

# IN THE LINE OF DUTY

October - December, 2016 Volume 3 – Issue 9



## In This Edition

Office of the Fire Chief.....	1-2
Operations.....	3
Breast Cancer Awareness Month.....	4
Logistics Section.....	5
Training.....	6
Finance Section.....	7
Toy Drive Command.....	8
Holiday Events.....	9-10
Investigative Section.....	11
Planning Section .....	12
Stations 60 & 61 Open House.....	13
Officer Development.....	14-15
Blue Zones.....	16
Awards & Recognition.....	17-18
Station 70 Open House.. ..	19
Station 20 Open House.....	20
Station 90 Open House.....	21
Employee News.....	22
Chaplain’s Corner.....	22
Employee Spotlight.....	23
2016 Awards & Recognition.....	24
Public Relations.....	25



Photo courtesy of FF Tomaselli

Professionalism ~ Integrity ~ Compassion

Greater Naples Fire Rescue District

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# Greater Naples Fire Rescue District IN THE LINE OF DUTY

October - December, 2016 Volume 3 – Issue 9

- Dedicated to our Community, Our Profession and Each Other -



## Office of the Fire Chief By: Kingman Schuldt, Fire Chief



**I**t is without doubt that 2016 proved to be another very busy and productive year for the Fire District. The recent addition of the Ochopee service area presented us another fantastic opportunity to add new members to the team, meet new community members and provide enhanced services to the residents of Everglades City, Chokoloskee, and Port of the Islands and eastern areas of Collier County.

With this latest growth, the District was again challenged to transform itself, adjust the playbook, expand operations and services while maintaining fiscal accountability of the taxpayers' dollars of whom we are so entrusted. Today our fire rescue and emergency services is big business with significant operating budgets, sophisticated business platforms, technology dependence, and reliance on personnel to face the ever-growing demands placed upon the service we deliver. None of these opportunities would be possible without the cooperation and collaboration of both our civilian and uniform membership, and the partnership with Local 2396.

We continue to seek out the best business practices available and provide personnel with the best possible equipment and processes to face these challenges. New fleet and fuel management platforms will significantly enhance our ability to manage vehicle operations more effectively. Transition to a new facilities management program in the near future will allow the District to more effectively respond to maintenance and infrastructure needs.

The newly adopted Enterprise Fleet program will provide the District with the ability to sustain a fleet of support vehicles necessary to provide many essential services to the community. Over the next several months the District will receive 13 new support vehicles as part of an equity lease program designed to provide long-term solutions and sustainment. Additionally, the District will take ownership of a new state of the art, fire rescue boat in late January. This boat will be the first of its kind in Collier County with a fully enclosed wheelhouse capable of treating and transporting critical patients from water related emergencies. The vessel will also be capable of providing fire streams at a rate of 500 gallons per minute to battle marine fires. The District will be the only fire rescue agency in Collier County to staff two fire rescue vessels with such capabilities.

With the continued growth, the District is experiencing several organizational changes including functional responsibilities, promotions, duty assignments and retirement of long time members. I would be remised if I didn't publicly thank Battalion Chiefs Eugene Bogert and Sean Hunt for their exemplary careers and service to the Greater Naples community.

The addition of 22 new members and several community bases from the Ochopee fire district presents us the opportunity to embrace new fire service cultures, experiences and traditions. Such changes will stimulate new thinking opportunities to expand our approach to service delivery in ways we may not have previously considered. (*continued on page 2*)

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- Dedicated to our Community, Our Profession and Each Other -



## Office of the Fire Chief By: Kingman Schuldt, Fire Chief

*(Continued from page 1)*

2017 promises to be an exciting time for the District. The addition of Deputy Chief McLaughlin and Battalion Chief Morris brings depth and experience to the Management Team. I am excited to focus on infrastructure improvements to several fire stations that will include facility hardening, generator replacements, exterior painting, well water system replacement and interior redesign of certain facilities.

Significant reorganization and expansion to the Training Branch will be paramount during 2017. With the anticipation of additional personnel and facility resources scheduled for the year, I am hopeful the amount, quality and relevance of training provided will be significantly enhanced. Training is probably the single most important thing we can do to improve our capabilities, lower injury and make sure our personnel are prepared to respond to the community's call for help.

