



Rapid City Regional Airport

March 26, 2014

# KRAP

**Rapid City Regional Airport**

## Emergency Service Estimate

Submitted By



March 26, 2014



Rapid City Regional Airport

March 26, 2014

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March 26, 2014

Mr. Pete Girtz  
Deputy Director for Operations & Safety  
Rapid City Regional Airport  
4550 Terminal Rd, Suite 102  
Rapid City, SD 57703

Re: Aircraft Rescue and Fire Fighting Services

Dear Mr. Girtz

I would like to thank you for giving us the opportunity to present our company information for your review. Per our discussion Monday morning, I would like to submit our estimate for Aircraft Rescue Fire Fighting (ARFF) services for your Airport.

We place significant emphasis upon safety in the daily conduct of our business. Our work comp mod, work related injuries and lost time are well below the state/national average. Retention is another area of significant focus. Our customers and Pro-Tec benefit operationally and economically from the retention of trained, qualified and motivated Firefighters. Our culture, as defined by our Mission Statement, Core Values, Code of Conduct, along with a market driven compensation package and sound managerial processes, all contribute to having a qualified staff and retention at our contracted Airport location.

We serve our customers. Our proposal lists additional services we can perform along with near flawless execution per FAR Part 139, NFPA, and DOD requirements. At one of our locations we issue welding permits. We bring in the City Fire Marshall at the conceptual design stage of a new facility to facilitate the approval process. We provide community service by conducting passenger blood pressure screenings on the customers premise or holding bake sales to benefit young burn victims or participating in Make-A-Wish events.

Pro-Tec is a financially strong company. We do not self-fund our liability nor work comp insurances. It is our sincere wish to become your fire and emergency medical services provider.

If possible, we would like to schedule a visit to your Airport in the near future.

Thank you for your time and consideration.

Sincerely,

*BEwing*

Bill Ewing  
Corporate Fire Chief  
Pro-Tec Fire Services



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# **Section A Estimate**



**Proposed Equipment and Estimated Cost**

Pro-Tec Fire Services, Ltd. is in the business of providing manpower, equipment, training, consulting and administration for Airport Rescue and Fire Fighting (ARFF) and EMS services at the Emergency Medical Technician – Basic level.

**Proposed Staffing (Seven Firefighters)**

Personnel	
1	Fire Chief
3	Captains
3	Firefighters

**Annual Fee**

Estimate	
Year 1	\$650,000

**Fee costing assumptions**

Pro-Tec to provide:	Airport to provide:
<input type="checkbox"/> Compensation for all personnel	<input type="checkbox"/> Living quarters for firefighters
<input type="checkbox"/> Employee benefits (401K, health insurance, vacation)	<input type="checkbox"/> Required vehicles per Part 139
<input type="checkbox"/> Liability insurance (\$5 million)	<input type="checkbox"/> Storage area for vehicles
<input type="checkbox"/> Workers' comp insurance	<input type="checkbox"/> Telephone connections
<input type="checkbox"/> All startup costs	<input type="checkbox"/> PPE
<input type="checkbox"/> Uniforms	<input type="checkbox"/> SCBAs
<input type="checkbox"/> Cell phones	<input type="checkbox"/> All required tools and equipment
<input type="checkbox"/> Supplies for fire station	<input type="checkbox"/> Radios
<input type="checkbox"/> Computer and computer connection	
<input type="checkbox"/> Training materials	
<input type="checkbox"/> Live fire training	
<input type="checkbox"/> Fit testing	
<input type="checkbox"/> Annual physicals	



# **Section B**

## **Value Added Services**





## Value Added Services

Pro-Tec Fire Services works closely with our customers to provide the service they deserve. One aspect of the company that sets itself apart from our competitors is that we recognize the needs of the Airport and try to fill those needs through our Value Added Services. We recognize our relationship with our customer as a partnership and by providing extra services to our customer, at no extra expense, helps continue the relationship to grow. (The list on the following pages indicates extra services that we are currently providing our customers.)

We are proud of the fact the staff at all our existing contracts are considered part of the larger Airport family. It is common for them to participate in or host pot luck lunches or fish fry's (Will Rogers World Airport, Kalamazoo-Battle Creek International Airport, Austin Straubel International Airport, Ardmore Industrial Airpark), Airport charitable fund raisers (Will Rogers World Airport, Roanoke Regional Airport, Outagamie County Regional Airport) and the like. Our Chiefs and Shift Supervisors are trusted to act on the behalf of their Airports in the absence of Airport management. Our Chief at MidAmerica St. Louis Airport fills in for the Airport Director when he is out of town on frequent international marketing trips, he represents the Director at meetings reserved for Airport Management members who can make decisions for the Airport. Our Chief at Ardmore Airpark is considered the Airpark's maintenance manager resolving any problems that arise when the Airpark Manager is off of the property. Our Chiefs attend scheduled Airport staff meetings and are expected to contribute to the discussion; looked to as the public safety expert at the table.

We will ensure our Chief and shift supervisors understand their role and responsibilities when airport management is on and off of the Airport. They will be expected to be professional, courteous and attentive to what is happening on the Airport at all times. They will follow the airport's notification protocols in the event something happens, requiring airport management's presence on the Airport.

One of our core values is **Service**. Pro-Tec promotes the idea of our firefighters teaming with the Airport to look for other services they can provide at no extra charge. The following list is examples of what "Value Added Services" we currently are providing our customers.

- **Airport Emergency Plan Review** - Annually, we will review the Airport Emergency Plan for currency and conduct a Table-Top exercise for agencies identified in the plan. The training will be documented in a manner acceptable to the FAA.
- **Airport Self-Inspection Program Compliance** – We will conduct airfield inspections in accordance with Part 139.327; documenting the inspections on the forms prescribed by the Airport Certification Manual. Prior to commencing the inspections we will train and certify our staff to do the inspections using a training course we developed and approved by the FAA. All staff will be certified by the Fire Chief before doing inspections and will receive recurrent training throughout the year as well.
- **Fuel Farm/Mobile Fueler Inspections**- Inspect fueling agents that operates on the Airport. Inspect fuel farms and mobile refueler units for compliance with FAR Part 139.321, (d). We offer an approved Advisory Circular 150/5230-4B Fuel Safety Program – Initial/Recurrent Training course through our staff at Outagamie County Regional Airport.



