



Chandler Fire Department Annual Report 2019



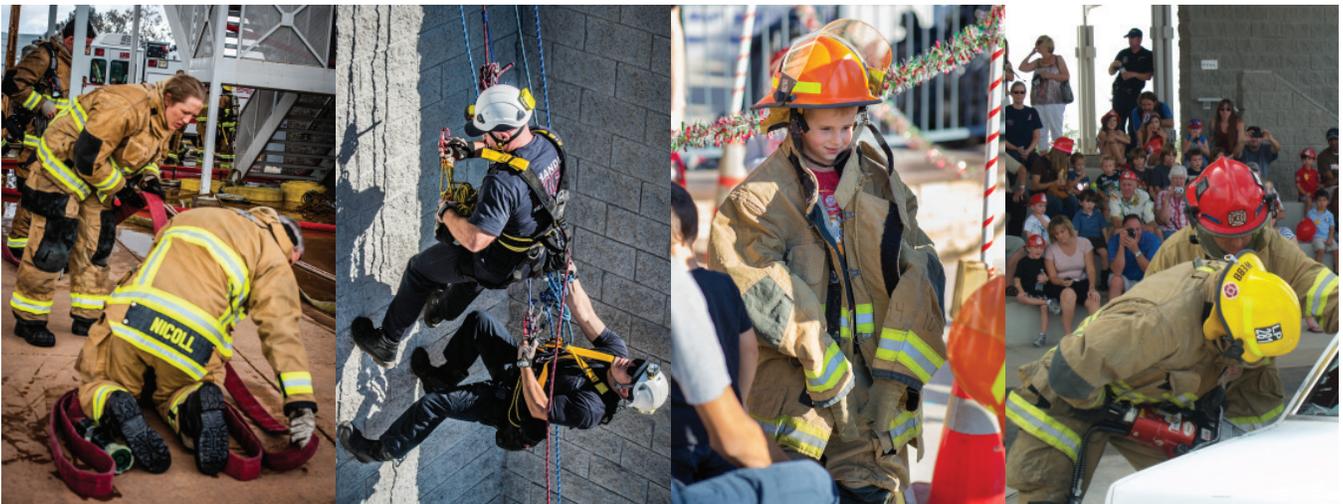
An Internationally Accredited Fire Service Agency