As we bid 2016 a farewell, I want to thank everyone for their service to the community this past year. Because of the professionalism, integrity, and compassion demonstrated by each and every member, your fire district has not only transitioned, but transformed into a highly effective force of 211 fire service professionals providing exceptional fire-rescue, life safety and support services to more than 150,000 residents, business operators and visitors living, working and playing in 1,512 square miles now known as the Greater Naples Fire Rescue District. I, for one, am proud of everyone's accomplishments.





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## Operations Section

By: Nolan Sapp, Assistant Chief



**T**he Fire District has had a busy last quarter of 2016 supporting many projects and activities. Recently, members of the District supported Breast Cancer Awareness Month throughout the month of October. Participants wore T-Shirts that demonstrated our support for a great cause. This was a joint venture between the Firefighters Local and the Fire District.

October is also recognized as Fire Prevention Month. The District had a very busy schedule presenting demonstrations in concert with the Fire Life Safety Branch of the District. Crews attended school and residential community presentations and other public outreach venues. Fire Stations rotated hosting open houses each Saturday of October. Apparatus were placed on display as Firefighters explained how their equipment was utilized daily.

November 1<sup>st</sup>, the District began operating from three additional Fire Stations located in the Ochopee and Everglades City communities. These eastern stations bring different challenges with situations such as Alligator Alley responses for high impact vehicle crashes and remote responses. By bringing in the Ochopee Fire District we enhance their response capabilities with both apparatus and personnel. Ochopee also assists our need for coverage along the US 41 corridor by Port of the Islands Station 61 responding as back up to the west.



Crews were recognized by Collier County EMS by achieving a Phoenix award at a ceremony held on November 8, 2016. The award given by Collier County identifies those who responded to a Cardiac Emergency and found a pulseless individual and rendered aid to bring a pulse back. To obtain the award the patient must successfully be discharged from the hospital. Many survivors were present at the award ceremony to personally present the award to the firefighters who helped to make their survival possible.

The first of the year marks the beginning of our brush fire season. This season the District is equipped with two new brush trucks, thanks to the joint venture between the Fire District and the Golden Gate Estates Land Trust Committee. With the start of the New Year we will meet the new challenges and continue the tasks before us daily. Be safe.





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## Breast Cancer Awareness Month





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## Logistics Section

By: Rob Low, Deputy Fire Chief

**A**s I do on many days prior to heading into the office or right after waking up to welcome the weekend, I visit a local gathering place for my morning beverage and to read the latest news. Yes, this has become somewhat of a routine for me; I sit and enjoy the beginning of a new day, anticipating what lies ahead and reflecting on the path left behind.

I have observed numerous people come and go; each with their own agenda, some with smiles and laughter, others with frowns and displeasure. I can't help but wonder if I or any of you will impact their lives at some point during the day. If so, would it be because of an emergency or just a chance meeting in which a smile or other pleasantry was the only exchange. The more familiar you become to those around you the more representative of our organization you become. Our level of professionalism (one of our values for those keeping up) is evaluated in our personal and professional lives alike and people around us watch and learn what we are all about; testing us at times.

For me one particular day stands out. I was sitting in my normal location at the high top table; if you frequent a place enough you soon realize there is unofficial assigned seating. In front of me, the usual early morning crowd of about six to eight friends were catching up on news, politics, surgeries, and who did what when. Beyond the daily welcoming of "good morning" and "how are you", I have minimal contact with the group as they go about their discussions. That is, until the day one of them came up beside me while I was sitting quietly and whispered "everyone goes home"; smiling he shook my hand, gave a nod of reassurance and walked away. I thought to myself "what just happened"; that is firefighter talk and a cliché for many which goes without understanding. However on this day I was well prepared to "pass" the test and felt honored that a citizen took the time to say the catch phrase of one of our most important programs.

In 2004, I was a new Battalion Chief assigned to the training division, with my eyes wide open and a zeal for the latest and greatest the fire world had to offer, I was quickly drawn into the kickoff of the National Fallen Firefighter Foundations 16 Firefighter Life Safety Initiatives; aka Everyone Goes Home. Now, 12 years later, a lone stranger approaches me and whispers this all-important phrase, reigniting my belief that we are making a difference not only in our lives as firefighters but in the lives of the citizens we have sworn to protect.