- **Automatic External Defibrillator Inspections** – We will inspect all Automatic External Defibrillators (AED) in the Airport terminal and Airport own facilities on a weekly basis. All inspections will be logged into our daily activity log as well as the inspection documentation for the AED. When we find one that needs service we will report it to Airport administration for correction.
- **Community Emergency Response Team Training. (CERT)** - We will facilitate and train Airport and community volunteers to respond to emergencies on the Airport and in the community.
- **Fire Prevention Inspection and Programs**- We will conduct periodic fire prevention inspections of all Airport facilities noting deficiencies. All noted deficiencies will be reported to Airport Administration for correction. We will conduct fire prevention programs for the Airport staff and tenants throughout the year. Programs will be seasonally based on targeted at hazards common for the season.
- **Fire Extinguisher Inspections** - We will inspect all fire extinguishers on the Airport monthly or as needed. We will either replace the extinguisher with one provided by the Airport or contact the fire extinguisher contractor to re-service the extinguisher.
- **Fire Extinguisher Training** – We will provide fire extinguisher training for Airport staff and tenants ensuring that they can operate a fire extinguisher safely. If the Airport does not have a fire extinguisher training burn trainer we will work with the Airport to get one through grants or other sources.
- **First Aid/CPR/AED Training** – We will provide Airport staff and tenants with CPR and first aid training including how to use an Automatic External Defibrillator (AED) using either American Heart Association or America Red Cross training materials. We will offer disaster preparedness training as requested.
- **Grants** – We will use our expertise and contacts to research and secure grants for the Airport to purchase needed equipment.
- **Honoring Fallen Heroes** – Our company has a long history of honoring our fallen heroes when they return home. When a fallen hero is brought home through the Airport our staff will pay the proper respects to the fallen hero and their family. We will make our staff available to assist the family.
- **Incident Command Training** – We will conduct FEMA and state approved Incident command system training for the Airport staff and tenants. All training will ensure the Airport meets the appropriate federal guidelines.
- **NOTAMs** – Our staff will manage the Airport's NOTAM program in accordance with Part 139.339. We will call flight service or use the automated NOTAM system to post NOTAMs as directed by Airport Administration.
- **Storm Water Pollution Prevention Program** – We will assist in its storm water pollution prevention program by inspecting storm water retention ponds and drainage systems or if requested take responsibility for the program.
- **Triennial and Table-Top Exercise Planning** - We will plan, coordinate and execute all training exercises prescribed by Part 139 and the Airport Emergency Plan.







- **Wildlife Management** – Conduct wildlife assessments during daily airfield inspections, respond when directed by Airport operations, or the air traffic control tower, to report of wildlife on the airfield; taking appropriate actions outlined in the Airport wildlife management plan to reduce the risk of the wildlife coming in contact with aircraft.
- **Public Relations** – Provide public relations for the Airport regarding aircraft rescue fire fighting, i.e., conduct tours for the general public, provide fire extinguisher training for Airport employees and Airport tenant agencies, maintain membership with local Fire Chief and Firefighters' organization, and provide courtesy fire prevention inspection for Airport tenant operations.
- **Earthquake Preparedness** – Our staff at Bob Hope Airport developed and placed earthquake response kits at strategic locations throughout the Airport terminal and Airport tenant facilities. These kits include all of the items needed in the event of an earthquake to assist survivors and expedite extracting those trapped by debris. We will conduct training classes for Airport and airline staff on earthquake preparedness including first aid and self-help skills. We will also maintain those kits ensuring they are ready for an earthquake when it occurs.



# Section C

## Community Service

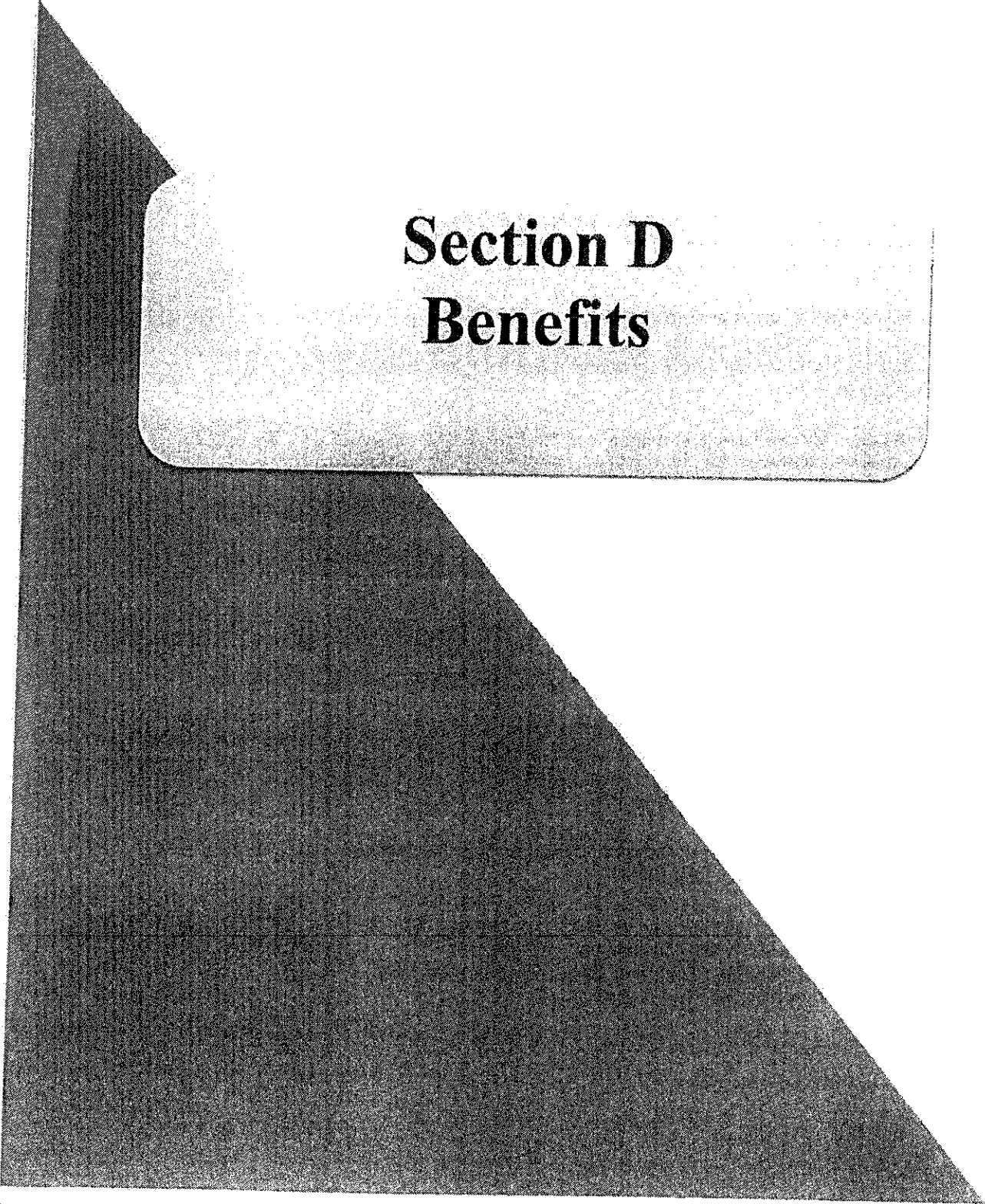


## Community Service

We encourage our Chief and staff to be actively involved in the community. Listed below some of our community involvements:

- **Bob Hope Airport, Burbank, CA.** – Our staff bakes cookies for a cookie drive to benefit a local children’s hospital raising over \$2,000 each year.
- **John G. Diefenbaker International Airport, Saskatoon, Saskatchewan** – Hosts a BBQ and staff phones for a local children’s hospital telethon; raising over \$1,000 each year.
- **Rogue Valley International-Medford Airport, Medford, OR.** – Our staff set up a blood pressure screening clinic in the Airport terminal providing free blood pressure checks and information on healthy life styles provided by the American Heart Association.
- **Roanoke Regional Airport, Roanoke, VA.**– Raised money to purchase over 300 pounds of food for an Airport food drive to help the Feeding America Southwest Virginia.
- **Trenton-Mercer Airport, Trenton, NJ.** – Participates in two notable community service events each year.
  - Scouts to The Rescue – Our staff volunteer to teach basic lifesaving skills to the Boy and Girl Scouts in the Trenton, NJ, area.
  - Operation Dreamlift – Our staff along with many Trenton area fire departments, EMS squads and law enforcement agencies raises money, helping handicapped children into a chartered aircraft and push their wheel chairs during a free trip to Walt Disney World each spring.
- **Will Rogers World Airport, Oklahoma City, OK, and Austin Straubel International Airport, Green Bay, WI,** “pass-the-boot” for Muscular Dystrophy each summer. The firefighters will station themselves at store entrances and roadway crosswalks with a firefighters boot and collect money for the Muscular Dystrophy Association.
- **Kalamazoo-Battle Creek International Airport, Kalamazoo, MI,** every year has a fish fry for all Airport personnel and their families.
- **Austin Straubel Airport:** Pro-Tec Fire Services encourages our firefighters to get involved in the community. In 2012 staff members volunteered 5 hours each for a Cancer Survivor Fund. The staff collected over \$300 For the Red Cross.



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# **Section D Benefits**



**Benefits**

Our benefit program consists of a consumer driven **healthcare plan** in which the company and the employee share in the cost of the monthly premiums and in the annual deductible. By providing a high deductible consumer driven plan, all employees receive lower monthly premiums. They also have more control over making their own healthcare decisions. Employees participate in preventive screenings and wellness programs that promote a healthful lifestyle. They have access to creating their own personalized website to track claims, choose cost effective medical services, clinics, physicians and hospitals. Employees enjoy having a voice and making their own decisions regarding their healthcare.

A. **Health/Dental Insurance:** Pro-Tec Fire Services offers a medical Health Reimbursement Account (HRA) plan for all employees and their dependents. The company shares in the cost of the monthly premiums with the employee. The health plan annual deductible of \$3,000 and \$6,000 is shared 50/50 on every claim incurred. Claim reimbursement is through a third party administrator.

The company contributes towards the monthly dental premiums for the employee and their dependents. The annual benefit amount is \$2,000 each per employee and \$2,000 for each dependent.

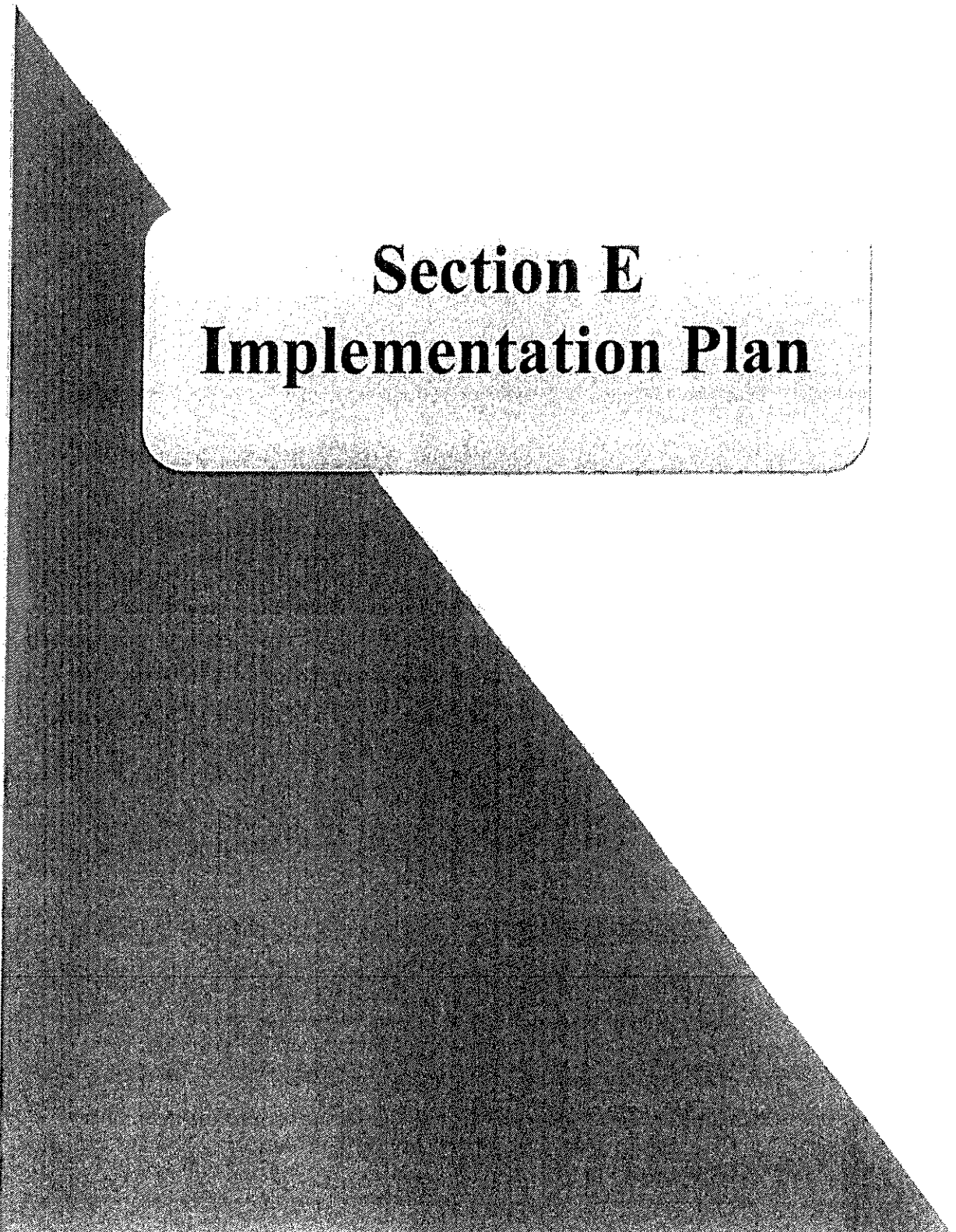
B. **Supplemental Insurance:** The company sponsors a life and accidental death insurance benefit of \$15,000 to all fulltime employees.

C. **401(k) Program (Traditional and Roth):** The company provides a 401k plan for all fulltime and part-time employees. It provides a discretionary match which is evaluated annually.

D. **Vacation:** Vacation is accrued based on years of service with the company.

E. **Sick Leave:** All fulltime personnel will accumulate sick leave with pay at a rate of eight (8) hours a month for each month of continuous/active fulltime employment. Employees who have five (5) or more years of employment at the Airport upon hire date will receive forty-eight (48) hours of sick time as a beginning balance. They will continue to accrue eight (8) hours a month for each month of continuous/active fulltime employment. The maximum accumulation is one hundred forty-four (144) hours while employed with the company. Accrual begins the first of the month after thirty (30) days of continuous employment. Sick leave may be used in case of illness or injury.



