



CHANDLER
FIRE DEPARTMENT
ADMINISTRATION



Chandler Fire Department

ANNUAL REPORT 2017

AN INTERNATIONALLY ACCREDITED FIRE SERVICE AGENCY

A MESSAGE FROM CHIEF TOM DWIGGINS



The men and women of the Chandler Fire Department have remained committed to providing the highest quality service in the industry. It is only through this commitment that our Department has achieved its success, and the City of Chandler receives this benefit. Our firefighters have worked diligently to continuously improve their skillsets in fire, hazardous material, technical rescue, and emergency medical response while our civilians have provided outstanding support and expertise. I take pride in encouraging the development of our members and appreciate the sacrifices and hard work they have contributed in 2017.

2017 was defined as a year of growth for the Chandler Fire Department. Two major projects, Fire Station 11 and the Public Safety Training Center broke ground, both with expected completion in 2018. Fire Station 11 was designed and situated to significantly reduce response times in South Chandler, one of the City's fastest growing areas. The Public Safety Training Center was planned to enhance the

Department's current training facility by adding more classroom space, a 250-seat auditorium, state-of-the-art training props, and a larger footprint to conduct both police and fire department training.

Along with these exciting projects, the Department continued its commitment to develop and implement innovative programs. The Chandler Fire Department worked arduously to receive a Vitalyst Health Foundation Grant which will fund the development of specialized training. This training will increase the quality of the Department's response to behavioral-health emergencies and may be used as a template for other agencies' training around the country as well. As behavioral-health related emergencies have continued to grow in Chandler and throughout the country, this education is expected to become vital to improving how our Department and others' respond to calls for service by this important population.

Finally, the Department conducted a recruitment process for 20 new firefighters. Over 1500 qualified applicants participated in this process which included a written test, physical agility test, a series of interviews, and a five-week internship. These new positions will begin the fire academy in January 2018.

The fire service is ever-changing, and the Chandler Fire Department has been quick to learn, improve, and adapt. The Department is dedicated to the service we provide, and in 2017, 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 Chandler Fire Administration for any additional information.