We are our brothers and sisters keepers and we have to continue to expand on the 16 initiatives; in January of last year I wrote about Initiative one (1) - "Cultural Change". Now, a year later, I bring to you two more Initiatives:

(6) - "Medical and Fitness"- Your health and safety committee is kicking off the "Blue Zone" project, designed specifically to help us all with our short and long term health. I encourage everyone to get involved and support this important program; and

(13) - "Psychological Support"- Post-Traumatic Stress Disorder (PTSD) is a real struggle for some of our brothers and sisters and now is the time to "ACT": **A**sk. **C**are. **T**ake....consider calling your fellow firefighter....ask how they are doing....grab a cup of coffee after shift....encourage them to get some help or support....

We are our brothers and sisters keepers..... Stay Safe.....



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## Training





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## Finance Section

By: Tara Bishop, Deputy Director of  
Administration and Finance

It's a wrap. As we see 2016 come to a close with the conclusion of our annual holiday events; such as the annual Toy Drive Command and the Christmas Eve candy cane run, we have begun setting our priorities for the new year. What will your New Year's Resolution be? The new year is an excellent time to reflect on the previous year and set some new achievable goals for the future. Here are some helpful goal setting hints from United Healthcare.

### *To achieve your goal, you will need to:*

- Choose a reasonable goal.
- Believe you are capable of achieving the goal.
- Don't let negative beliefs or emotions get in the way.



### *Getting started*

*Write down your goals. This will help create strong motivation and prevent you from creating vague goals. Think of your goals as a contract with yourself:*

- Read it each morning and night to reinforce your commitment.
- Break it down into smaller goals.
- Create detailed step-by-step action plans for each small goal.
- List the benefits of achievement. °Example: Walking a mile every morning will help me stay alert today.
- Make a list of everything that might stand in your way. Decide what to do about each obstacle.
- Visualize the future and the past: °See yourself getting in shape and fitting into your clothes.
- ° Look backwards to see how far you've come. If you've worked up to walking two miles, remember when you couldn't. Or, recalling when you were heavier can keep you heading in the right direction.
- Specify completion dates.
- Measure and record your progress.
- Review regularly where you are and decide if you need to update your goals.

*Deadlines are key elements to goal setting, too. Once you create a goal there will be many reasons to put it off. Giving your goal a start date and deadline helps you stick to it.*





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October - December, 2016 Volume 3 – Issue 9

- Dedicated to our Community, Our Profession and Each Other -

## Toy Drive Command





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## Holiday Events

### HOLIDAY BREAKFAST



### 2016 FAMILY CHRISTMAS PARTY





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October - December, 2016 Volume 3 – Issue 9

- Dedicated to our Community, Our Profession and Each Other -

## Holiday Events

### 2016 CANDY CANE DRIVE



### ISLE OF CAPRI GOLF CART CHRISTMAS PARADE





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## Investigative Section

**By: Shawn Hanson, Division Chief**

**H**ave you ever felt your message is being heard, but not understood or that your recipient is distracted and disinterested? This is most commonly attributed to a key component of successful, or in this case, an unsuccessful interpersonal skill - Active Listening.

Active Listening has been defined as the act of mindfully hearing and attempting to comprehend the meaning of words spoken by another in a conversation or speech. Active listening is an important business communication skill, and it can involve making sounds that indicate attentiveness, as well as the listener giving feedback in the form of a paraphrased rendition of what has been said by the other party for their confirmation (businessdictionary.com).

Active listening, however, is much more than the definition above. It is more valuable in both personal and professional interactions than credit has been given. Think back to your most recent interaction with a business owner, a patient, or a co-worker; did your speaker feel their message was received with empathy and was comprehended? How did you convey you were being active listener? Fortunately, active listening is a skill that can be acquired and developed with practice. The following are some tips on how to be a great communicator by incorporating the art of active listening:

- Give the speaker your undivided attention
  - Fully concentrate on the message the speaker is conveying
  - Use non-verbal communications while listening
    - Nod and smile
    - Make and maintain eye contact
    - Ensure your posture reflects you are engaged in the message
  - The speaker should see you as an interested listener
  - Eliminate distractions; refrain from looking at your cell phone, watch, or computer
  - Give short verbal indications you are engaged such as a simple “yes”
  - Allow the speaker moments of silence without “jumping in” to allow adequate time for thought process by both the speaker and listener
  - Take moments to rephrase comments in your own words – this will convey the message is understood
  - Ask timely questions that are pertinent to the conversation and well thought out
- 
- ```
graph TD; A((Active Listening)) --- B((Hearing content)); A --- C((Listening for feelings)); A --- D((Observing body language)); A --- E((Neutral technique)); A --- F((Paraphrasing)); A --- G((Self-awareness)); A --- H((Reflection)); A --- I((Questioning)); A --- J((Clarifying technique)); A --- K((Summarising))
```



Practice these tips during interactions with your co-workers and take note of which new skills are successful with each one. Remember to be patient and open – listen to the intended message.





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## Planning Section

By: Wayne Martin, MS, EFO  
Deputy Director Planning Division

**T**he Greater Naples Fire Rescue District (GNFD) Strategic Plan Strategy 2 D states “Creating a plan and timetable in which the District can achieve organizational accreditation and certification such as Center for Public Safety Excellence (CPSE) and Insurance Service Officer (ISO)”. The District has started the process to attain national accreditation.

The CPSE is a not-for-profit 501(c) (3) corporation and is a primary resource for the fire and emergency profession to continuously improve services, resulting in a higher quality of life for communities. CPSE has successfully helped public safety agencies around the world streamline and improve the services they provide their communities through its numerous programs and services.

CPSE provides the only accreditation program for fire service organizations in the world, and offers nationally-recognized designations for fire and emergency services officers. CPSE has over 230 accredited agencies and over 1,800 designated officers throughout the world.

The CPSE is a tool to measure the District against the best of the best within the fire service. The process towards accreditation can take up to four and a half years. The GNFD has chosen to pursue accreditation through the CPSE. The District will devote time, dollars, and resources to the process.

Once registered with the CPSE the district has three years to get ready for accreditation. Within the registration process is the time for the District to review programs, policies, and procedures. Then a group of peers conduct a review of the District. The final step is the CPSE Commission on Accreditation approves the Accreditation of the Fire District.

The District had eight members attend the "Quality Improvement through Accreditation" Workshop that GNFD is was host site for in early January of 2017. The workshop provided each with the latest tools to work towards accreditation. Each member was provided with the Fire and Emergency Service Self-Assessment Manual (FESSAM), a Community Risks/Standards of Cover manual, and 24 hours of instruction from experienced accreditation peer team leaders.

The teaching included the steps in the accreditation process, from building a team through becoming accredited. The six building blocks of the accreditation process that include community risk assessment, goals and objectives, standards of cover, benchmark and baseline standards, strategic planning, and self-assessment.

This project is ground floor for the District. A team will be assembled to take on this project. It will involve all members of the District as it goes forward. The team will be led by an Accreditation Manager. The progress of accreditation will be reported in the future to keep the District up to date.



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## Stations 60 & 61 Open House



Management responsibilities of the Ochopee Fire Control District were assumed by GNFD on November 1. Greater Naples Fire Rescue District (GNFD) held two open houses on November 1, 2016 at Stations 61 and 60. Fire Chief Schuldt and members of the management team took this opportunity to meet the community and be available for questions on the first day of operation. GNFD was overwhelmed by the positive response from the community with approximately 45 people visiting the fire stations throughout the day.



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October - December, 2016 Volume 3 – Issue 9

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## Officer Development

NFIRS: Accurate and Reliable Documentation

By: Battalion Chief Matthew Trent, MPA, FO, MIFireE



### History

The National Commission on Fire Protection created the National Fire Incident Reporting System (NFIRS) to allow communities to gather and use information about their local fire issues to provide a way to gather data on a national level.