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# **Section E Implementation Plan**



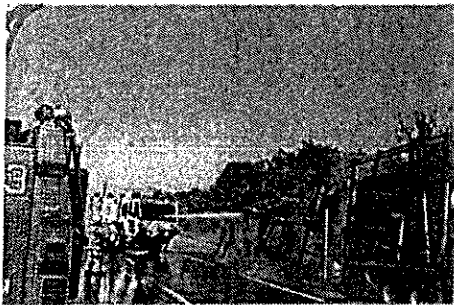


## Staff Integration

When the contract is awarded we will place a job posting in the ARFF station, local newspapers asking all who are interested to go to our website to complete an application. The posting will have contact numbers for the Director, Human Resources and Corporate Fire Chief to answer any questions they might have about the company, benefits or application process. Within a week of the posting members of our Corporate Management team will arrive to meet the staff, conduct interviews and arrange for occupational physicals. Provided that they meet our qualifications, all staff will be offered positions in the new department.

A strong relationship between the ARFF Chief and Airport Management is crucial to the success of the contract. We will meet with Airport Management to determine what their ideal ARFF Chief looks like. If the current Chief is acceptable we will pursue him for fulltime employment. If for whatever reason he is not or he declines our offer of employment we will first look within the ranks for the current staff for a qualified candidate; if one is not found we will conduct a search through our regular candidate search process. When a suitable candidate is found we will offer Airport Management the opportunity to give us input on the selection. When the staff roster is filled we will conduct staff orientation training.

Orientation training will review Pro-Tec Code of Conduct, Mission Statement, forms, payroll system, policies and training on Emergency Reporting Management System (ERMS). We will review and



transfer the staff's existing training records to our training format. We will review each record for currency with FAR Part 139 sections 303, 319, 321, 329 and other sections requiring training by the contract to include current live fire training. We will review fire department vehicle operations training and structural firefighting training as well.

Any areas that appear to not meet our requirements will be scheduled for training immediately after we start operations. The only exception will be ARFF live fire training which must be current prior to the start of the contract.

## Management and Personnel Policies:

### Management Practices

The intent of this document, and ultimately the contract, is to provide ARFF services on a 24-hour per day basis, as described.

Pro-Tec is proposing an operational plan that is straightforward and viable. We will delegate all necessary authority to our local Chief Officer to ensure immediate and local response to the Airport's needs. Pro-Tec's Corporate headquarters will provide required logistical and administrative back-up support to this project.

Our Corporate Fire Chief, Bill Ewing, will primarily provide quality assurance for ARFF services, from a Corporate's standpoint. Other Corporate Officers will also be actively involved in supporting and evaluating the operation in special situations.



Pro-Tec Fire Services will perform periodic staff assistance inspections during each year of the contract. Corporate Fire Chief, Bill Ewing, or his designee, will conduct the inspections.

Any variations in contract compliance or service are most often corrected on the spot. Items that cannot be corrected immediately will be noted and a correction date, appropriate to the severity of the deficiency, will be issued to the Chief. Corrective actions will be reported to Corporate Headquarters.

Pro-Tec Fire Services shall develop reporting forms using the Emergency Reporting Management System (ERMS) that will be described later in detail. ERMS will allow us to maintain training records, logbooks, and other records relating to ARFF functions in a system that will allow the Airport 24/7 access to the daily log, staffing schedules, training records and other records they need access to simply by using the login and password we provide. These records are to be kept electronically in the data base as well as "hard copied" on Airport premises readily available for inspection by Airport Administration and the Federal Aviation Administration. The reports shall include all accidents, incident reports (NFIRS and State required), safety inspections, and any safety violation related to ARFF occurring at the Airport.

Pro-Tec Fire Services, Ltd., shall ensure that proper log entries are made and the reports are submitted as required to the Airport Administration. Forms must be acceptable to the FAA.

#### Personnel Policies

- A. All personnel shall be employees of Pro-Tec Fire Services, Ltd., and Pro-Tec shall pay all salaries, social security taxes, federal and state unemployment insurance and any and all other taxes relating to such employees.
- B. All radios installed in the Airport apparatus and building shall be used only in accordance with rules and regulations issued by the FAA, the Federal Communication Commission.
- C. Consumption of alcoholic beverages by ARFF personnel during the performance of their duties is prohibited and use of such beverages during duty hours shall be cause for the immediate removal by Pro-Tec Fire Services, Ltd. of any ARFF employee. Under no circumstances may any ARFF employee use or consume any alcohol nine hours prior to or during working hours, during work breaks, or during the lunch hour when such employee will or can be reasonably expected to be back on the job at his or her work station immediately following such work break or luncheon. Use of mood altering chemicals such as barbiturates, narcotics, amphetamines, hallucinogens and marijuana will be grounds for removal of employee.

The only exception to this policy shall be when taking a prescribed dosage of a chemical substance while under the care of a physician, provided such medication does not impair the ARFF employee's ability to perform his duties and employee has notified his immediate supervisor.

- D. Pro-Tec Fire Services, Ltd. shall provide physicals for its personnel, which will include a substance abuse test and hepatitis immunizations as required. Pro-Tec Fire Services, Ltd., shall also provide a pre-employment physical for each prospective employee as a condition of employment.
- E. Pro-Tec Fire Services, Ltd., and its personnel are specifically prohibited from issuing or making any public statements to media except when requested and directed to do so by the Airport Administration.



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- F. The building housing the fire equipment shall be maintained in a neat and clean appearance and condition. We shall be responsible for the removal of debris around the ARFF station, which would interfere with operational effectiveness. We will provide grounds maintenance around the ARFF building.

**Services Provided**

- A. The Pro-Tec Fire Services, (Contractor) shall supply all bedding and linens.
- B. Pro-Tec Fire shall ensure that adequate ARFF personnel are available to meet minimum response times in emergency situations.
- C. Pro-Tec Fire shall regularly and routinely inspect Airport premises from the standpoint of fire or hazard potential in accordance with FAR 139.321(B) and recommend corrective action whenever necessary.
- D. Pro-Tec Fire shall inspect the air operations area at least daily. During these inspections, the Contractor shall identify hazards, debris, and inoperative runway, taxiway, and ramp way lighting. Deficiencies are to be reported to the Airport Maintenance Supervisor or his representatives on the daily report form.
- E. Pro-Tec Fire shall store and control all necessary materials required to satisfactorily perform the duties and tasks identified.
- F. Pro-Tec Fire shall be responsive to the Airport Emergency Plan as it applies to ARFF functions in the following areas:
- a. Aircraft accident.
  - b. Personal injury and illness.
  - c. Bomb threats or hoax.
  - d. Disabled airport.
  - e. Structural fires.
  - f. Natural disasters.
  - g. Civil disturbances.
  - h. Radiation accident or nuclear attack.
  - i. Mutual aid plans.
  - j. Hazardous materials.
- G. Pro-Tec Fire shall ensure that ARFF vehicles, radios and the crash phone are tested every day. All discrepancies shall be reported to the Airport Administration.
- H. Personnel shall comply with the following minimum standards for dress:
- a. Airport Administration requires certain groups, including the ARFF Services Contractor, to wear uniforms and to maintain a high standard of appearance so as to identify the profession, the individual, and the airport in a positive and professional manner when in uniform on duty.
  - b. Uniformed public contract employees are required to adhere to the responsibility of the Contractor to establish procedures for the consistent enforcement of all appearance standards.
  - c. The uniform will be provided to ARFF personnel by Contractor.
  - d. The uniform must be neat, clean, pressed and presentable at all times and must pass reasonable inspection.



