



**CHANDLER  
FIRE DEPARTMENT  
ADMINISTRATION**



**Chandler Fire, Health & Medical**  
**ANNUAL REPORT 2016**

AN INTERNATIONALLY ACCREDITED FIRE SERVICE AGENCY



# A MESSAGE FROM CHIEF TOM DWIGGINS



In 2016, I was honored to become the 5th Fire Chief to serve the City of Chandler. After serving in the organization for more than 18 years, my new role has provided me with this rare opportunity to address the residents of our community in a meaningful and broad-reaching manner. I offer my sincerest gratitude to the residents of Chandler for the continued strong support and cooperation that Chandler Fire, Health & Medical has been fortunate enough to receive throughout its 80 years of service.

The men and women of Chandler Fire, Health & Medical are committed to the highest quality service in the industry. It is only through this commitment that our Department achieves its success, and the City of Chandler receives this benefit. Our firefighters work diligently to continuously improve their skillsets in fire, hazardous material, technical rescue, and emergency medical response while our civilians provide outstanding support and expertise. I take pride in encouraging the development of our members and appreciate the sacrifices and hard work they contribute.

The fire service is ever changing, and Chandler Fire, Health & Medical has been quick to learn, improve, and adapt. Our Department is dedicated to the service we provide, and in 2016, we have made many improvements to serve our residents and visitors with increasing effective and efficient service delivery models. In this annual report, you will find a glimpse into these programs along with information designed to provide an overview of the year. We welcome feedback and questions about any of the information found within the annual report and encourage our residents to reach out to the Chandler Fire, Health & Medical Administration for any additional information.