CHANDLER
arizona

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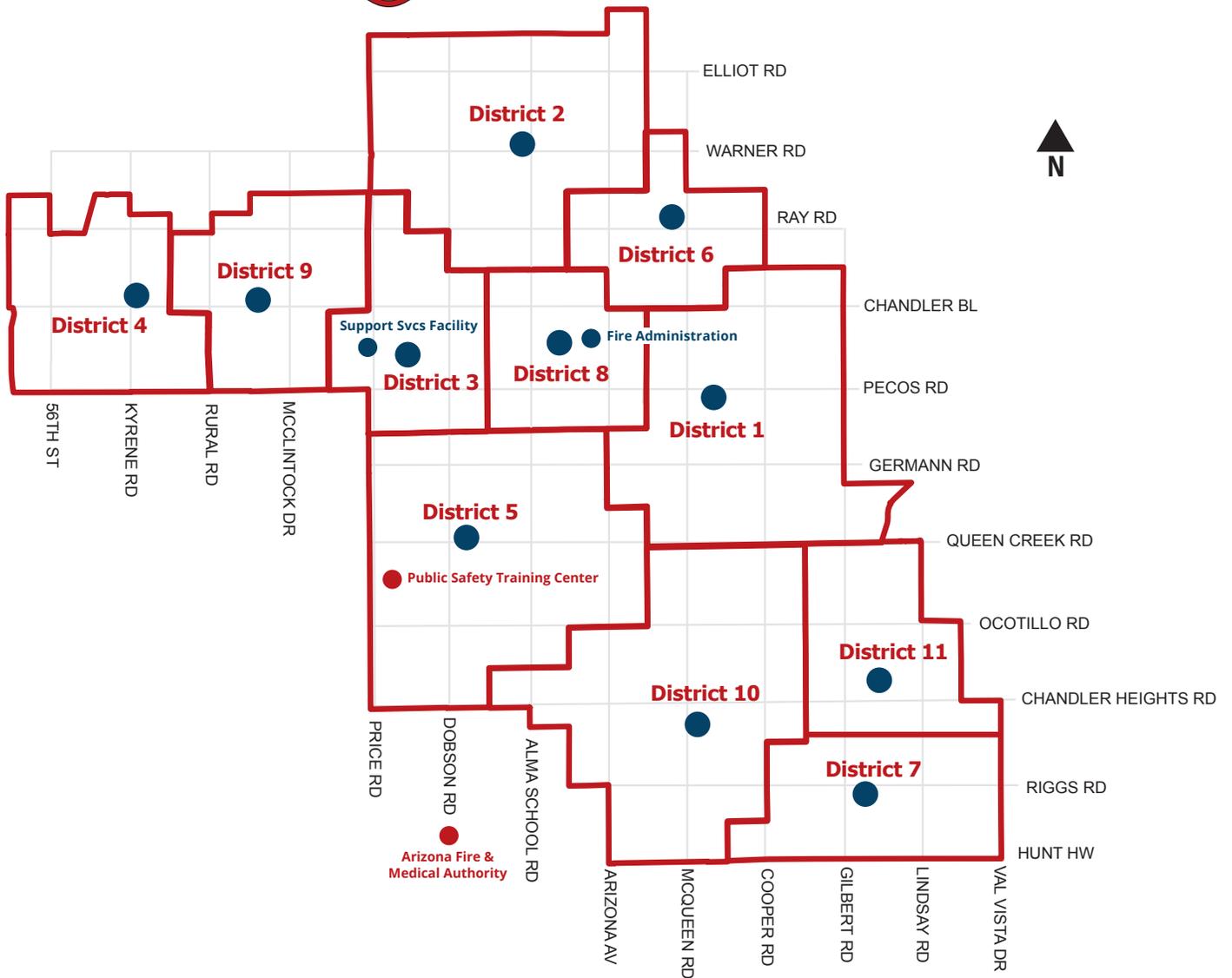