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- I. Pro-Tec Fire shall establish a schedule to wash and clean the vehicles used for ARFF at least once each week or more frequently as required.
  - J. Pro-Tec Fire shall provide first-line maintenance and upkeep with the exception of major maintenance on the ARFF vehicle provided by the Airport. The Contractor's maintenance responsibility is as follows:

Preventative Maintenance on a Recurring Basis.

- a. Checking and refilling oil levels in all gear boxes as needed.
  - b. Establishing a driver's daily checklist for vehicles. (To include all firefighting equipment carried on the vehicles)
  - c. General cleaning of vehicle.
  - d. Replacement of light bulbs and sealed beams.
  - e. Conduct an annual, time, and distance discharge test on the ARFF vehicle according to the vehicle manufacturer's specification and record the results of the test.
- K. Pro-Tec Fire shall perform other miscellaneous duties and tasks as directed by Airport Administration provided they are not of a nature that will result in additional cost over and above those expressly identified in the contract.

Emergency Reporting Software

Pro-Tec Fire Service's recordkeeping system is well established, maintained, automated, and supported by Emergency Reporting. Pro-Tec has implemented its current work management and records system called Emergency Reporting Maintenance System (ERMS). This system is a secure web based record management system that provides nineteen (19) different record maintenance and record retention suites including the National Fire Incident Reporting System (NFIRS). The system also provides for the management of all fire department training records, manages all inventory records, develops work schedules, provides EMS Patient treatment forms, develops vehicle and equipment inspection and maintenance forms, maintains employee certification records, provides a station logbook program, and develops pass on information for shift turnover meetings. Emergency Reporting is used by over 50,000 first responders, administrators and others serving fire rescue, EMS agencies, Navy, Air Force, Marines, Army, nuclear power facilities, Airports, NASA, ambulance services, hospitals, oil refineries, multi-agency districts. The system is web based so it will not require any IT support from the customer. Being the fact that the system is web based gives Pro-Tec the ability to monitor each customer location from our Corporate Office. Pro-Tec can also provide off site technical backup.

The Shift Captain is responsible for ensuring that all required documentation has been completed and entered into the fire department data management system prior to going off duty. The Shift Captain maintains the shift turnover log so that he can brief the oncoming Shift and the ARFF Chief of events that occurred during their shift as well as other pertinent information (condition of the response fleet, condition of the emergency response equipment, important activities that are occurring on the Airport, issues with fire protection systems on the Airport, on-going or abnormal maintenance activities, and changes in hazards), as well as any other vital information that has to be passed on to maintain a strong continuity of services.

Emergency Reporting offers several advantages of conventional records management software including:

- Real time viewing of all records.
  - Access can be given to anyone to view 24/7.
- Intuitive
  - The software is easy to use and learn to use in just a few minutes.



- All screens prompt the user to the next step needed to make an entry.
- Training program management.
  - Tracks staff certifications ensuring recertification are completed on time.
  - Schedules recurrent training based on frequency of each required subject.
  - Tracks recurrent training ensuring all staff is current.
  - Library of training references that all staff will have access to 24/7.
- Manage personnel records.
  - Tracks key personnel data securely.
  - Tracks/manages vacations and sick time.
- Ensures all staff read and acknowledges important memos and notices.
- Daily activity logs.
  - Consistent format across the company.
  - Tracks all activities including scheduling inspections.
- Incident reporting. The software will:
  - Automatically populate the appropriate NFIRS (National Fire Incident Management Reporting system more efficiently file) report fields.
  - Ensures that the report is complete and
  - Ensures the report is reviewed by the Fire Chief before submission.

	New Support Issue posted: CHECK OUT GOOGLE MAPS INTEGRATION! (09/15/2011)									
	Welcome, Trey Carpenter Today is Friday, September 16, 2011	Station: 01 - Headquarters Shift: A Shift <a href="#">Change Station/Shift</a>								
	<a href="#">Daybook</a>									
	<b>System Notifications:</b> <a href="#">Change my notifications</a>									
	Messages: You have 4 new messages.									
	Incidents: You have 1 incomplete incident assigned to you. You have 3 incidents waiting to be reviewed. You have 0 incomplete patients assigned to you. There have not been any NFIRS exports for 512 days. Please review all of the incidents from the month of May, 2010 and export the calls in the Export area of the Administration module.									
	Hydrants: Outstanding Work Orders You have 28 outstanding work orders.									
	Hydrants: Out of Service There are 3 hydrants that are out of service.									
	Maintenance: There are 4 pending work orders.									
	Inspections: There are 29 occupancies with overdue inspections. There are 7 occupancies with inspections scheduled 90 days in the future.									
	Training: There are 0 training items occurring 60 days in the future. There are 2 certifications expiring 180 days in the future.									
	Events: <a href="#">View all events.</a>									
	Daily Log									
	<input type="button" value="Show for Current Station"/> <input type="button" value="Back"/> <input type="text" value="Date 9/16/2011"/> <input type="button" value="Next"/> <input type="button" value="Go"/> <input type="button" value="Add to Log"/>									
	<table border="1"> <thead> <tr> <th>Start</th> <th>End</th> <th>Log Details</th> <th>Personnel</th> </tr> </thead> <tbody> <tr> <td>9/16/2011 09:00</td> <td>9/16/2011 08:30</td> <td>Activity: Comm - Communications Check Details: Tested all Comm Equipment</td> <td>Carpenter, Trey </td> </tr> </tbody> </table>	Start	End	Log Details	Personnel	9/16/2011 09:00	9/16/2011 08:30	Activity: Comm - Communications Check Details: Tested all Comm Equipment	Carpenter, Trey	
Start	End	Log Details	Personnel							
9/16/2011 09:00	9/16/2011 08:30	Activity: Comm - Communications Check Details: Tested all Comm Equipment	Carpenter, Trey							



### Will Rogers World Airport

Oklahoma City, OK

This report was generated on 5/23/2012 8:50:32 AM



Daily Log Items for Activity Code per Personnel for Date Range

Activity Code: 4EM - Emergency | Personnel: All personnel | Start Date: 05/01/2012 | End Date: 05/31/2012