Sincerely,

Tom Dwiggins, CFO

Chandler Fire, Health & Medical Department



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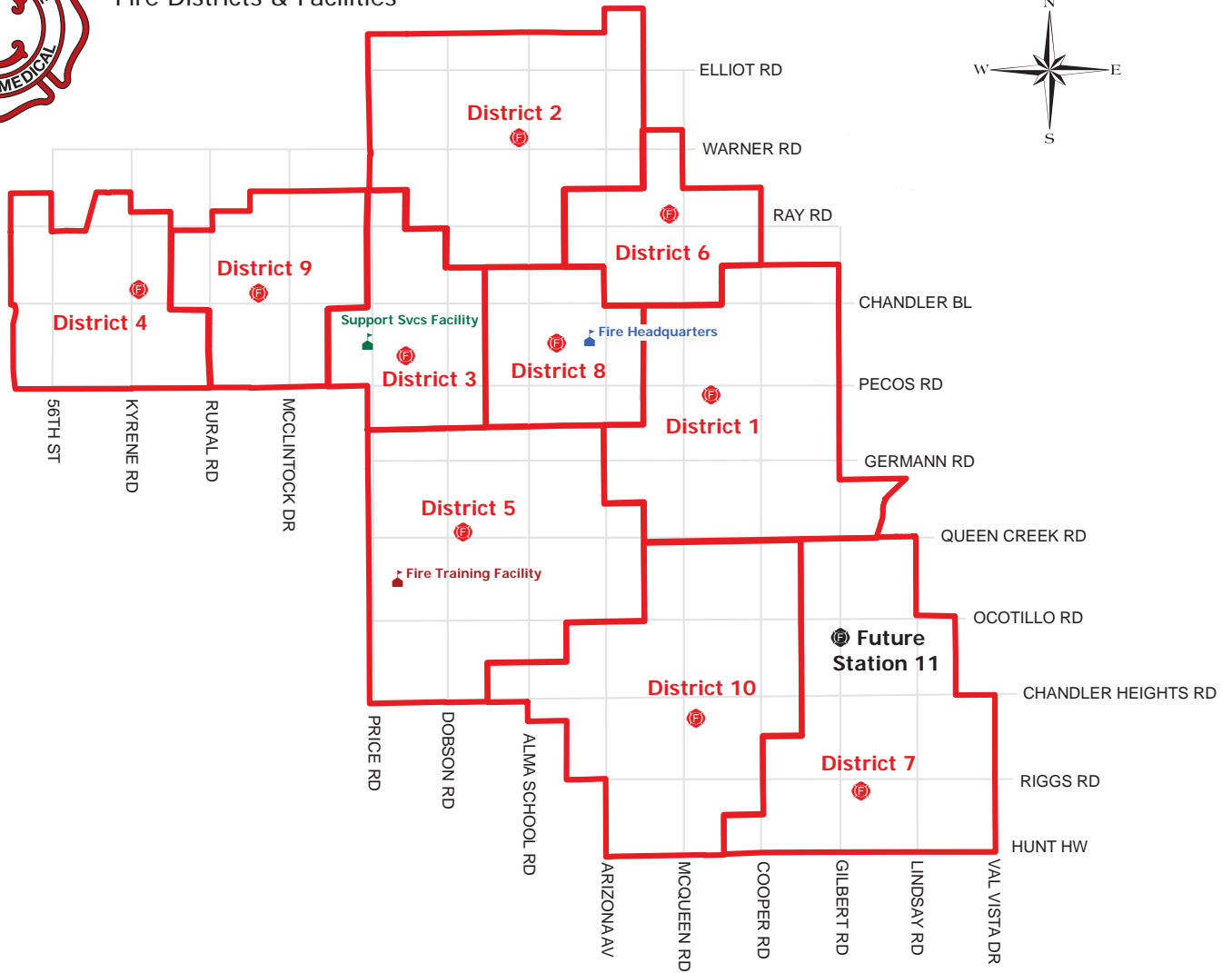
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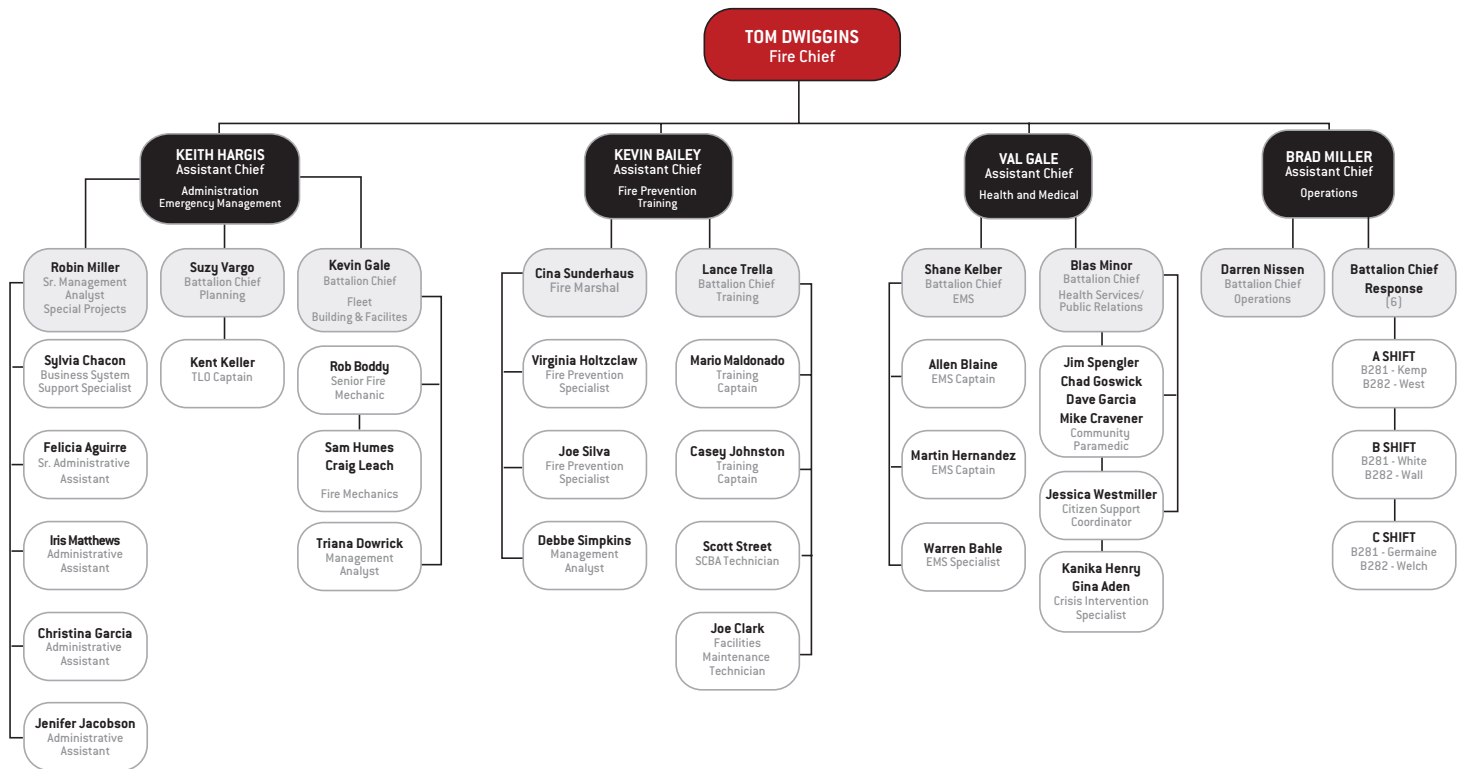
# FIRE STATION MAP