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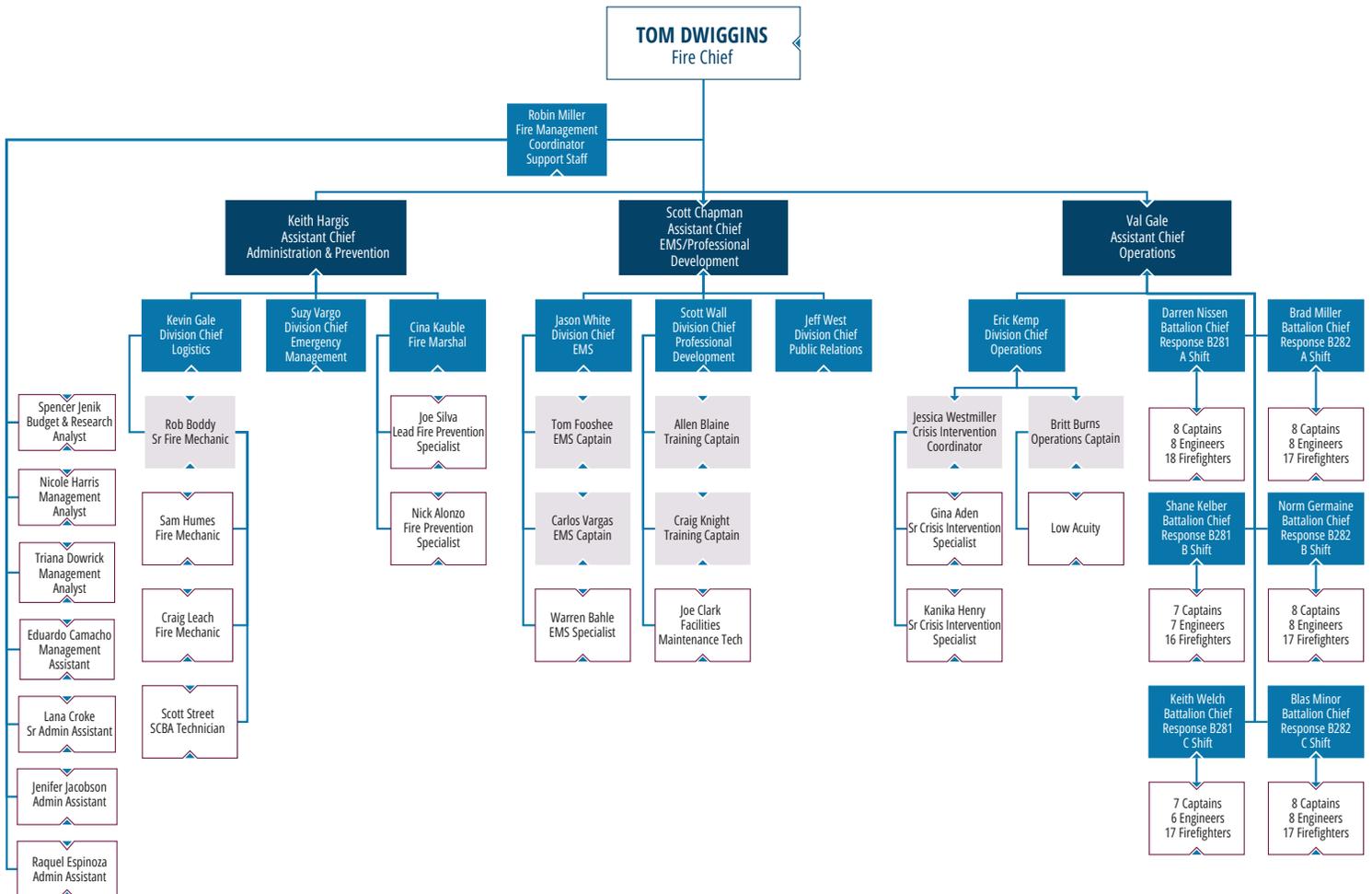
Fire Station Map