The information gathered by each

fire department is forwarded to their respective state and to the United States Fire Administration (USFA), for the purposes of strengthening programs in their locale and ultimately supporting the goals of the USFA to reduce fire and safety risk through:

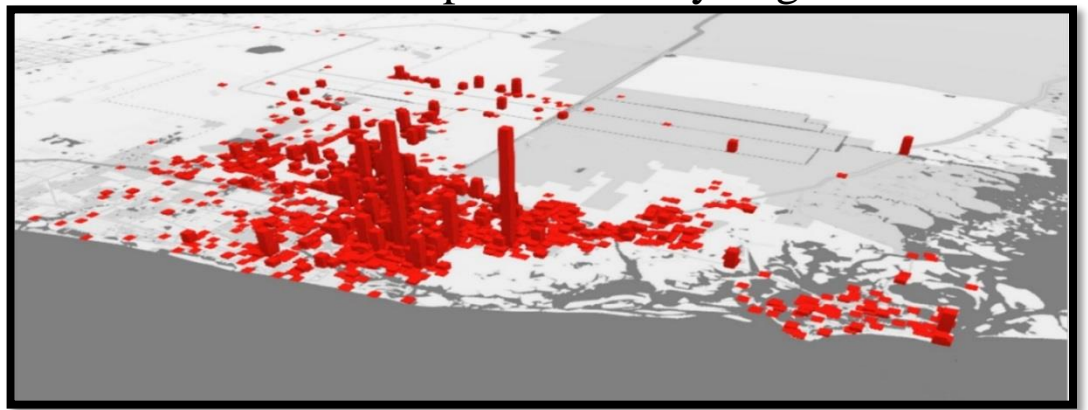
- Preparedness
- Prevention
- Mitigation

### Documentation and Data Entry

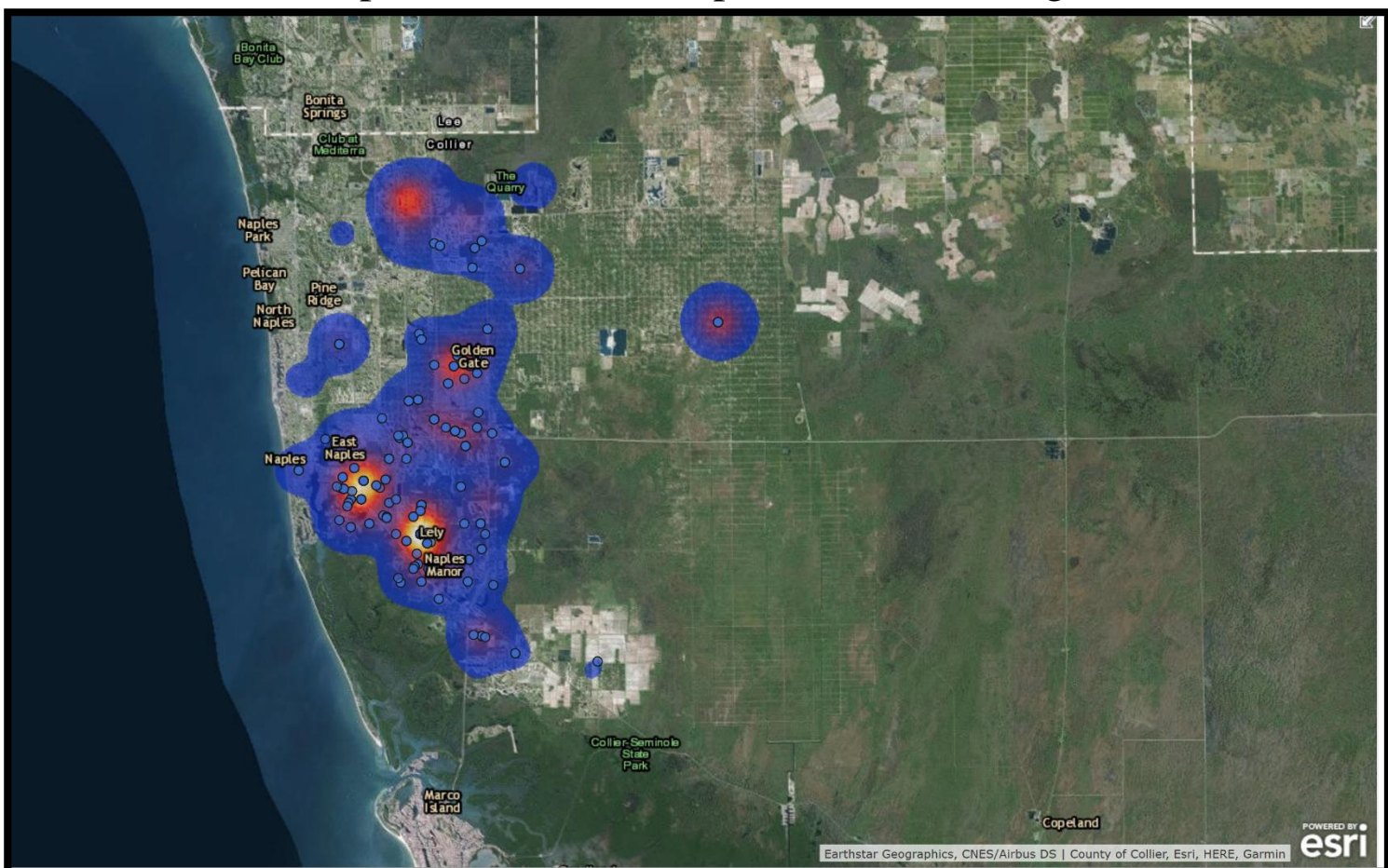
For each incident that occurs, a NFIRS report must be completed. Completing an incident report requires application of two basic principles:

1. Report Accuracy
2. Report Reliability

A complete report does not simply mean that you must achieve 100% validity. It means that the data input is **Accurate** and **Reliable**. It is important to remember that each incident report is considered a legal document. Remember, you are reporting **what you found on arrival**, which may not be what you were dispatched for. Thus, it is imperative that data input is both meaningful and truthful. (*continued on page 9*)



GNFD Incidents 2015-2016



GNFD Incident Response by census by count

Professionalism ~ Integrity ~ Compassion



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## Officer Development

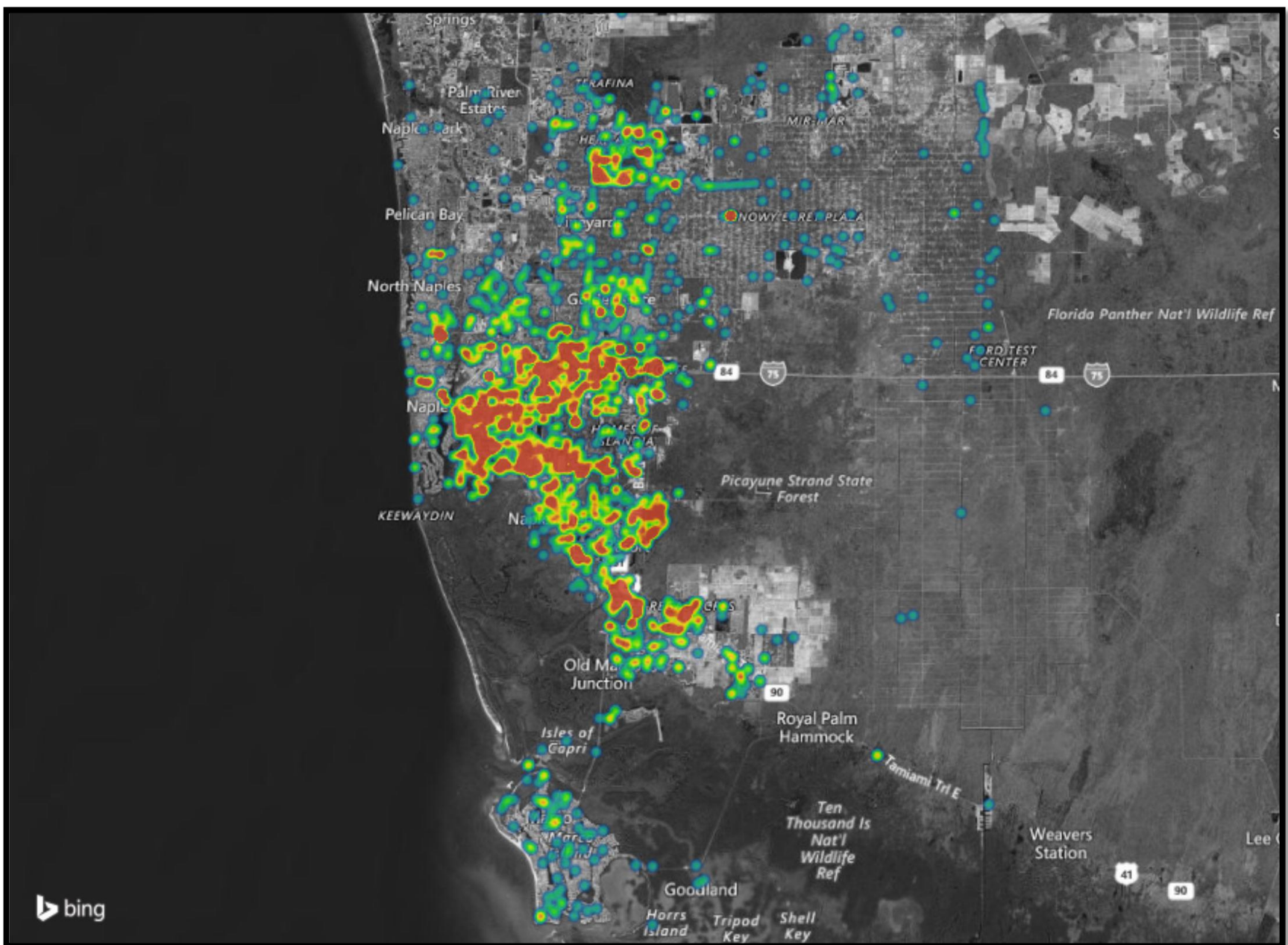
(Continued from page 8)