## Chandler Fire, Health & Medical Department Fire Districts & Facilities



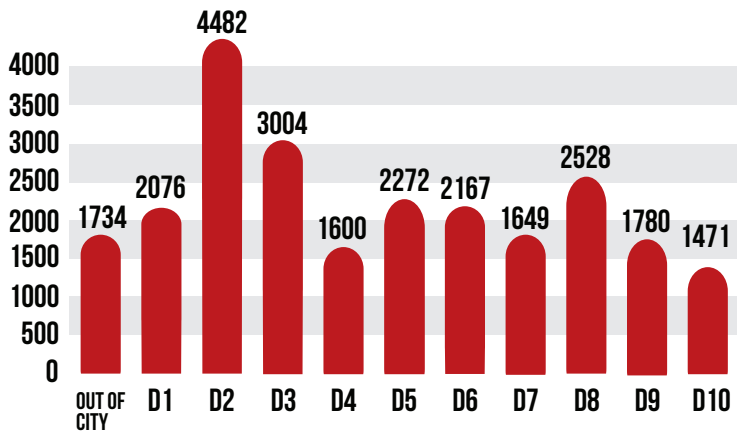
# ORGANIZATIONAL CHART



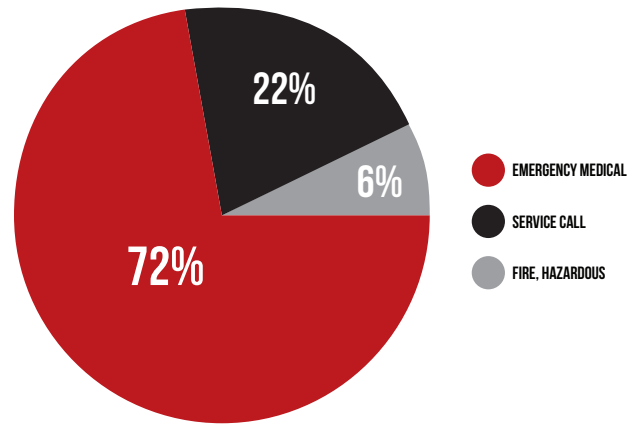
# VITAL STATISTICS

# 24,763

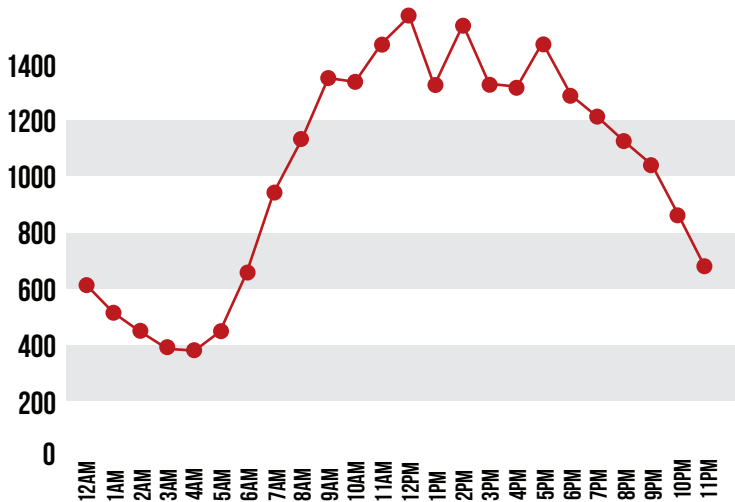
TOTAL INCIDENTS



TOTAL INCIDENTS BY DISTRICT



INCIDENTS BY TYPE



EMERGENCY RESPONSES BY TIME OF DAY

### BUDGET AND PERSONNEL:

|  |              |
|--|--------------|
| Annual fire department/operating budget: | \$32,359,525 |
| Annual capital improvements:             | \$13,930,023 |
| Sworn personnel:                         | 202          |
| Civilian personnel:                      | 20           |

AVERAGE RESPONSE TIME:

# 3:48



# TRAINING

Chandler Fire, Health & Medical is an all-hazards response agency that is trained to mitigate emergencies involving fire, hazardous materials, technical rescue (includes: rope rescue, swift water, building collapse, and trench rescue), and weapons of mass destruction. The skills needed to accomplish these tasks professionally are complex and must be re-enforced and updated continuously.

### Regional Training Approach:

CFHM's Training Center continued to be an important resource within the region. In 2016, the Fire Training Division delivered quarterly and specialized training on a variety of fire service skills to firefighters from Chandler and regional partners from Sun Lakes, Gila River, Maricopa, and Queen Creek. Chandler's Volunteer Team, East Valley Institute of Technology, Arizona State Fire School, and Police Department Explorers from across the Western United States utilized the training center to enhance their capabilities. The Chandler Police Department and Homeland Security agencies conducted training in 2016 utilizing many unique features of this facility. These activities demonstrated the significant contributions of Chandler Fire, Health & Medical Department staff in the area of Public Safety training.

TRAINING HOURS DELIVERED BY TRAINING DIVISION:

# 19,903

### New Burn Building:

The planning and construction of a 9000 sq. ft. burn building started in early 2016. This new building will provide CFHM the ability to train in live fire conditions using normal combustible materials. The innovative design of the building will effectively simulate training in a large commercial structure, multi-story apartment, basement, and a residential structure with a garage all in the same building. The new burn building will improve the effectiveness and safety of firefighters across the region.



### Recruit Academy:

Nine recruits attended a 12-week fire academy in the spring of 2016. These new firefighters were selected from nearly 1500 applicants through a rigorous evaluation process. At the completion of the fire academy, new firefighters were certified in both firefighting operations and hazardous materials through the State of Arizona.



FIREFIGHTERS TRAINED:

# 370



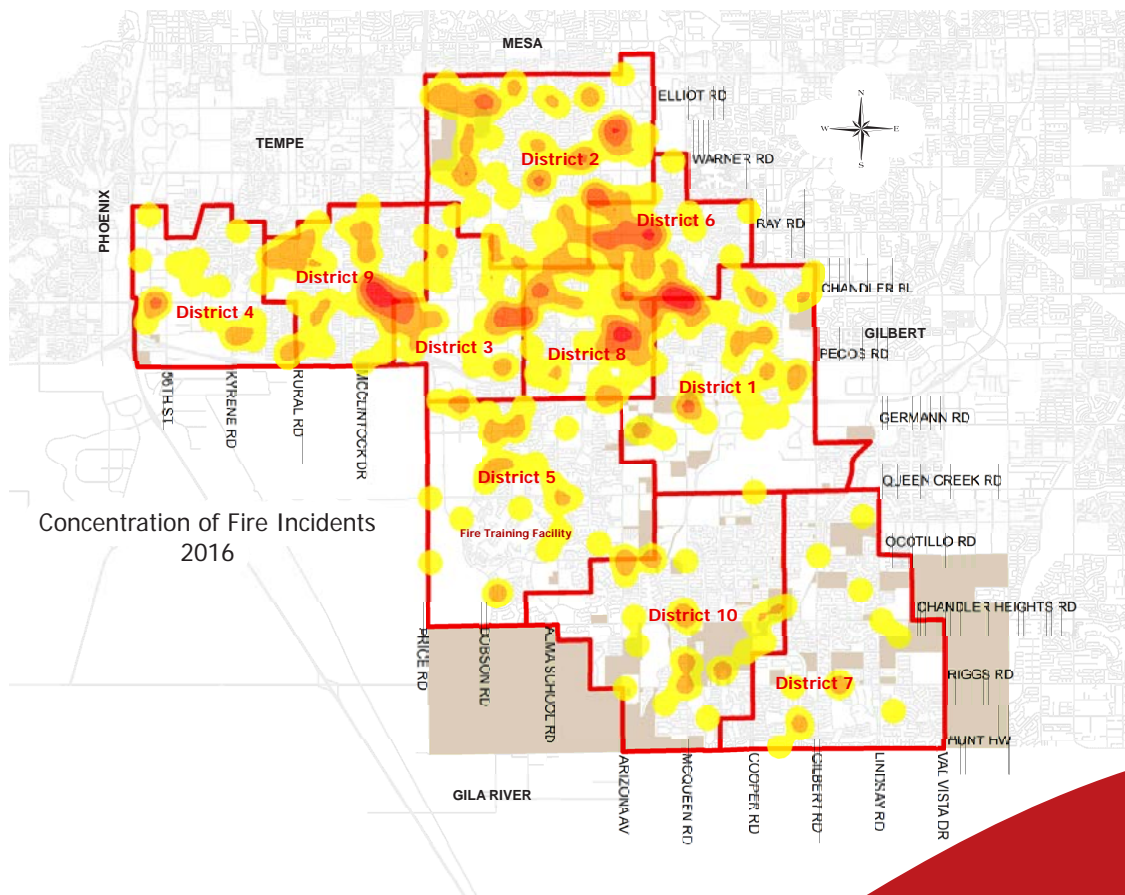


# FIRE

## Fire Emergency Response:

Chandler Fire, Health & Medical Department operates as part of a technologically advanced regional automatic aid system. This system combines resources from jurisdictions throughout the valley to ensure that first responders will arrive as quickly as possible to all emergency calls. This is accomplished by using GPS technology to locate and dispatch the unit(s) closest to the emergency, regardless of jurisdiction. In the event of a structure fire or other large incident requiring multiple resources, the automatic aid system ensures that the correct combination of firefighters, apparatus, and equipment needed to best mitigate the specific emergency will be dispatched. The resources of 25 other jurisdictions are available to Chandler citizens through the automatic aid system.

In 2016, CFHM responded to 24,763 incidents. The department has experienced a significant increase in call volume over the past 5 years; however, CFHM was able to reduce the average response time of emergency responses to 3:48. This accomplishment reflects the professionalism of the firefighters at every station as well as the accurate planning and placement of fire stations and apparatus throughout the City of Chandler.





Community Medicine Program

Community Medicine is a program that utilizes CFHM Paramedics and EMTs to provide medical evaluations and support for patients who may be struggling to manage their complex medical needs. The Community Paramedics focus on four areas of service delivery; Treat & Refer follow-up, patients that fall into our High Utilizer Group (HUG), scheduled Veterans Affairs (VA) Telehealth visits, and Complex Patient Management.



1,257

CR288 RESPONSES



7,338

CR288 VOLUNTEER HOURS

97

CAR SEATS GIVEN



920

INSTALLATIONS

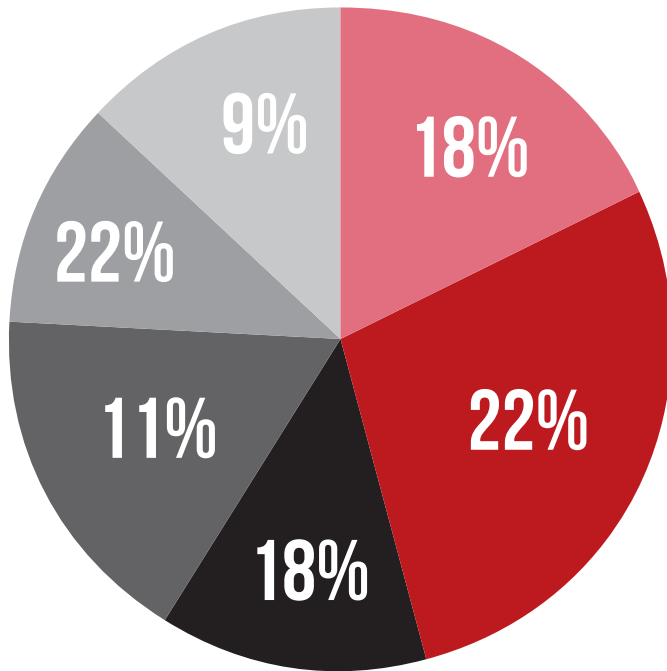
Crisis Response

The Chandler Fire, Health & Medical Department's Crisis Response Unit responded to assist CFHM crews and Chandler Police with immediate on-scene crisis intervention needs, victim's assistance, grief support, behavioral health de-escalation, and collaboration. CR288 staff also provided general resources and referrals to those in need. In 2016 the Crisis Response Team received the Community Service Award for their excellent service delivery to the citizens of Chandler and surrounding communities. CR288 increased its total calls to 1257 this past year.