Chandler Fire Department Fire Districts & Facilities



Organizational Chart

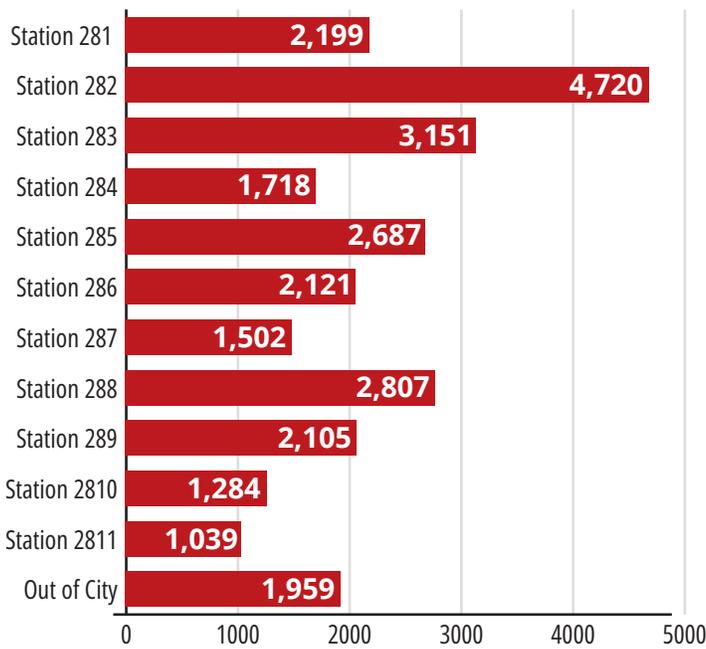


Vital Statistics

27,292

TOTAL INCIDENTS

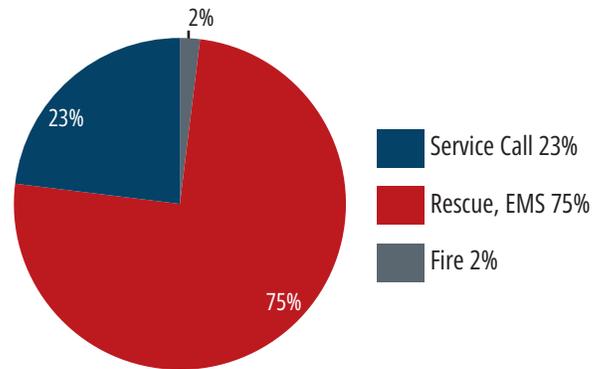
Total Incidents by Districts



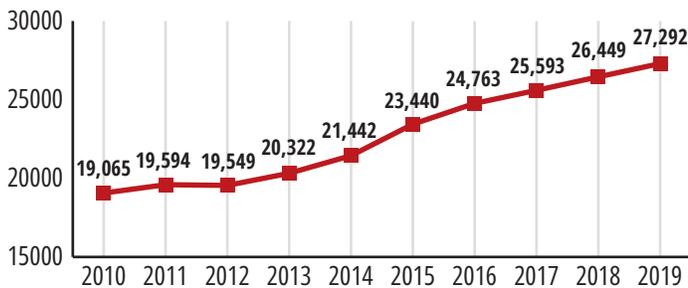
Budget and Personnel

| | |
|---|--------------|
| Annual fire department/ operating budget: | \$36,347,352 |
| Annual capital improvements: | \$11,855,881 |
| Sworn personnel: | 214 |
| Civilian personnel: | 20 |
| Total Grants Received | \$158,508 |

Incidents by Type



Total Incidents By Year



0:05:51

RESPONSE TIME
90TH PERCENTILE

Training



The City of Chandler's Public Safety Training Center continues to be a leading resource for training emergency services personnel, both regionally and nationally. Being an all-hazard response agency that has the ability and resources to mitigate emergencies involving fire, hazardous materials, technical rescue, and mass casualties requires that the responding personnel have both the skills and the proficiency to ensure positive

379

FIREFIGHTERS TRAINED

outcomes. The Training Division continues to be a leader in the region, researching and facilitating new training, ensuring customers receive a high standard of service.

Regional Training Approach

In 2019, the Training Division delivered quarterly training to members of the Department, as well as members of partner agencies in Arizona Fire and Medical Authority, Maricopa, and Gila River Fire Departments. The PSTC held a 14-week Chandler Fire recruit academy, assisted with a regional academy, and hosted local and national training seminars. Chandler Fire Training had the opportunity to host regional ladder operations training for 12 agencies, using the one of a kind ventilation props to train 88 different ladder companies. The facility was also able to host a first of its kind in Arizona fire service seminar, using nationally renowned fire service experts. These experts included firefighters, mental health experts, and scientists from Underwriter Laboratories who, over three days, trained 260 firefighters that hailed from as far away as Maine, Alaska, and Hawaii.

Public Safety Training Center

This year marked the beginning of construction for the second phase of the Public Safety Training Center. The new facility addition contains classroom space, a study area and library, exposure minimizing equipment storage, locker rooms, an office for recruit training officers, and versatile apparatus bays. One of the highlights for Phase 2 was the addition of the state-of-the-art recruit and firefighter training building. This building has several features that make it one of the most functional training buildings in all of Arizona. With six climate-controlled bays, the

