



THE REVIEW

Central Arizona Fire and Medical - 8603 E. Eastridge Dr., Prescott Valley, AZ 86314 – **March 5, 2020**

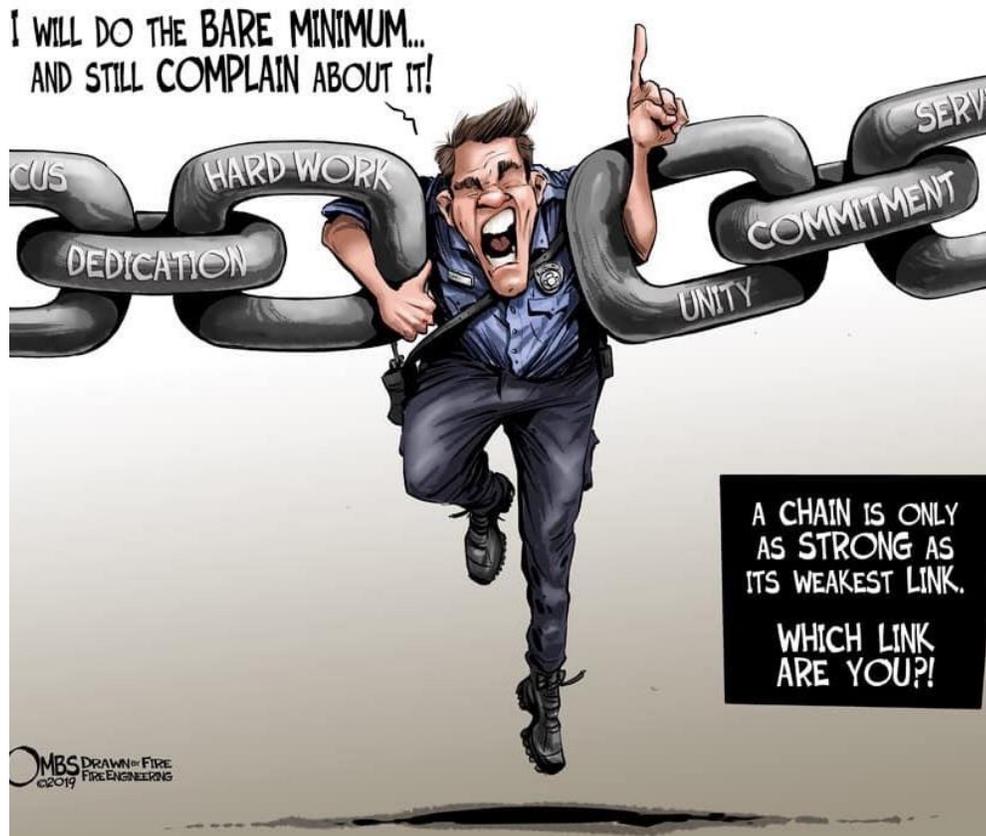
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Quote of the Week

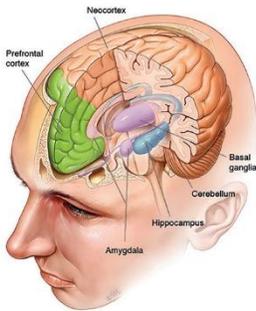
“Rise above the storm and you will find sunshine.”

- Unk



The Chief's Desk

All I can say is that it has been a very busy week with a lot of interesting happenings both politically and otherwise..... And, I absolutely love my job despite some of the challenges that are inherent with this type of position. With that said, I'm off to Moab Sunday and will return next week Saturday. Chief Feddema will write and assemble *The Review* while I'm gone.



I'm currently reading a book called *The Stress Effect: Why Smart Leaders Make Dumb Decisions and What to Do about It* by Dr. Henry L. Thompson. It's not meant to be a text book per se, but it does read a bit like one. Jen started it and then changed her mind. Based on the title, she thought it was a book that might help her deal with me – it did not. And, it isn't big enough to have an impact if she whacks me with it.