# MEDICAL

EMS Response Types



- GENERAL ILLNESS
- FALL INJURY
- CARDIAC/CARDIOVASCULAR
- TRAUMA
- RESPIRATORY
- NEUROLOGICAL



**8,586**

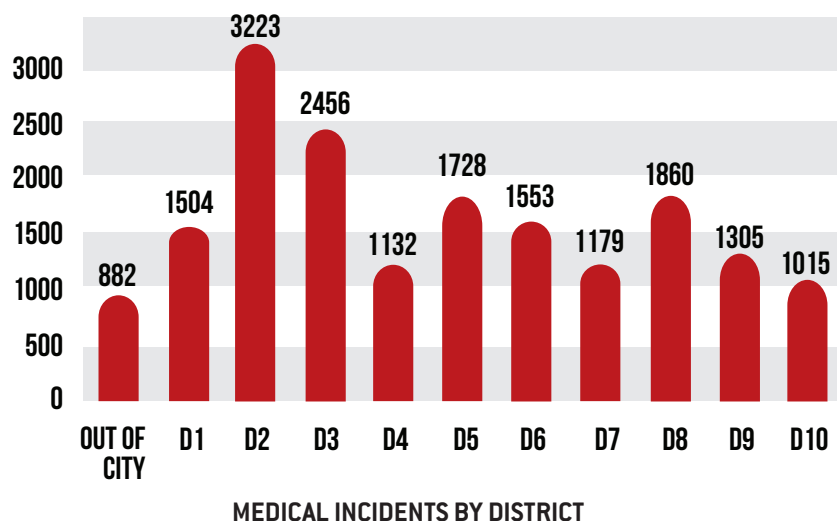
Hours of EMS training delivered

## Emergency Medical Response:

Emergency Medical Services and medical response are a fundamental responsibility of the Chandler Fire, Health & Medical Department. CFHM providers responded to a wide variety of medical calls during 2016. In all, Chandler firefighters responded to 17,837 unique medical incidents. Incidents range from minor medical assistance to life-threatening events. Due to the staffing employed by CFHM, firefighters are able to initiate and maintain continuity of care from initial contact through patient arrival at the hospital.



# MEDICAL



**17,837**  
Total Incidents

In 2016, CFHM utilized a dynamic response model to serve the citizens. This model relied on twelve fire trucks, two low-acuity trucks, and five ambulances. Apparatus minimum staffing included: two certified paramedics and two certified EMTs on each engine and ladder company as well as one paramedic and one EMT on each low-acuity response vehicle. Each ambulance in Chandler was also staffed with a Chandler firefighter/paramedic and a private ambulance company driver. All response units maintain a full complement of Advanced Life Support (ALS) and Basic Life Support (BLS) equipment and supplies.

Quarterly EMS training is delivered to each provider by the CFHM EMS Division staff. Training content is varied and derived in accordance with National, State, and local Medical Director guidelines and best practices. In 2016, CFHM was again recognized for its commitment to cardiovascular patients by being awarded the American Heart Association's (AHA) Mission: Lifeline Gold Capital Award. This is the highest-level achievement awarded by the AHA and demonstrated CFHM providers are committed to following national best practices when treating patients suffering from acute myocardial infarctions (heart attacks). Additionally, Chandler firefighters continued to train and utilize the newly adopted Treat & Refer program from Arizona Department of Health Services (ADHS). The Treat & Refer program allowed patients more control over their treatment and transportation options, permitting CFHM crews the ability to treat patients in their home and avoid transport to the hospital when deemed unnecessary. CFHM created this program through collaboration with Medical Direction in 2015 and was the first Fire Department in the State of Arizona to be certified to provide this service to its residents.





# SIGNIFICANT EVENTS

## VA PROGRAM

In 2016, Chandler Fire, Health & Medical began seeing patients through a partnership with the Phoenix VA. This program initiates during a 911 emergency response call, with firefighters ascertaining if the customer is a veteran. Identified veterans are then contacted through a follow-up phone call the following day by a CFHM staff member. More than 1000 veterans were identified in 2016, and over 700 follow-up phone calls were made.

For those patients who completed registration, or were already registered with the VA, a home Telehealth appointment was offered. These scheduled appointments occurred in the patients' home and allowed the veteran to connect to a VA nurse practitioner using video conferencing. The Community Paramedics acted as medical facilitators for the nurse practitioner by assessing weight, blood pressure, EKGs, blood sugar readings and other important vital signs as needed.

More than 100 veteran patients welcomed the CFHM Community Paramedics into their homes for a home Telehealth appointment in 2016. This free-of-charge program continues to support our City's veterans in new and innovative ways.