### NFIRS: Accurate and Reliable Documentation

#### Use of NFIRS Data

By: Battalion Chief Matthew Trent, MPA, FO, MIFireE

Data input is essential to critical decision making. It can help decision-makers identify the need for additional fire stations or units, reoccurring or like incidents (e.g., arsons, vehicle accidents), and develop strategy for future deployment and community risk reduction needs.



GNFD Runs for 2 years

It is up to all of us to ensure that the data we input into each NFIRS report is both accurate and reliable. The reports we complete today will have a long-lasting impact on the future services provided to the residents and stakeholders within the Greater Naples Fire Rescue District.





## THIRSTY? GRAB A WATER



Did you know Americans consume 13.8 billion gallons of soda each year? The average cola contains 136 calories, while fruit punch contains 192 calories. By substituting other beverages for soda, you can reduce the number of calories consumed each day.

Refrain from drinking colas or other sweetened beverages while at work. Grab water instead!

### Better Choices Equals a Healthier Life

In an effort to support your goal of a healthier lifestyle in 2017 the Health and Safety Committee would like to introduce you to Blue Zones Project® Southwest Florida. This began as a research study done by National Geographic fellow, Dan Buettner, to find areas around the world where people were living the longest and determine what commonalities led to their longevity. Blue Zones Project is not a diet program or a trendy exercise regimen; it is a program designed to assist in making the healthy choice the easy choice where you live, work and play. By making small changes in your lifestyle, like walking more and eating more fruits and vegetables, you can significantly increase your well-being. We will be hosting a representative from Blue Zones Project to further explain how this project can benefit you, your family, and your future.

*Stay tuned for additional Blue Zones Project® information.*





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October - December, 2016 Volume 3— Issue 9

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## Awards & Recognition



Welcome Ochopee Fire Control District



IT Tech Josh Williams  
Transition to Full- Time



DE Trenton Mading  
Promotion to Driver Engineer



Lt. Tom Purcell  
10 Years of Service



Lt. Brian Heath  
15 Years of Service



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October - December, 2016 Volume 3— Issue 9

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## Awards & Recognition



Fire Inspector Brian Mading  
New Position in Fire & Life Safety



Commissioner Chuck McMahon  
Service Appreciation



BC Sean Hunt  
Retirement



BC's Forrest Campbell and Matt Trent  
Promotion to Battalion Chief



BC Eugene Bogert  
Retirement



Lts. Matt Nixon and Chris Diaz  
Promotion to Lieutenant



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October - December, 2016 Volume 3 – Issue 9

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## Station 70 Open House





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October - December, 2016 Volume 3 – Issue 9

- Dedicated to our Community, Our Profession and Each Other -

## Station 20 Open House





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October - December, 2016 Volume 3 – Issue 9