I was particularly taken with a section of the book entitled *Emotional Intelligence and Decision Making: Avoiding the Hijackers*. This section explains how the Amygdala and the Prefrontal Cortex (PFC) interact with one another. The Amygdala, according to the dictionary, is a roughly almond-shaped mass of gray matter inside each cerebral hemisphere, involved with experiencing emotions.

Our Prefrontal Cortex (PFC) is responsible for the executive function of the brain. A lobotomy, basically what people believe is done to those promoted to chief officer positions, severs most of the connections from the PFC to other parts of the brain leaving us unable to think logically and reason. So, as you can imagine the PFC is vitally important to our conscious thought, reason, and our personality.

During an "amygdala hijacking" the little almond shaped thing takes control of the bigger PFC and causes us to react emotionally to whatever situation, person, or environment we are dealing with rather than responding rationally. Joseph LeDoux, a Neuroscientist, describes the event as a hostile takeover of our consciousness by emotion.

We all understand, and I've written previously, about the vital importance of emotional intelligence as it relates to leadership. In short, people who exercise emotional intelligence are better at their jobs and typically more successful in the long term than those that do not. It's not that we want to be absent of emotion, but it would be good if we could exercise enough control over our PFC so the almond shaped thing (amygdala) doesn't take over. Continued on Page 6

Upcoming Events:

Mar 8-14 – Chief on Vacation
Moab
May 9 – Policy Meeting
May 10 – CV Town Council
May 11 – SOG Meeting
May 12 – AFSI, PV Town Council

Board Meeting:

Mar 23rd Admin
CAFMA – 1700-1830



Aim Higher: The Power of Focus

By: Skip Prichard

When you hear the word “focus”, what do you think of?

I am instantly transported back to elementary school. Our classroom was in a basement. I can still see the painted cement brick walls and can still tell you how many were between the door and the back of the class. Yes, I was bored out of my mind, and I remember that part vividly. What we were studying, I don't know now and probably didn't then.

My mind freed me from that boredom as I imagined other worlds, time travel, historical figures, the future. And then I would be snapped back into the present, literally, when the teacher stood in front of me and snapped her fingers and said, “Focus!”

I was focusing, I thought, on anything other than your monotonous voice boring us to tears.

That was my first memory of the word and it wasn't very positive.

Focus is Key to Success

But today I know that focus is vitally important to success. Literally anything that we focus on gains strength and increases its chances. Most of my own abandoned goals are simply due to a lack of focus. Where I have achieved anything of significance, I used the power of focus.

skipprichard.com

The Right Way to Have Tough Conversations

By: Aytakin Tank

In the early 1900s, Aldi was a small family grocery store in Germany. After inheriting the business from their father, Theodor and Karl Albrecht expanded their father's single store to a chain of hundreds, bringing low cost, high-quality groceries to towns and cities across the country.

In 1960, the two brothers had a disagreement that led to a fracture in the company, breaking it into two independent businesses, Aldi Sud and Aldi Nord. Now, the two companies compete globally, with Aldi Nord owning Trader Joe's and Aldi Sud running the Aldis in the US.

Both companies have cult-like followings for their innovative product models and inexpensive food, but I can't help but wonder what kind of foothold they'd have on the market if they hadn't split sixty years ago. It's hard for me to stomach that a business that clearly had staying power was broken over a disagreement between siblings.

Interpersonal conflict is a large reason many companies fail. It can be stressful, create a confusing, uncomfortable workplace environment, and navigating around it is a time suck for everyone.

But conflict can also make us better. Productive conflict can accelerate innovation. In addition to better work outcomes, it can improve relationships and lead to higher job satisfaction.