30,443

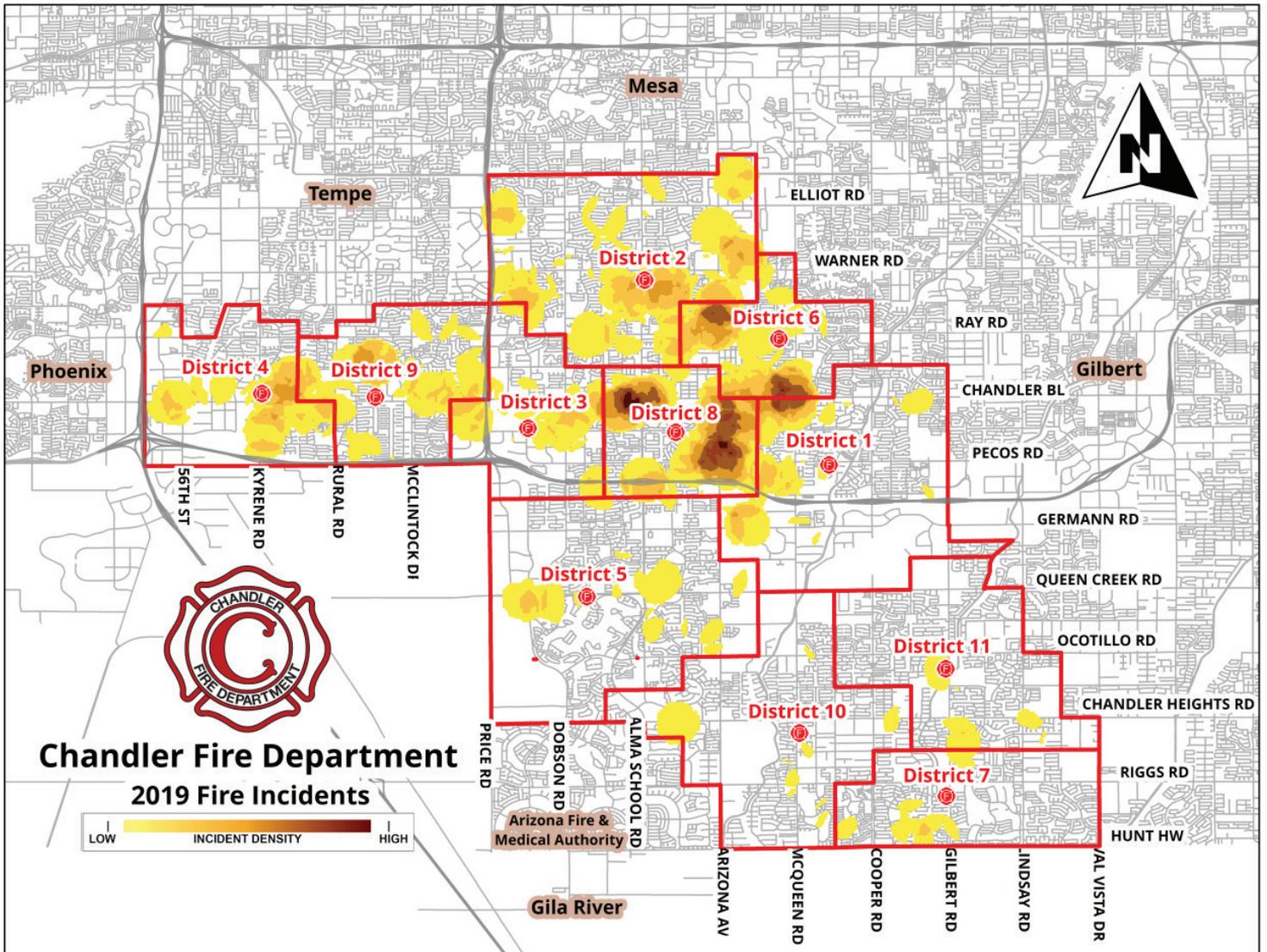
QUARTERLY TRAINING
HOURS DELIVERED

Department can now deliver training during inclement weather or during the grueling summer months without detrimentally impacting crews who must return to service after training. Student-focused training will be maximized by increased efficiencies of having all recruit facilities in one contained geographic area. To compliment didactic delivery with immediate practical application, recruits will go from the classroom directly into the drill area to reinforce all the skills learned. This enhanced training capacity will allow the Chandler Fire Department to provide the citizens of Chandler the best possible service.