START DATE	END DATE	STATION	NOTES
<b>Alderman, David</b>			
05/04/2012 15:27		1 - Will Rogers	responding to medical at southwest reservation center, called in on line 5, emsa and airport pd notified, page sent
05/04/2012 15:27	05/04/2012 15:44	1 - Will Rogers	Incident 2012-132 - Medical assist, assist EMS crew; Apparatus R-5 responded to 5300 s. meridian AVE
05/04/2012 18:11	05/04/2012 18:15	1 - Will Rogers	Incident 2012-133 - Aircraft standby; Apparatus R-5 responded to 7100 terminal DR
05/04/2012 19:29	05/04/2012 19:55	1 - Will Rogers	police report sick male at southwest ticket counter, emsa notified, vehicle called for report enroute
05/04/2012 19:29	05/04/2012 19:38	1 - Will Rogers	Incident 2012-134 - Emergency medical service, other; Apparatus R-5 responded to 7100 terminal DR
05/15/2012 08:17	05/15/2012 08:27	1 - Will Rogers	Incident 2012-144 - Alarm system activation, no fire - unintentional; Apparatus R-5 responded to 6101 SW 65th ST
<b>Beagles, Cory J</b>			
05/02/2012 11:31	05/02/2012 11:35	1 - Will Rogers	Incident 2012-130 - Rescue, EMS incident, other; Apparatus R-5 responded to 7100 Terminal DR
05/07/2012 06:27	05/07/2012 08:45	1 - Will Rogers	Incident 2012-135 - EMS call, excluding vehicle accident with injury; Apparatus R-5 responded to 7100 terminal DR
05/09/2012 19:16	05/09/2012 19:38	1 - Will Rogers	Incident 2012-137 - Rescue, EMS incident, other; Apparatus R-5 responded to 6500 S MacArthur BLVD
05/11/2012 18:17	05/11/2012 18:30	1 - Will Rogers	Incident 2012-140 - Aircraft standby; Apparatus R-5 responded to 7100 south terminal DR S
05/11/2012 18:33	05/11/2012 18:42	1 - Will Rogers	Incident 2012-141 - Dumpster or other outside trash receptacle fire; Apparatus R-5 responded to 7100 terminal DR
05/15/2012 12:04	05/15/2012 12:30	1 - Will Rogers	Incident 2012-150 - EMS call, excluding vehicle accident with injury; Apparatus R-5 responded to 7100 Terminal DR

EMERGENCY REPORTING  
 emergencyreporting.com  
 Doc Id: 1048  
 Page # 1



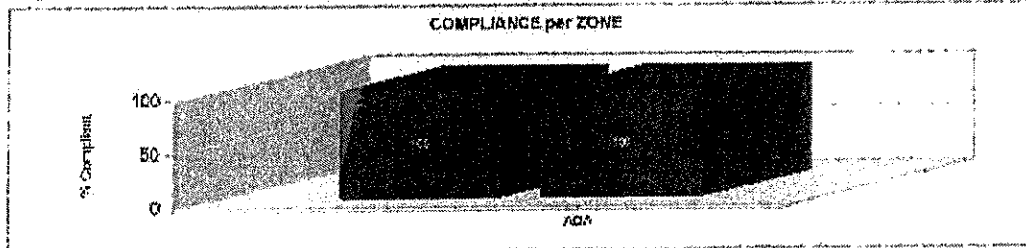
### Will Rogers World Airport

Oklaoma City, OK

This report was generated on 5/23/2012 8:53:02 AM



Apparatus Compliance Percentage for Response Mode per Zone for Date Range  
 Pop. Density: All | Incident Range: 100 - 811 | Response Mode: Lights and Sirens | Station: All Stations | Zone: All Zones |  
 Response Time: 00:00:00 | Start Date: 05/01/2012 | End Date: 05/31/2012



# RESPONSES			
ZONE	COMPLIANT	NON-COMPLIANT	% COMPLIANT
	0	14	0.00%
AOA - Inside Fence	0	1	0.00%
<b>Total for All Zones</b>	<b>0</b>	<b>14</b>	<b>0.00%</b>

NON COMPLIANT INCIDENT DETAILS			
ZONE	INCIDENT DATE	INCIDENT ID	RESPONSE TIME
<b>154 - Dumpster or other outside trash receptacle fire</b>			
	05/10/2012	139	3:00
<b>300 - Rescue, EMS incident, other</b>			
	05/02/2012	130	2:00
	05/22/2012	153	1:00
	05/22/2012	154	1:00
<b>311 - Medical assist, assist EMS crew</b>			
	05/04/2012	132	6:00
	05/17/2012	147	3:00
	05/17/2012	149	3:00
<b>320 - Emergency medical service, other</b>			
	05/04/2012	134	3:00
	05/13/2012	142	6:00
	05/17/2012	148	2:00
	05/22/2012	152	4:00
<b>321 - EMS call, excluding vehicle accident with injury</b>			
	05/16/2012	145	2:00

Calculates difference for apparatus' DISPATCH and ARRIVED times in comparison to the RESPONSE TIME provided. The % COMPLIANT column displays when apparatus' response times were less than or equal to provided response time for the appropriate ZONE (from Basic Info 3). Only REVIEWED incidents and non-cancelled apparatus included. List of non-compliant calls grouped by zone listed below with response time for each incident for that apparatus over RT.

**EMERGENCY REPORTING**  
 emergencyreporting.com  
 Doc ID: 1110  
 Page # 1





## Startup Example

### Roanoke Startup

The Roanoke startup is a prime example of how the staff at Pro-Tec Fire Services pulls together to get the job of providing ARFF services for a new customer. There is a total commitment by the company to provide for the needs of the customer and to try to make the change as seamless as possible.

### Emergency Operations

#### **Roanoke Regional Privatizes Fire & Rescue Services**

*By Robert Nordstrom*

*As published in: [Airport Improvement Magazine - September 2010](#)*



For years, rescue and firefighting services for Roanoke Regional Airport (ROA) in western Virginia operated out of a public joint-use station located on Airport grounds. The city's structural firefighters drove out of one set of doors for standard calls such as house fires; aircraft rescue and firefighting (ARFF) crews used a separate set of doors and equipment for airfield incidents.

In July, however, the Airport finalized its transition from public to private ARFF services. Crews from Pro-Tec Fire Services are now the sole occupants of the Airport station.





The transition began in early 2009, when the city moved its structural firefighters into a newly built station, leaving the ARFF staff behind at the old facility. When both services shared a station,

it was easy for the city to swap crewmembers between the two staffs to cover shifts. With services split between two stations, sharing crewmembers wasn't as convenient, which prompted the city to ask ROA if it was ready to take over ARFF services.

The question came as no surprise to ROA executive director Jacqueline Shuck and the Roanoke Airport Commission. According to Shuck, they always knew the Airport would one day assume control of ARFF services. "It was an evolutionary process," she explains. "When the city decided to build a new station, the time seemed right to start planning the transition."

### Maintaining Quality

The city's ARFF services were excellent, Shuck emphasizes, so the commission searched for a private provider with demonstrated competence and a proven track record to maintain the same level and

quality of services. After issuing a request for proposal and interviewing the two responding companies, Airport officials relied heavily on references from other Airport directors. Confirmation from within the industry, notes Shuck, was "very important."