## INFRASTRUCTURE IMPROVEMENT

The design phase for our newest location, Fire Station 11, began in 2016 and is scheduled for completion April 2018. This station will be located at the southwest corner of Gilbert Road and Ocotillo Road.

Also in 2016, Chandler Fire, Health & Medical collaborated with the Chandler Police Department to design Phase 1 of the future Public Safety Training Facility. Once constructed, Phase 1 will include: an auditorium, large classrooms enabled with distance learning technology, weapons simulators, fire command simulators, defensive tactics room, and staff offices.

## PPE AND SAFETY

In 2016, Chandler Fire, Health & Medical continued its commitment to reducing personnel exposure to dangerous carcinogens. Cancer is a serious threat to today's firefighters, which is attributed to the types of chemicals that they may be exposed to during every fire response. The smoke produced by modern fires contains a growing amount of carcinogens due to the increased use of plastics and other man-made materials used in construction. To protect firefighters, the City of Chandler has committed to reducing the potential exposure to these contaminants by providing a second set of turnout gear to every sworn personnel. This \$466,300 investment in safety ensures that our firefighters will have clean and safe gear to wear at all times.







# COMMUNITY OUTREACH

## PARTNERSHIP FOR L.I.F.E. (LEARNING IN FIRE SAFE ENVIRONMENTS)

The Chandler Fire, Health & Medical Department developed a new program that provides a benchmark for school fire safety education, inspection, and collaboration. The program provides Chandler's elementary schools with the ability to become certified "Partnership for L.I.F.E.". To become certified, schools must complete the five components of the program;

1. Ensure that 10% of the school's staff is CPR certified
2. Allow CFHM to supervise one of the school's monthly fire drills
3. Allow CFHM Fire Pals to provide two hours of fire safety education to all 1<sup>st</sup> and 2<sup>nd</sup> grade students
4. Ensure all teachers and custodians perform bi-annual classroom/common room fire hazard self-inspections
5. Pass a code based annual CFHM fire inspection

This program was presented at the 2016 Vision 20/20 Model Performance in Fire Prevention Symposium and serves as a template for other departments around the country to ensure learning in safe environments.

### PARTNERSHIP FOR L.I.F.E.

**6,895**

1st/2nd grade students educated in 2016

**66**

Individuals trained in full CPR by CFHM in 2016

**100%**

of 1st/2nd grade students educated this year compared to 27% in 2012/13

**4**

CPR Classes completed by CFHM free of charge

**100%**

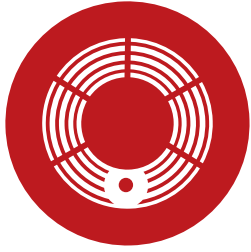
Schools have reached 10% staff CPR Certification goal

**100%**

CUSD Elementary Schools completed 1st annual self-inspection sheets



## HOME FIRE SAFETY



SMOKE ALARMS

**259**

HOMES SERVED

**195**

SMOKE ALARMS INSTALLED

**651**

BATTERIES CHANGED



SMOKE ALARM WALKS

**352**

HOMES CONTACTED

**183**

ALARMS INSTALLED

**60**

VOLUNTEERS



WATER SAFETY

**8,541**

HOMES CONTACTED



DEMOS/SAFETY TALKS/TOURS:

**421**



GRANTS RECEIVED

**\$29,571**

ARIZONA GOVERNOR'S OFFICE  
OF HIGHWAY SAFETY





# PREVENTION

The Fire Prevention Division's mission is to protect life and property by preventing emergencies before they happen. This is accomplished by embracing the principles of education, engineering and enforcement of fire, building and life safety codes, investigation of fire causes, and the application of adopted codes to construction projects.