Fire

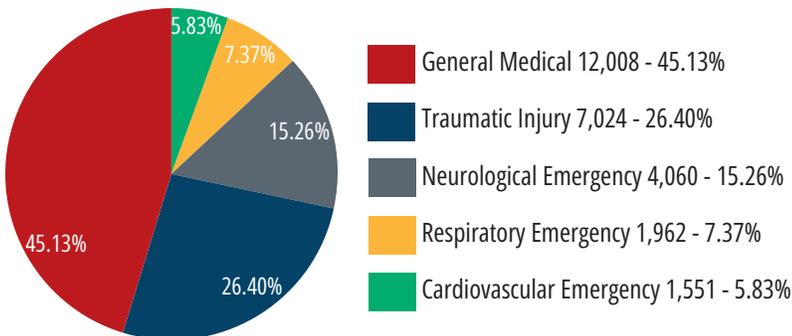


Medical

Emergency Medical Response

Emergency medical services and medical response are the primary and most frequent emergency call the Chandler Fire Department responds to comprising 75% of its total call volume. During 2019 Chandler Fire personnel responded to 20,407 medical incidents. Incidents ranged from minor medical assistance to life-threatening events. Due to the staffing employed by CFD, firefighters are able to initiate and maintain continuity of care from initial contact through patient arrival at the hospital.

EMS Response Type



1,735
HOURS OF EMS TRAINING
DELIVERED

In 2019 CFD continued to utilize a dynamic response model to serve the citizens. This model relies on thirteen fire trucks (eleven engines and two ladders), two low acuity units, and six 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.

Crisis Response

Fifteen years ago in early 2004, then Police Chief Sherry Kieler and Assistant Fire Chief Jeff Clark began initial talks at a city level to divide on scene mobile crisis support and victim assistance which were previously housed together under the Chandler Police department. The goal was to better meet the growing community needs and provide seamless continuity of care to both victims of crime and victims of circumstance. With City Council support in 2005, the Chandler Fire department acquired and refined a Fire Based Municipal Crisis Intervention

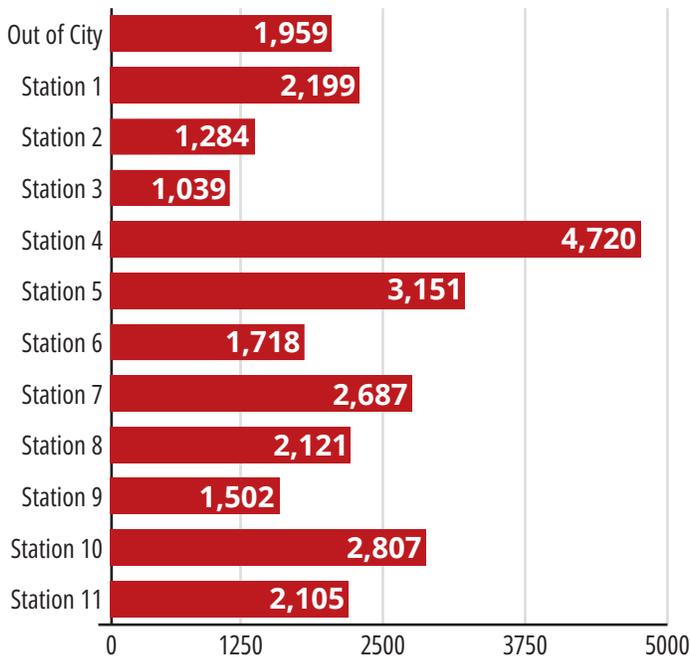


Program specifically to respond through the 911 system to provide practical and emotional support following traumatic events. The CR288 program has undergone many changes previously known as CARE8, Alternative Response AR288 and ultimately settling on Crisis Response CR288 in 2007. Initially the unit was staffed solely by dedicated volunteers. Fast forward nearly 15 years to 2019 CR288 now operates 24/7/365 with a paid city staff of 11 individuals holding a minimum of a master's degree in Social Work, Counseling or Behavioral Health related field. Each staff member is paired up with a collegiate level social work intern or community volunteer. The CR288 program continues to serve as a model response and training program regionally and nationally for other Municipal Crisis programs attending to nearly 2,000 dispatches a year and directly assisting over 2,200 clients in 2019 alone.