While quality was the primary selection criterion, Pro-Tec, the company ROA chose, was much less expensive than its competitor. It will also cost \$88,000 less than the \$769,000 paid for city services last year.

"We didn't go through this whole process just to save money," Shuck stresses.

Pro-Tec's \$681,000 annual cost includes salaries, benefits, uniforms, physicals and training for one chief, three captains and six firefighters on three shifts.

### Chief Concern

#### Facts & Figures

**Project:**  
Privatization of ARFF Services

**Location:**  
Roanoke (VA) Regional Airport

**Service Provider:**  
Pro-Tec Fire Services, Ltd.

**Benefits:**  
Airport assumes control over services & saves \$88,000/year vs. city provider

Pro-Tec's first order of business was to hire a fire chief - a priority Airport commissioners agreed with wholeheartedly. With an emergency mutual-aid plan still needing to be negotiated with the city and county, officials didn't want anything to jeopardize the excellent relationship the Airport had with the local jurisdictions. To ensure the Airport would have a fire chief who would build bridges between the new ARFF unit and the city and county, the commission retained contractual approval rights for current and future chiefs.

"Except for the chief, we didn't have any input into the hiring process," Shuck explains. "But for the chief position, we felt it was critical to have someone who was a consensus builder."

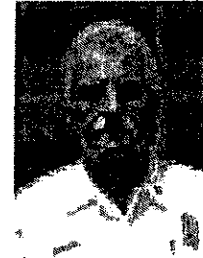
Peter Kandis, who served as ARFF captain for many of his 30+ years with the city fire department, was named fire chief in March.



"The transition went very well," Kandis reports. "I expected the city firefighters to be cooperative, but I was overwhelmed by how far they went to make us feel accepted."

**Certification Training**

With Kandis on board, other hiring began in earnest. A shift captain and two drivers/firefighters were put in place for three different shifts. Minimum requirements for new hires included firefighter II certification, EMT credentials and on-the-job experience.



**Peter Kandis**

The crew is based at the Airport fire station, which the Airport commission purchased for \$771,663. It operates and maintains a new, recently purchased command vehicle and two Airport-owned ARFF vehicles: a 2006 Emergency-One and an older Oshkosh unit, which Shuck notes is due for replacement. Both hold 1,500 gallons of water and approximately 500 pounds of dry chemical agent.



**Jerry Rynerson**

As an Index B Airport, ROA is required to have only one ARFF vehicle, notes Pro-Tec's corporate fire chief, Jerry Rynerson. "We're very fortunate to have two 1,500-gallon vehicles here," Rynerson adds.

In late May, the newly hired firefighters underwent processing and began ARFF training. In early June, they completed approximately 125 hours of training required by the FAA and state of Virginia. The last week included live fire training

with an airplane simulator delivered to the Airport by the Virginia Department of Fire Programs. The on-site simulator allowed trainees to use Airport trucks and equipment to fight wheel, brake and engine fires as well as deal with a mass fuel spill fire on the ramp.

"The value is that they are able to use their own vehicles right here on the Airport. There's no better way to train someone," Rynerson says enthusiastically. "Normally, when we send someone away for live training, they get about eight hours of training. Here they had nearly 40 hours of training on a simulator. There's a lot of ARFF certification programs out there, but Virginia has one of the best, if not the best, in the country."

**Other Services**

In addition to being on call for airfield emergencies, Pro-Tec performs regular inspections of ROA's fuel farm and mobile refueling unit, coordinates ongoing training of staff according to FAA regulations, performs fire extinguisher inspections and training, and manages the automatic external defibrillators on hand for cardiac incidents. Pro-Tec also provides backup assistance for the Airport's daily self-inspection program.

"We do a lot more than just wait for an alarm or accident," Rynerson notes. "We create a team. We do what the Airport expects us to do - and more. We want the Airport to see our services as a value."

**A New Station in the Works**

In June, the Roanoke Airport Commission began searching for an architectural firm to design a new \$6 million ARFF fire station for Roanoke Regional Airport (ROA).

Although the Airport's current facility is functional, its location on the far side of the terminal outside the intersection of two runways is not ideal. ROA officials have always been concerned that taxiing aircraft could impede emergency vehicles en route to a call.


"We've identified a location for the new station that will give us a better response time and will remove the possibility of conflict with taxiing aircraft," explains ROA executive director Jacqueline Shuck.

With the help of AIP entitlement funds, the Airport hopes to break ground in 2011.



Thus far, Schuck is pleased with the value provided by the Airport's private ARFF service: "They have been very easy to work with and very responsive. When they say they're going to do something, they get it done. Reliability - that's what you need."

[Airport Improvement Magazine - September 2010](#)

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# Section F

## Additional Information



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**MISSION STATEMENT**

Pro-Tec Fire Services is committed to protecting, life, property, and the environment to those we serve through safe practices, teamwork and community service.

**CORE VALUES**

- Safety: Everyone goes home. No one gets hurt.
- Service: Delight your customer.
- Efficiency: Use only available resources conservatively.
- Excellence: We strive to be the best every day.

The company's "Mission Statement" and "Core Values" are presented to our employees when they are hired. Our employees will continue to operate and train by these standards as long as they work for Pro-Tec Fire Services. Each Firefighter is also expected to operate by a code of conduct:

**CODE OF CONDUCT**

- We will be safe.
- We will meet or exceed the requirements of our customer.
- We will be efficient in our use of resources.
- We will take accountability for our actions.
- We will conduct ourselves in a professional manner.
- We will respect our peers, supervisors and the chain of command.
- We will wear the uniform with pride.
- We will train and respond as a team.

Our company culture places safety as a number one priority in the day-to-day activity. We take pride in the fact that our work comp. mod, work related injuries and lost time is well below the state/national average.

Our employees will be trained on a daily basis by shift safety talks and reoccurring seminars on what it takes to be safe in the workplace. Part of safety is to maintain the physical ability to do the job required.

We do incorporate and require that all Firefighters go through our physical agility program which is created for each customer to meet their specific needs.



We place a significant emphasis on employee retention. Pro-Tec Fire Services and the customer benefits operationally and economically from the retention of well trained, qualified, and highly motivated Firefighters. Each Firefighter is given a benefits package that is very competitive with the market. Pro-Tec Fire Services will also continually provide training that exceeds common expectations. We believe that the more information and operational knowledge our Firefighters have, the better they are able to serve our clients and company. It is important that each employee stay motivated and interested in what they do.

Our Fire Chiefs are considered the backbone of the company. They are expected to provide the leadership, training, and management for each of our customer's ARFF and emergency services. With the oversight of our Corporate Fire Chief, the Fire Chief is also Pro-Tec's daily company representative for our customer. Pro-Tec Fire Services also believes that we keep the Fire Chief in constant communication with corporate. One of the ways we do this is to have our Corporate annual Fire Chiefs' Meeting. This gives the Fire Chiefs a background on what Corporate expectations are and also gives them the ability to learn from the other location Fire Chiefs. We believe that the Fire Chief is responsible to see that Pro-Tec Fire Services meets and exceeds our customer's expectations.