Sincerely,

Tom Dwiggin, CFO
Chandler Fire Department



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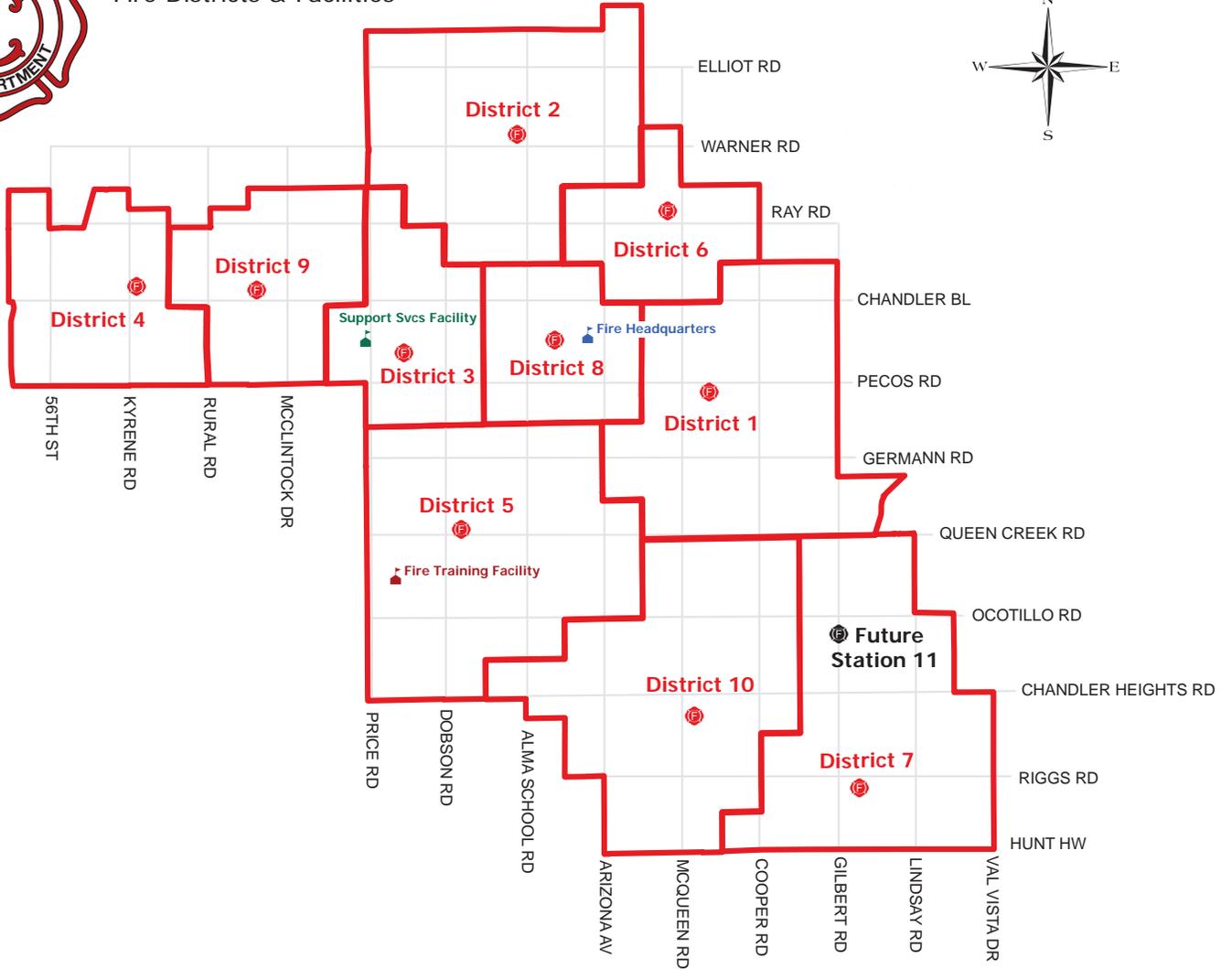
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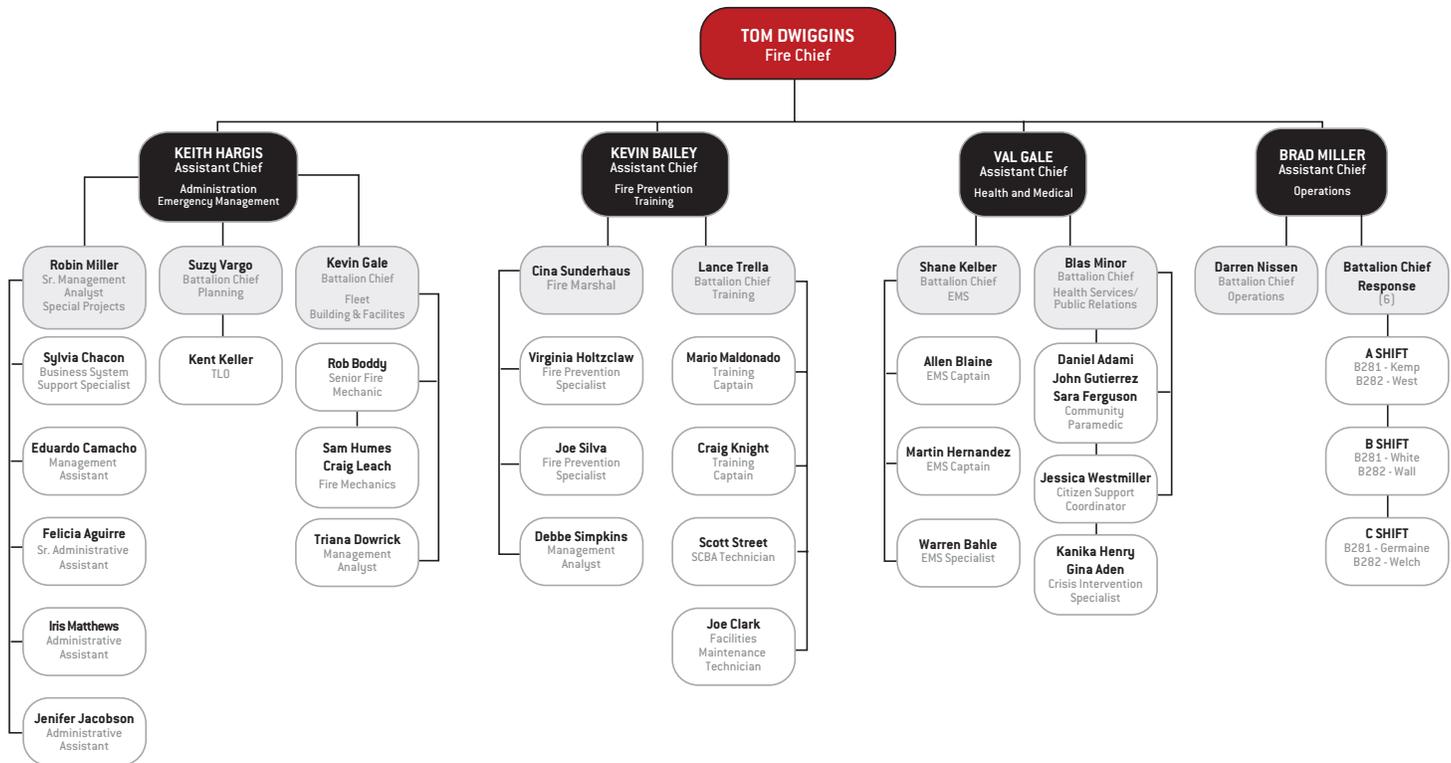
FIRE STATION MAP