## ANNUAL BUSINESS INSPECTIONS

**4,961**

Annual business inspections and permits

**129**

Fireworks/open flame permits and inspections

**98**

Hazmat reporting, compliance and inspections

**28**

Fire investigations

**115**

Special event planning and inspections

**91**

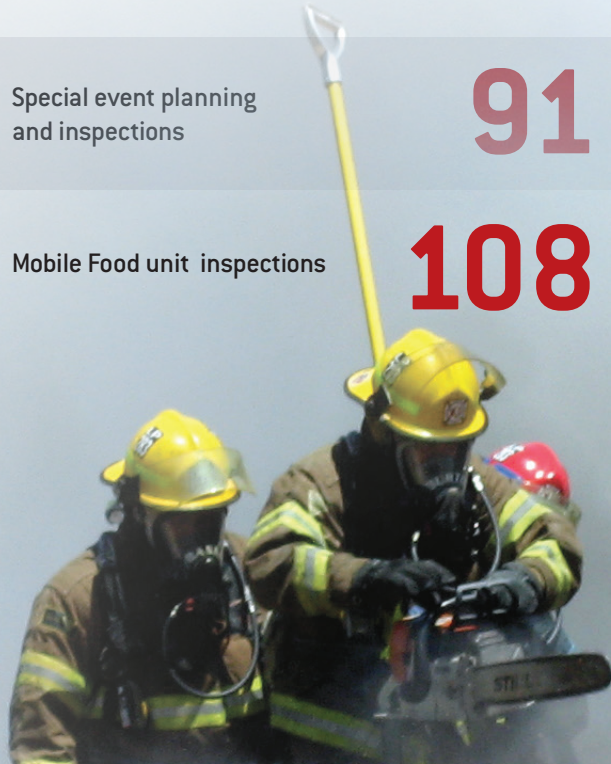
School inspections

**94**

Mobile Food unit inspections

**108**

New development planning permits





# AWARDS

## PERSONNEL INDIVIDUAL AWARDS & ACHIEVEMENTS



**FIREFIGHTER OF THE YEAR**  
Ronnie Wetch



**PARAMEDIC OF THE YEAR**  
Casey Lopez



**EMT OF THE YEAR**  
Matt Kowalski



**CIVILIAN OF THE YEAR**  
Joe Silva



**MEDAL OF HONOR**  
Mike Pallas



**MEDAL OF VALOR**  
Casey Lopez



**ROX CAREER ACHIEVEMENT**  
Roger Vigil



# PERSONNEL

## PROMOTIONS



**FIRE CHIEF**  
Tom Dwiggin



**ASSISTANT CHIEF**  
Keith Hargis



**ASSISTANT CHIEF**  
Val Gale



**BATTALION CHIEF**  
Blas Minor



**BATTALION CHIEF**  
Shane Kelber



**BATTALION CHIEF**  
Suzanne Vargo



**CAPTAIN**  
William Burton





# PERSONNEL



**CAPTAIN**  
Scott Jensen



**CAPTAIN**  
Steve Jackson



**CAPTAIN**  
Carlos Vargas