Customers

<b>Contracted Airport Listing</b>					
<b>Airport</b>	<b>Location</b>	<b>Index</b>	<b>#FF</b>	<b>Start</b>	<b>Years</b>
Austin Straubel	Green Bay, WI	C	13	1977	37
Ardmore Airpark	Ardmore, OK	GA	10	1986	28
Kalamazoo/Battle Creek	Kalamazoo, MI	B	7	1986	28
Rogue Valley International	Medford, OR	B	7	1986	28
Bob Hope	Burbank, CA	C	19	1991	23
Trenton Mercer County	Trenton, NJ	B	7	1994	20
MidAmerica St. Louis	Mascoutah, IL	B	8	1997	17
Will Rogers World Airport	Oklahoma City, OK	C	36	2001	13
John G. Diefenbaker	Saskatoon, Canada	Cat-6	11	2004	9
Lynchburg Regional	Lynchburg, VA	A	4	2005	8
McClellan - Palomar	Carlsbad, CA	A	4	2007	6
Outagamie Regional	Appleton, WI	B	9	2010	4
Roanoke Regional	Roanoke, VA	B	10	2010	3
Summit Aviation	Middletown, DE	GA	4	2011	2
The Boeing Company	Millville, NJ	GA	4	2012	2
Trent Lott	Moss Point, MS	A	6	2012	2
Textron Aviation	Wichita, KS	GA	10	2013	1
Spirit AeroSystems	Wichita, KS		3	2013	1
Wabush	Wabush, NL, Canada	Cat-4	4	2014	New
Rockford	Rockford, IL	C	6	2014	New



## Quality Assurance

Pro-Tec's quality assurance program is your guarantee that you will not receive a negative comment or Letter of Correction from the FAA in the areas we are responsible for. We have been contracting ARFF services for over 35+ years, experiencing over 400 FAA Safety and Standards Bureau Certification Inspections; receiving only three Letters of Correction or required program improvements. It has been a frequent occurrence for the FAA to advise certificated Airports that are having problems with their ARFF programs to consult with us to resolve their outstanding deficiencies.

The Staff Assistance Visit (SAV) program is our primary quality assurance tool to ensure we meet all contractual, federal, local and state requirements. The SAV is accomplished 3-4 weeks prior to the Airport's FAA certification inspection in order to allow for any corrective actions identified to be completed prior to the certification inspection. The SAV consists of a comprehensive and dynamic checklist developed incorporating all contract, federal, local and state requirements completed during a site visit by the Corporate Chief. Each checklist item is evaluated on a "Compliant"/"Noncompliant" standard based on the regulatory requirements for each checklist item. The person conducting the SAV will in-brief and debrief the Airport Director and location Fire Chief focusing on the compliance element. All noted deficiencies will be followed-up on by the person conducting the SAV based on a schedule developed with the location Fire Chief.

Throughout the year there are regulatory changes i.e. new or revised advisory circulars, cert alerts, relevant IFC/NFPA standards, industry technical bulletins, other industry related publications or human resources issues that we update our locations on. When we issue an update we create a suspense date in which each location is required to respond indicating that they have complied with the posted bulletin. If warranted the bulletin item will be included in the revised SAV checklist for the next year.

Because we have thirteen locations subject to FAA certification inspections we take advantage of the opportunity to learn what other certification inspectors are looking for to better prepare our other locations for their next cert inspection. After a cert inspection, the location Fire Chief is required to report the results of the cert inspection to the Corporate Fire Chief. The Corporate Fire Chief will then share the results with the other locations leaving out the specific location. If there is a positive or negative comment that might be found at another location; the Corporate Fire Chief will require the location Chief at that location to evaluate the risk and report back to him for further guidance ensuring that another location does/does not repeat the area requiring comment.

## Training

All staff will receive initial and recurrent training in accordance with FAR Part 139 and Advisory Circular 150/5210-17B.

### Initial Training

Initial training for new employees will consist of the following requirements to be completed and documented prior to the employee being assigned to a fire suppression crew position.

- A Orientation training will consist of a minimum of forty (40) hours and will include section 139.303, (c), (1)-(5).



- B. Vehicle certification for each ARFF vehicle assigned will be completed.
- C. Must be current with live fire training requirements, approved by the FAA.
- D. Must participate in two (2) No-Notice Timed Response Exercises, one (1) daytime, and one (1) nighttime.
- E. Must meet the EMS requirements of the contract or minimum requirements of Part 139.319 (i)(4).
- F. Prior to conducting unaccompanied airfield inspections or wildlife management activities all new employees must complete additional training on the respective subject using an approved curriculum. After they have completed the curriculum the fire chief will place a letter in the employee's training record stating they are fully qualified to perform the task.

All initial training will be documented in the employee's training folder. The six-part training folder will be divided into the following sections. All training folders will be reviewed as part of our Staff Assistance Visit (SAV) program:

- Initial Training.
- Recurrent Training.
- Live Fire Training.
- EMS/CPR Certifications.
- Firefighter Certifications.
- Correspondence.

#### Recurrent Training

All personnel shall be fully trained in aircraft accidents/incidents, fire, and rescue duties. Such personnel shall be fully trained in the application of local, state, and federal regulations. All employees shall be trained to ensure maximum efficiency for the duties assigned. The contractor shall develop an on-going, continual classroom training program keeping precise records as to what classroom training has transpired, course materials used, hours, dates, and attendance records. Such records shall be kept for each individual and made available to the Airport Director on request. Pro-Tec shall include initial and recurrent instruction in at least the following areas:

- Airport familiarization.
- Aircraft familiarization.
- Rescue and fire fighting personnel safety.
- Emergency communications systems on the Airport, including fire alarms.
- Use of the fire hoses, nozzles, turrets, and other appliances required for compliance.
- Application of the types of extinguishing agents required for compliance.
- Emergency aircraft evaluation assistance.
- Fire fighting operations.
- Adapting and using structural rescue and fire fighting equipment for aircraft rescue and fire fighting.
- Aircraft cargo hazards.
- Familiarization with firefighter duties under the Airport emergency plan.

The training program shall include classroom studies and on-the-job training. Individual personnel files and records indicating type, extent, and dates of training received will be maintained on each employee. A live fire training drill, required by Part 139.319 (i)(3) will be conducted every twelve (12) consecutive calendar months.



### Emergency Medical Care

In addition to the emergency medical care training required by FAR Part 139, all staff will receive continuing education training ensuring the renewal of their emergency medical technician/first responder certification. Recertification training will be in accordance with South Dakota Department of Public Safety Policy.

Emergency medical training required by FAR Part 139 will include the following subjects:

- Bleeding.
- Cardiopulmonary resuscitation.
- Shock.
- Primary patient survey.
- Injuries to the skull, spine, chest, and extremities.
- Internal injuries.
- Moving patients.
- Burns.
- Triage.