In order to engage in healthy conflict, we need to be able to make a few baseline assumptions.

entrepreneur.com

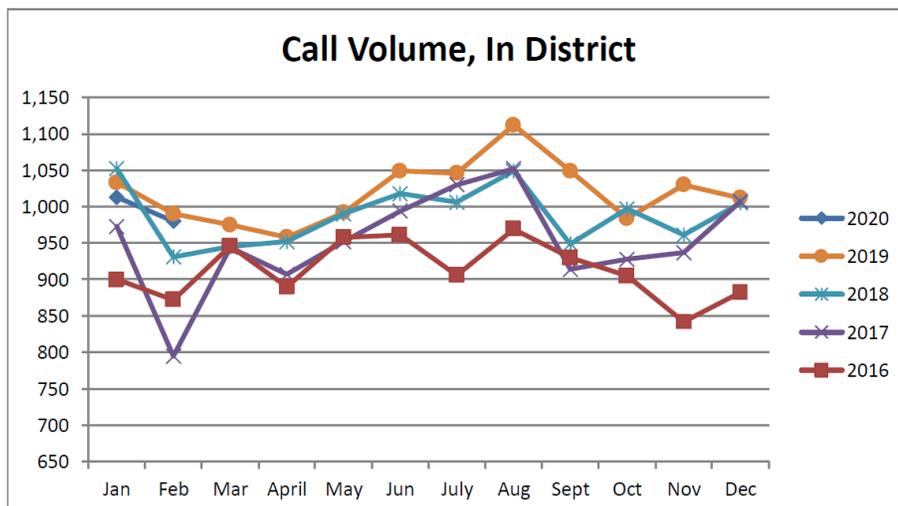
February Call Statistics

From: GIS/Statistician Michael Freeman

CALL VOLUME HISTORY (IN-DISTRICT INCIDENTS; INCLUDING AID-RECEIVED)

	2016	2017	2018	2019	2020	2020
Jan	900	973	1,052	1,033	1,013	1,099
Feb	872	795	931	990	980	1,073
Mar	946	944	945	975		
April	890	907	952	958		
May	958	952	990	992		
Jun	961	994	1,018	1,049		
July	906	1,030	1,006	1,046		
Aug	969	1,052	1,049	1,112		
Sept	930	914	949	1,049		
Oct	905	928	997	984		
Nov	842	937	961	1,030		
Dec	882	1,007	1,005	1,012		
AVG	<i>913</i>	<i>953</i>	<i>988</i>	<i>1,019</i>	<i>997</i>	<i>1,086</i>
TOTAL	10,961	11,433	11,855	12,230	1,993	2,172

INCIDENT RESPONSES BY CAFMA





February Response Report - 2020

Land Area: 365 sq. miles Population: ≈100,000 Fire Stations: 10 Full-Staffed

Responses in District

TOTAL FIRE INCIDENTS	18
STRUCTURE FIRE	0
STRUCTURE FIRE; CONFINED	5
MOBILE HOME/PORTABLE BLDG	2
VEHICLE FIRE	3
BRUSH/GRASS/WILDLAND FIRE	5
OTHER/TRASH FIRE	3

Fire is 1.84% of call volume

TOTAL RESCUE & EMS	689
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EMS is 70.3% of call volume

OVERPRESSURE / OVERHEAT	2
HAZARDOUS CONDITION	15
SERVICE CALL	138
GOOD INTENT	86
FALSE ALARM/OTHER	32

Other is 27.86% of call volume

TOTAL INCIDENTS IN DISTRICT	980
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INCIDENT RESPONSES BY CAFMA	1,073
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Residential Fire Loss	\$107,000
Commercial Fire Loss	\$20,200
Vehicle Fire Loss	\$31,700

Calls in Town of Chino Valley	167
Calls in Town of Prescott Valley	497
Calls in Town of Dewey-Humboldt	36
Calls in District, Unincorporated Areas	280
Calls Out of District	5

Average total # of calls per day	33.79
Average fire calls per day	0.62
Average EMS calls per day	23.76
Average all other calls per day	9.41

Aid Given to Prescott	119
Aid Received from Prescott	71
Mutual Aid Given	0
Mutual Aid Received	0

Unit Responses

	In District	Total
E50	138	142
E51	26	161
E53	156	156
E54	112	112
E57	41	41
E58	132	133
E59	136	139
E61	95	98
E62	119	122
E63	43	45
T50	1	3
B3	45	47
B6	20	22