- Dedicated to our Community, Our Profession and Each Other -

## Station 90 Open House



Professionalism ~ Integrity ~ Compassion



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October - December, 2016 Volume 3 – Issue 9

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## Employee News

### Condolences

Our prayers are with the following families:

Brad Sprowls Family  
Jose Garcia Family  
Robert Mayberry Family



### Just Arrived!

Welcome our newest family members:

Killian Kenneth born to Kristen and Kenny King on October 20, 2016  
Isabella Milani-Faith born to Thomas and Nikki Pecora on November 21, 2016

## Chaplain's Corner

By: Jack Strom, District Chaplain



At the start of a New Year, I call your attention to a particular word for consideration. That word being *habits*. All *habits* are developed by patterns of behavior that are repeated over and over. They tell the story of who we are. Good habits - good life. Bad habits - bad life.

Here's how it works. Our life values and actions as well as our responses to the attitude and life situations of others become behavior patterns that are *habitual*.

It may be that our life-style responses are: indifference - passive - rejection - anger - selfish - gossip - slothful... and the negative list goes on. In due time our life will be filled with *bad habits*.

However, if our response is: love - compassion - prayer - assistance - forgiveness - encouragement - positive work ethics... and again the list goes on. Now our life will be filled with *good habits*.

So... how about the *habits* of your life? As you look carefully... are there some that should be broken - behavior patterns that run counter to a positive will and purpose for your life?

As you start the New Year I invite you to list your *bad habits* and make a commitment to break them. But, also identify and nurture your *good habits* and set a goal to develop additional more such behavior *habit* patterns that exemplify who you are. Remember... what is *habitual* in our lives... shows who we are - and people are watching us.



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October - December, 2016 Volume 3– Issue 9

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## Employee Spotlight

**Name:** Nick Garofalo

**Job Title:** Firefighter / A Shift Station 75

**Hire Date:** December 8, 2014

**Hobbies:** Working, jogging and reading firefighter books.

**Interests:** Fishing and firefighting

**Can't Live Without:** My family and friends



**Name:** Tyler McCarthy

**Job Title:** Firefighter/ C Shift Station 21

**Hire Date:** March 18, 2013

**Hobbies:** Surfing and playing with my pup in the yard

**Interests:** Cooking and Sports

**Can't Live Without:** My Boxer Pup Bru



|                                |                     |
|--------------------------------|---------------------|
| Phoenix<br>Award<br>Recipients | Lt. Marty Good      |
|                                | Lt. Brian Heath     |
|                                | Lt. Jeff Roll       |
|                                | Lt. Kevin Schoch    |
|                                | Lt. John Taylor     |
|                                | Lt. Craig Weinbaum  |
|                                | DE Aaron Asher      |
|                                | DE Chris Citak      |
|                                | DE Ben Krick        |
|                                | DE Aaron Odum       |
|                                | DE Adam Orsolini    |
|                                | DE Daniel Sawyer    |
|                                | FF Eric Dilyard     |
|                                | FF Daniel Garretto  |
|                                | FF Stephen Keene    |
|                                | FF Steven Perez     |
|                                | FF Jordan Sauerwald |
|                                | FF Mark Stirns      |



Congratulations to the 18 GNFD members who received  
the lifesaving Phoenix Award from Collier County  
Emergency Medical Services on November 8, 2016.

*(Not all recipients present for ceremony)*



**Greater Naples Fire Rescue District**  
**IN THE LINE OF DUTY**

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**2016 Awards & Recognition Ceremony**

**2016**  
**AWARDS & RECOGNITION**  
**CEREMONY**

**February 24, 2017**  
**6:30 p.m.**

*KEYNOTE SPEAKER*  
*FIRE CHIEF OTTO DROZD*  
*ORANGE COUNTY FIRE RESCUE*

RSVP to  
[NChesser@GNFire.org](mailto:NChesser@GNFire.org)

**Location**  
**Fire Station 73**  
**14565 Collier Blvd.**  
**Naples, FL 34119**



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October - December, 2016 Volume 3 – Issue 9

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## Public Relations



*Let's Connect  
on  
Social Media*

Find us on  
Instagram



@GreaterNaplesFire



@GN\_Fire



Facebook.com/Greater  
-Naples-Fire-Rescue-  
District