is time to compile a list of accomplishments the crews have completed since Pro-Tec Fire Services Canada took over emergency response at the Calgary International Airport-back in May.

It all began when the 26 firefighters and fire officers took on the demanding task of completing all of the training required to take over the then named Fire Hall 13 from the Calgary Fire Department (CFD). While the Fire Chief was busy working with the Airport Authority's Transition Team, the remainder of the staff took on the training required to obtain their Airside Vehicle Operating Permit (AVOP). The training was lead by Lori Scheidt and Craig Cahill.

After a few weeks of driving around the airfield and studying their maps they moved on to complete the four hour driving test where as a group, they attained the highest successful rate the Airport Authority had seen in years; over 90% of staff passed their AVOP Practical test on their first attempt.

The staff then moved on to completing their ARFF training and Live Fires at Toronto Pearson's FESTI. The speed at which the training had to be completed was a true display of everyone's commitment into achieving a positive outcome as more than 70% of the staff had no ARFF Experience prior to starting work with Pro-Tec.

All of the Canadian Aviation Regulation (CARs) mandated training and AVOP Certification had to be completed within three (3) months of starting work at the airport. They also needed to become proficient at driving and operating the two Striker 8X8, two 6X6 where one is equipped with an HRET and the Striker 4X4. All this was accomplished while they had no access to the fire hall.

Once the training was completed, the hard work had only begun; on May 29th the actual transfer of service occurred between Pro-Tec and CFD. The transfer was low key and was accomplished without disruption of services to YYC. The smooth transition was the result of all staff from the YYC Transition team, Calgary 911, CFD, and Pro-Tec working together to make this occur.

The transition ceremony occurred on May 31st when YYC executives thanked CFD for over 100 years of dedicated service and welcomed Pro-Tec as their new service provider. From that point on, all staff worked arduously in cleaning the fire hall from top to bottom, they painted the first floor of the fire hall, decorated it, build shelves where needed, and truly made it their own. While the majority of the paint was provided by Pro-Tec, a great deal of supplies, furniture, and material required to give the fire hall the facelift it needed was actually purchased by individuals at the fire hall. The members not only took ownership of the newly named YYC Station-1, but to this day they take great pride in what they have accomplished and currently own.



After taking-over emergency services for YYC, it was time to integrate Pro-Tec into the airport community. Every Crew did a tremendous job reaching out to the different internal and external stakeholders at the airport by making certain they received tours of all the critical infrastructure and built lasting working relationships with everyone they met. They have become extremely respected by all who work at the airport and continue to integrate themselves within the airport community.

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ARFF FLASH

This sense of community is extremely important for the staff at Pro-Tec as they want to be seen as being part of the airport community, not simply another contractor providing a service. They have also worked very closely with the GM of ERS, Sean Curtis and his manger Natasha Koshowski, in helping with the development and overseeing of the Transport Canada regulated tabletop exercises. The team is now working with Sean and Natasha in the development of the full scale exercise that will occur in April of 2020.

Even though emergency responses began slowly with one call in May and one in June, the call average slowly began to climb between July and October where we reached an average of ten calls per month. Things changed dramatically when we officially took over medical response airside; we saw the average for November and December escalate to 49.5 calls per month. In total, YYC Station-1 has responded to 138 calls in only seven months. As depicted in the table below, there were a variety of responses by all shifts, with the most being medical assists in 2019. Great job to all members in all aspects in the past year.

| YYC Station-1 Emergency Responses in 2020 | |
|--|------------|
| Aircraft In-Flight Emergencies | 14 |
| Aircraft Ground Emergencies | 6 |
| Fuel Spills | 6 |
| Hazardous Material Spill Response | 3 |
| Hazardous Material Transfer | 4 |
| Vehicle Fire | 2 |
| Assist Police or Other Governmental Agency | 1 |
| Medial Assistance Response | 102 |
| # Incidents for ST1—YYC Station 1: | 138 |

2020 looks promising to be a tremendous year for everyone at YYC Station-1 as we look forward to developing the fire station and it’s staff even further. We also look forward to continuing support to the Calgary International Airport and it’s 18 million passengers in 2020!

Congratulations to everyone at YYC Station-1 in all your great 2019 achievements. Your dedication and hard work has truly paid off.

Are you using Social Media?

Submitted by Beth Chandonais

Are you aware Pro-Tec is on social media? We are using Facebook, Instagram and LinkedIn...**please like and follow our pages.** There you will find the latest and most up-to-date information about things happening at each of the Pro-Tec locations.

Also, if you have anything you would like to share or have ideas on new content, please reach out to your station’s social media representative or Beth Chandonais at bchandonais@protecfire.com.



From all of us at Pro-Tec

Thank you for being a part of the Pro-Tec family. We greatly appreciate each and every one of you. Here’s to a prosperous new year!