Call Volume at PRCC

	MONTH	YTD
PFD	709	1,447
CAFMA	1,013	1,993
GCFD	10	14
OD	5	6
WKFD	2	3

Top 5 Call Types

633	EMS
73	Assist Invalid
46	Cancelled en Route
31	Public Service
22	Vehicle Accident w/Injuries

Move Ups by Station

50: 35	57: 1
51: 43	61: 5
53: 19	62: 0
54: 0	63: 28
58: 3	
59: 3	TOTAL: 137

Chief's Desk Continued

I will use myself as an example, which is usually better and far more entertaining for everyone else. I can physically feel the hijacking in process. Some of you may have witnessed it on occasion in particularly intense meetings. If I were able to look in a mirror when it happens, I would guess the color of my face changes, my eyebrows scrunch, and would hear the tone of my voice change. Internally, it feels like I'm in my own head as the pressure in my eardrums begins to change. I am conscious of what's happening and actively work to suppress the emotion and return to a place of reason. It is not easy, especially if it is something I am passionate about, and I'm not always successful in regaining control immediately. If I feel it happening before I open my mouth, I will generally sit quietly until I am able to gather my composure and respond appropriately.

When I find myself in that state, my ability to remain rationale is compromised and whatever filter I may possess is definitely on the brink of collapse. As you all may know, there really is not much of a filter to begin with so any degradation of the system is simply not good. Please do not misunderstand, I am not describing myself as a hot head, I am simply describing a naturally occurring process for which we can exercise control, if we recognize what is happening and regularly practice self-discipline.

There are a couple people that come to mind e.g. Chief Polacek and Captain Burch – who display an uncanny ability to maintain a level of calm that defies logic – in my opinion. Maybe they did have a lobotomy???? 🤔 Anyway, they have seemingly developed their PFC to a point that the little nut thing cannot overpower the larger portion of their brain. It is not that they do not feel emotion; they are simply not prone to sudden emotional outbursts, loss of temper, or loss of emotional control to the point that it affects their ability to think rationally.

So what can we do to better exercise control over our emotions? With age comes maturity both emotional and professional – theoretically. A person can be mature enough to raise a family, pay bills, and not get into legal trouble, which are all good things. However, they can lack the professional maturity to think and act as a leader and/or manager at work. It is an amazing thing, but we have all witnessed it in our careers.

Other less theoretical and complex things like sleep (go to bed Tharp), nutrition, the cumulative effect of stress, traumatic events, physical health, etc. all have an impact on our ability to control our emotions and actions. To that end, what are you doing to maintain a healthy life style? Think about it, when you are hungry what happens to your decision-making ability? That is why it is recommended you stay away from the grocery store when you're hungry. Ask yourself this, am I more prepared to address issues with my family and work when I am tired or when I am well rested? Or, am I more in control of my emotions when I have a healthy self-image, or when I struggle with how I feel about myself? Basic, but we do not often consciously think about these things.

It is vitally important for your personal well-being, your family, and your career that you are able to control your emotional responses to the people, places, things and ideas around you. This means taking

care of yourself, exercising your mind as well as your body and seeking balance between chaos and order. Our lives are filled with challenges and wonderful opportunities, if we take the time to stop, assess, decide, act, evaluate, and repeat. Or more simply the OODA Loop model – Observe, Orient, Decide, Act and repeat. There are all kinds of ways to describe the process, but in the end, you are ultimately making a choice.

It is amazing to me that something the size of a squirrel's breakfast can actually hijack an entire human being causing a person to lose control of their emotions. I am not saying that anyone has to be perfect, but we have to exercise our mind enough to gain and maintain control, if we want to employ any semblance of emotional intelligence. Remember, it all comes down to choice in how we respond or react to any given situation. I may not always be able to control my body's desire to react, but I can certainly exercise my ability to recognize what's happening and not allow myself to be hijacked by something the size of an almond.