**ENGINEER**  
Kevin Stewart



**ENGINEER**  
Justin Cox



**ENGINEER**  
Brandon Jenkins



# PERSONNEL

## RETIREMENTS



**FIRE CHIEF**  
Jeff Clark



**ASSISTANT FIRE CHIEF**  
Tom Carlson



**BATTALION CHIEF**  
Roger Vigil



**BATTALION CHIEF**  
Jim Johnson



**CAPTAIN**  
Jeff Brennan



**ENGINEER**  
Dick Weyenberg



**ENGINEER**  
Curt Bafford



**FIREFIGHTER**  
Kelly Wright





# PERSONNEL

## NEW EMPLOYEES

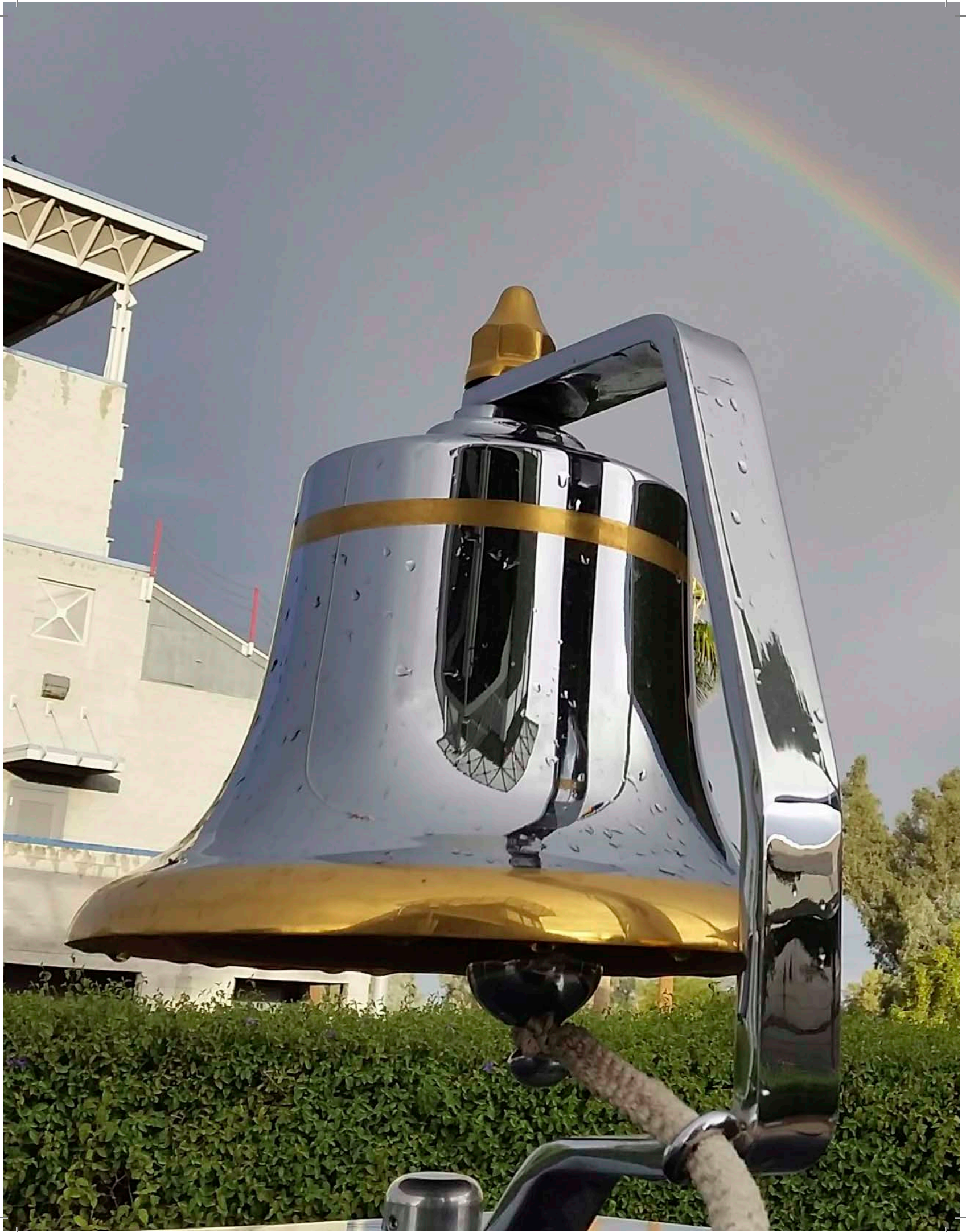


### FIREFIIGHTERS (left to right)

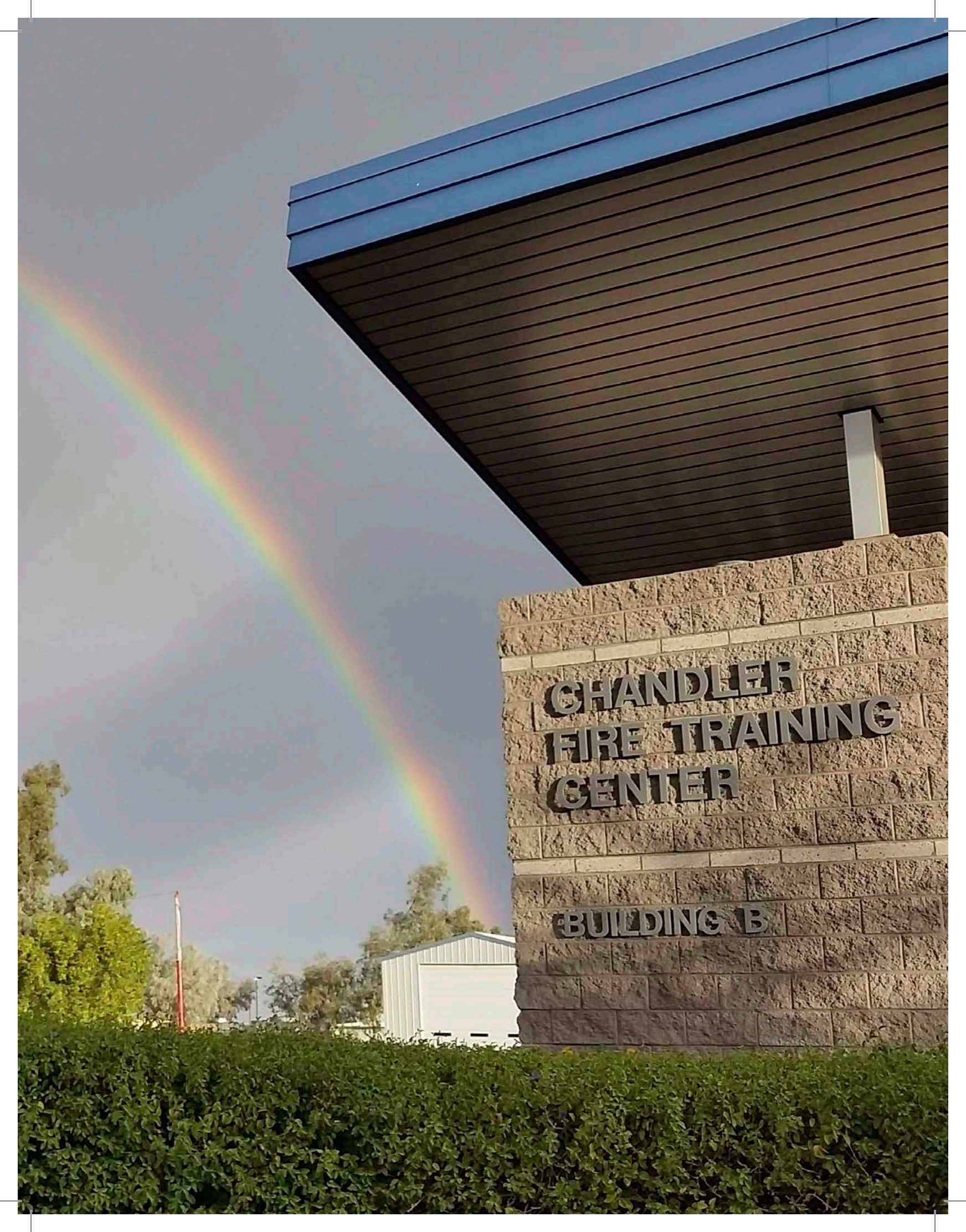
Nicholas Robertson, Trenton Tope, Scott Graves, Ladd Elwood, Devin Howell, Brian Lueders, Daniel Rosales, Joseph Ricci, Robert Krauel











CHANDLER  
FIRE TRAINING  
CENTER

BUILDING B





### CHANDLER CITY COUNCIL

Front Row, from left: Vice Mayor Kevin Hartke, Mayor Jay Tibshraeny, Councilmember Nora Ellen.

Back Row, from left: Councilmember Sam Huang, Councilmember Terry Roe, Councilmember Mark Stewart; and Councilmember René Lopez.



Center for  
Public Safety  
Excellence



**CHANDLER FIRE, HEALTH & MEDICAL DEPARTMENT ADMINISTRATION**  
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