Chandler Fire Department Fire Districts & Facilities



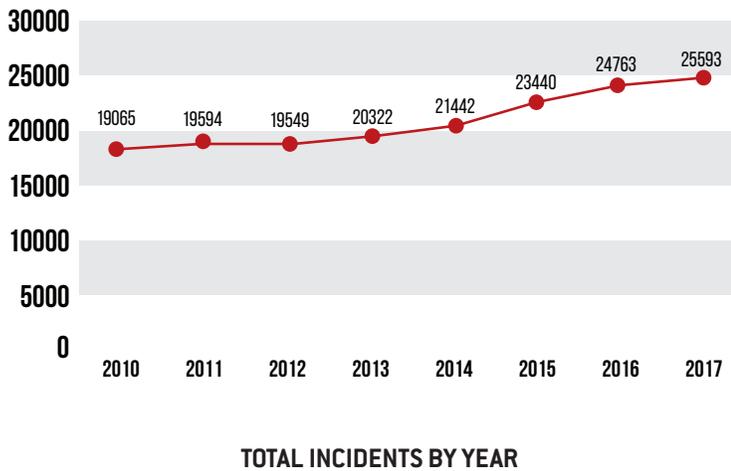
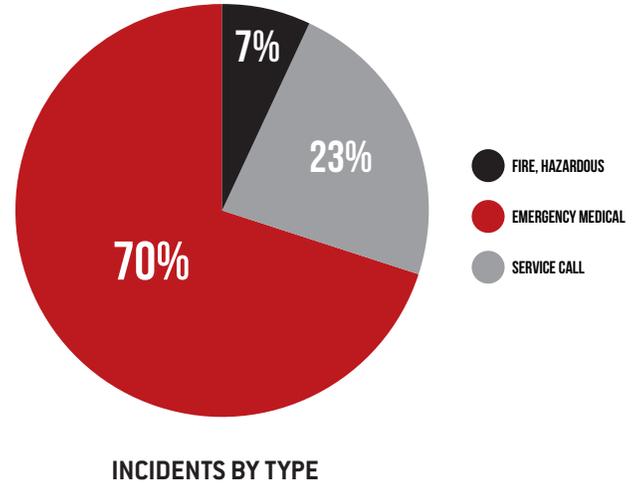
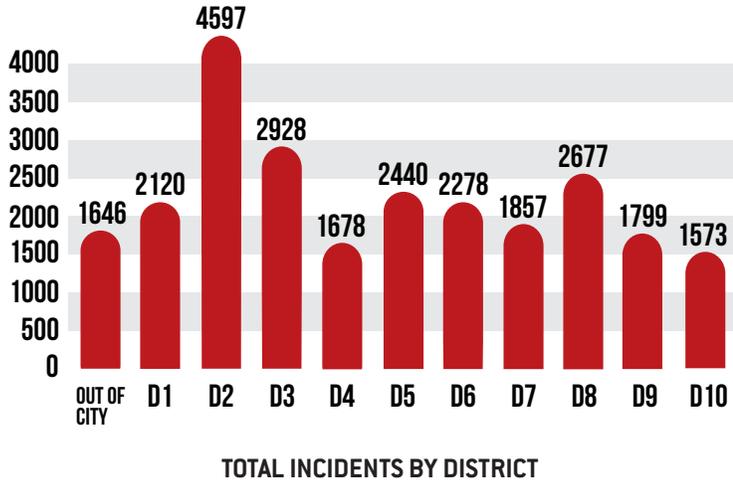
ORGANIZATIONAL CHART