Medical

Quarterly EMS training was delivered to each provider by the CFD EMS Division staff. Training content was varied and derived in accordance with National, State, and regional guidelines, and best practices. This training enables CFD services to be in the top of its class throughout Maricopa County. As an example, CFD participates in Save Hearts in Arizona Registry & Education (SHARE). The last SHARE report has CFD at a Survival-Utstein score of 47.06% compared to the system wide 31.63%. The Utstein Style report is a set of guidelines for uniform reporting of cardiac arrest.

Medical Incidents by Districts



Additionally, Chandler Firefighters continued to train and utilize the recently adopted Treat and Refer program from the Arizona Department of Health Services (ADHS). The Treat and Refer program allows patients more control over their transportation and destination options, permitting CFD crews to treat patients in their home when appropriate. CFD 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. In 2019 CFD ran over 4500 treat and refer incidents and has been a model program used by Arizona Department of Health Services for improvement.

13,761

TRAINING HOURS DELIVERED
BY TRAINING DIVISION





Significant Events - Accreditation



The Chandler Fire Department completed a rigorous year-long process to earn accreditation in August 2019 from the Center for Public Safety Excellence. Chandler Fire underwent a strategic self-assessment of their resource deployment model, developed continuous improvement initiatives and presented findings to a commission of leaders within the fire service industry. Chandler Fire is one of only about 60 fire departments in the nation to be an accredited agency that also holds a Class 1 distinction from the Insurance Services Office, which rates cities on their ability to provide fire protection services and recognizes cities for innovative fire protection methods. The quality of our fire department and emergency communications system, availability of water, proximity to fire stations, and community outreach are all factors that influence the ratings.



In 2019, Phase 2 of the Public Safety Training Center was completed. Phase 2 was the final component of this regional training center which facilitates training for Fire and Police departments across the valley and state. This final phase included a multi-purpose training building for the Fire Department and a firing range for the Police Department. The multi-purpose training building contains a 6-bay climate controlled environment which will allow firefighters to train during the hottest months of the year. This new building also has a classroom, locker area, facility shop, and a study area. The building was designed to function as the recruit training building during Fire Academies, which will lessen the impact of training new recruits while conducting fire and medical training for firefighters from Chandler, Maricopa, Sun Lakes, and Gila River Indian Community.

Prevention



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

The Fire Prevention Division continues to partner with all divisions within the City of Chandler to ensure all new construction projects are completed with the safety of the occupants and responding firefighters in mind. They continue to work closely with other fire department prevention divisions within the Phoenix Metro area and Arizona to establish standardized requirements and processes related to construction, fire inspections, fire investigations, and safety.

| | 2019 | 2018 | |
|--|--------------|--------------|------------|
| ANNUAL BUSINESS INSPECTIONS AND PERMITS | 5,329 | 4,741 | 11% |
| HAZMAT REPORTING, COMPLIANCE AND INSPECTIONS | 90 | 91 | -1% |
| SPECIAL EVENT PLANNING, PERMITTING AND INSPECTIONS | 122 | 126 | -3 |
| MOBILE FOOD UNIT INSPECTIONS | 113 | 131 | -16 |
| FIRE INVESTIGATIONS | 18 | 28 | -56 |
| SCHOOL INSPECTIONS | 70 | 70 | 0% |
| NEW DEVELOPMENT PLANNING PERMITS | 121 | 105 | 13% |

Community Outreach



Community Outreach and Prevention are dedicated to creating a safer community through risk reduction.