ARFF FLASH

GOOD NEWS

10/3/19: "I want to make sure you know how pleased I am with the Kalamazoo-AZO ARFF staff. On Monday, our 11am American Airlines flight to Chicago was cancelled, and the next American flight wasn't until 7:30pm. There was a 90 year old passenger booked on the 11am flight, who was rebooked on the later flight. She was traveling to the Mayo Clinic in Minnesota for a regular checkup. Being 90, and having had work done at Mayo over the years on her hip, heart, and head - she has some mobility issues. She had been dropped off by her neighbor that morning, and they live about 45 minutes away from the airport. Her neighbor offered to pick her up, and bring her back later for the 7:30pm flight. She declined, and stayed at the airport all day. I became aware of her and her lengthy stay with us shortly after the flight cancelled. Upon visiting with her, I realized she would need assistance during her stay, and called Chief Paul Vosburg. He came and visited with her and I to assess what her needs may be during the day. Subsequently, whenever our passenger needed to use the restroom or stretch her legs, Troy and then Nancy made themselves available to assist her getting around the terminal. Paul stayed late that night, and was with her from 5pm until her flight left about 7:30pm. He made sure she had snacks for her trip, and requested the airline sit her near the front of the plane for ease of embarking and disembarking the aircraft. He really went above and beyond his duties that day to make sure she was taken care of.

I really appreciate their assistance and how caring they were during her extended time with us."

-Amanda Woodin, Interim AZO Airport Director

10/10/19: Letter to Fire Chief John Davis at Will Rogers World Airport in Oklahoma City, OK. "I wanted to take a moment to congratulate you on your promotion. I also wanted to thank you and your team for the constant excellent work. On the morning of October 9, 2019 we had a medical call for "a female in her 50's that was chocking". Well, the female was me. As an Emergency Manager I am used to taking care of others, being in the patient position really gives you another view of the world. Your team arrived and were all excellent. Like anyone else in that situation I was frightened and not feeling very good. In my role I have the opportunity to work with WFRD every day, however yesterday was special to me personally. Please express my appreciation to the team that responded. Also if I can ever do anything to support you and your team please let me know. Again, congratulations I look forward to working with you.

-Tricia Brace, Mike Monroney Aeronautical Center

12/9/19: To: Fire Dept. Assistants,
It is with deep appreciation that we received wheelchair assistance Thursday on Allegiant flight to Sanford, FL. You were "angels" disguised as fire fighters. We sincerely thank you." -Tom and Betty C, Sterling, IL
(Chief Millard—Chicago Rockford Int'l Airport)

11/22/19: We had a Code Blue a while back and he didn't make it, despite our efforts. We, as individuals, donated money to his family. I received a card from them today, signed by his kids.

—Chief Marc Perez @ Textron Aviation in Wichita, Kansas.

"Dear Fire Team,

We are so appreciative of your generosity and hard work. Your donation in honor of Brett will help fund the grave marker. Thank you so much."



ARFF FLASH

GOOD NEWS

11/18/19: "Dear Sir, On Thursday, November 14th, I was returning home on my third flight of the day late at night. My American Airlines flight was delayed in Chicago, so we were late getting into Appleton. I was tired and not prepared for the cold weather and snow. My son flew home from South Carolina unexpectedly for a funeral while I was gone and left my car in long term parking at the airport. He had texted me where it was parked so I went trudging out to find it. It was a little slippery so I had to watch my step and I was cold. I went up and down the aisle, and I could not find my car. After doing that a couple times I decided I would see if I could find help. I went to the American Airlines desk and a young lady was just turning off the lights but I caught her and she said she would call someone. The security car drove up and a young man, Landon, got out and helped my friend and I with our bags. We went up and down the aisles and finally found my car, covered in ice and snow. He got our bags out and offered to scrape my car window which was solid ice. I started the car, he cleaned the window and I was on my way.

What a wonderful employee you have. He was polite, efficient, positive about finding my car, and helpful. I cant say enough about him. He is the reason I fly out of Appleton Thanks for the great service and helpful hand.

Sincerely, Barbara F. *-Little Chute, WI"*

Belen 10/14/19: Mike Garcia has been appointed OIC.

Carlsbad 11/4/19: The CERT inspection and Tri-annual exercise went well. Zero defects and several compliments on the CERT inspection by the FAA Inspector.

Appleton 11/11/19: Aced their FAA CERT inspection. Fox Valley Technical College ARFF Training Center located on airport property, is near completion, date set for spring 2020.

11/15/19: "To: Fire Department Assistants— It is with deep appreciation that we received wheelchair assistance Thursday on Allegiant flight to Sanford, FL. You were "angels" disguised as fire fighters. We sincerely thank you.

Tom and Betty C *-Sterling, FL*

Des Moines 12/16/19: Received Airport compliment on our medial responses.

Carlsbad 12/16/19: Kevin Graham as been appointed OIC.



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