Partnership For L.I.F.E. (Learning In Fire Safe Environments)

In 2019, the Chandler Fire Department continued to partner with Chandler Unified School District in a program that provides for school fire safety education, inspection, and collaboration. The program provided Chandler's elementary schools with the ability to become certified "Partnership for L.I.F.E." To become

certified, schools needed to complete the five components of the program;

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

This program serves as a template for other departments around the country to ensure learning in safe environments.

5,913

1ST/2ND GRADE STUDENTS
EDUCATED IN 2019

100%

CUSD SCHOOLS HAVE
REACHED 10% STAFF CPR
CERTIFICATION GOALS



Community Outreach



940
BATTERIES
CHANGED



61
VOLUNTEERS



528
SMOKE ALARMS
INSTALLED



811
SMOKE ALARM WALK
HOMES CONTACTED



91
CAR SEATS
PROVIDED



501
CAR SEATS
INSTALLED



290
DEMOS/SAFETY
TALKS/TOURS



1830
WATER SAFETY
HOMES CONTACTED

Awards



Firefighter of the year
Josh Stoltz



Civilian of the year
Ed Camacho



Paramedic of the year
Bubba Cox



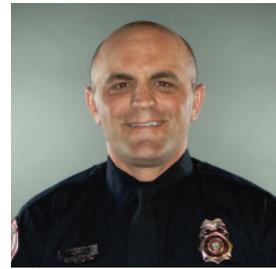
EMT of the year
Robert Krauel



**Mark Boulanger
Memorial Award**
Josh Stoltz



**Mark Boulanger
Memorial Award**
Ladd Elwood



Medal of Honor
Chris Smith



Retiree Medal of Honor
Tim McGaughey



Business of the Year
Trinity Air

Promotions and Retirements

Promotions



Captain
George Pastore



Captain
Adam McGeorge



Captain
Russell Suprak



Lead Fire Inspector
Joe Silva



Engineer
Marc Sepulveda



Engineer
Jason Stowe



Engineer
Tim Wolfe



Engineer
Tyson Bruder

Retirements



Captain
Steve Nicoll



Captain
Randy Carlson



Engineer
Richard Ponce De Leon



Firefighter
Aaron Whitley



Lead Fire Prevention Specialist
Virginia Holtzclaw



Facilities Maintenance Technician
Joe Clark

New Personnel



Firefighter
Conor Corken



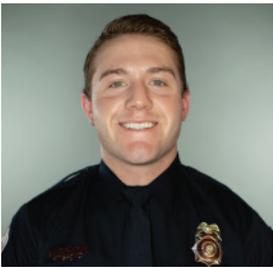
Firefighter
Jared Klein



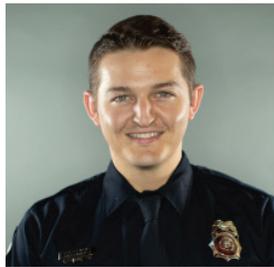
Firefighter
Trevor Szewczak



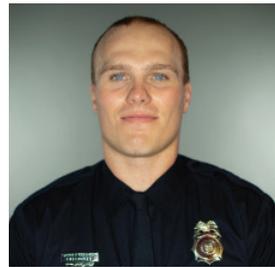
Firefighter
Lauren Hargrove



Firefighter
Hansen Hanger



Firefighter
Tyler Hoyle



Firefighter
Tanner Georgen



Fire Prevention Specialist
Nick Alonzo



**Facilities Maintenance
Technician**
Wesley Pierce



(Left to Right) Trevor Szewczak, Tanner Georgen, Jared Klein, Lauren Hargrove, Hansen Hanger, Tyler Hoyle, and Conor Corken.



Back row, from left:

Councilmember Matt Orlando, Councilmember Mark Stewart,
Councilmember Jeremy McClymonds, Councilmember Sam Huang

Front row, from left:

Councilmember Terry Roe, Mayor Kevin Hartke, Vice Mayor René Lopez



Chandler Fire Department Administration

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chandleraz.gov/fire



ChandlerFire

ChandlerFire