VITAL STATISTICS

25,593

TOTAL INCIDENTS



BUDGET AND PERSONNEL:

| | |
|--|--------------|
| Annual fire department/operating budget: | \$34,390,031 |
| Annual capital improvements: | \$16,066,238 |
| Sworn personnel: | 202 |
| Civilian personnel: | 20 |

90TH PERCENTILE RESPONSE TIME:

5:25



TRAINING

In 2017, Chandler Fire Department (CFD) continued to be an all-hazard response agency that has been trained to mitigate emergencies involving fire, hazardous materials, technical rescue (including 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:

CFD's training center continued to be an important resource within the region. In 2017, the Fire Training Division delivered quarterly and specialized training on various fire service skills to firefighters for Chandler and regional partners from Arizona Fire and Medical Authority (formally Sun Lakes), Gila River, and Maricopa. Chandler 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 conducted several types of training in 2017 utilizing many unique features of this facility. These activities demonstrate the significant contributions of Chandler Fire Department Staff in the area of Public Safety training.

TRAINING HOURS DELIVERED BY TRAINING DIVISION:

24,773

Public Safety Training Center Phase 1 Construction:

In 2017, construction began on a 39,000 sq ft. joint Fire/Police public safety multi-use building on site of the 11.7-acre fire training center. This new facility includes a 250-seat auditorium, large and small classrooms, simulator training labs, defensive tactics and fitness rooms, lockers and showers, and second-floor training staff offices. With the completion of this facility, a new era will begin as Fire and Police jointly utilize the training resource.



FIREFIGHTERS TRAINED:

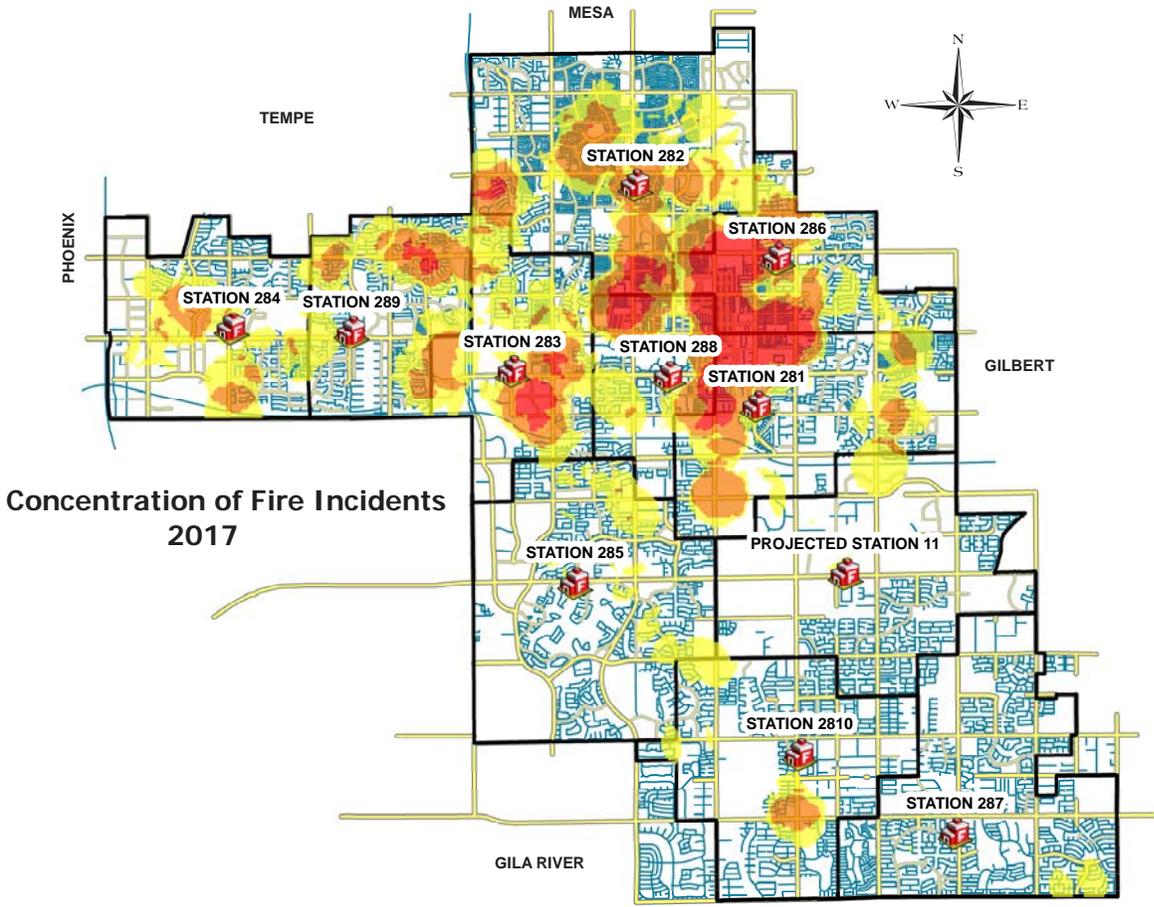
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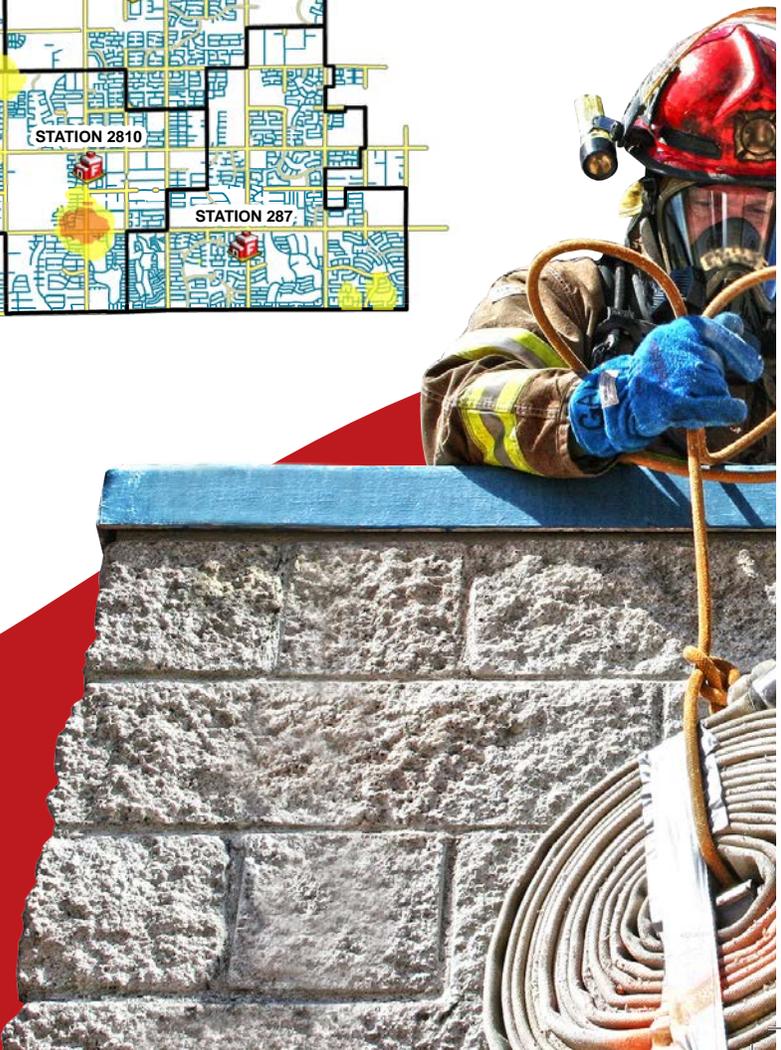
FIRE

Automatic Aid Response:

Chandler Fire Department continued to operate as part of a regional automatic aid system in 2017. 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 and apparatus needed to best mitigate that emergency will be dispatched. This agreement brings many resources from the other participating jurisdictions that are available to Chandler citizens through the automatic aid system.



Concentration of Fire Incidents
2017



HEALTH

Community Medicine Program

In 2017, CFD utilized a Community Medicine (CM) program where CFD Paramedics and EMTs provided medical evaluations and support for patients who may be struggling to manage their complex medical needs. The Community Paramedics focused 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 Community Outreach & Education. The CM program also supported the 911 system as low acuity units when not assisting complex medical patients.



1,896

CR288 RESPONSES



6,083

CR288 VOLUNTEER HOURS

94

CAR SEATS GIVEN

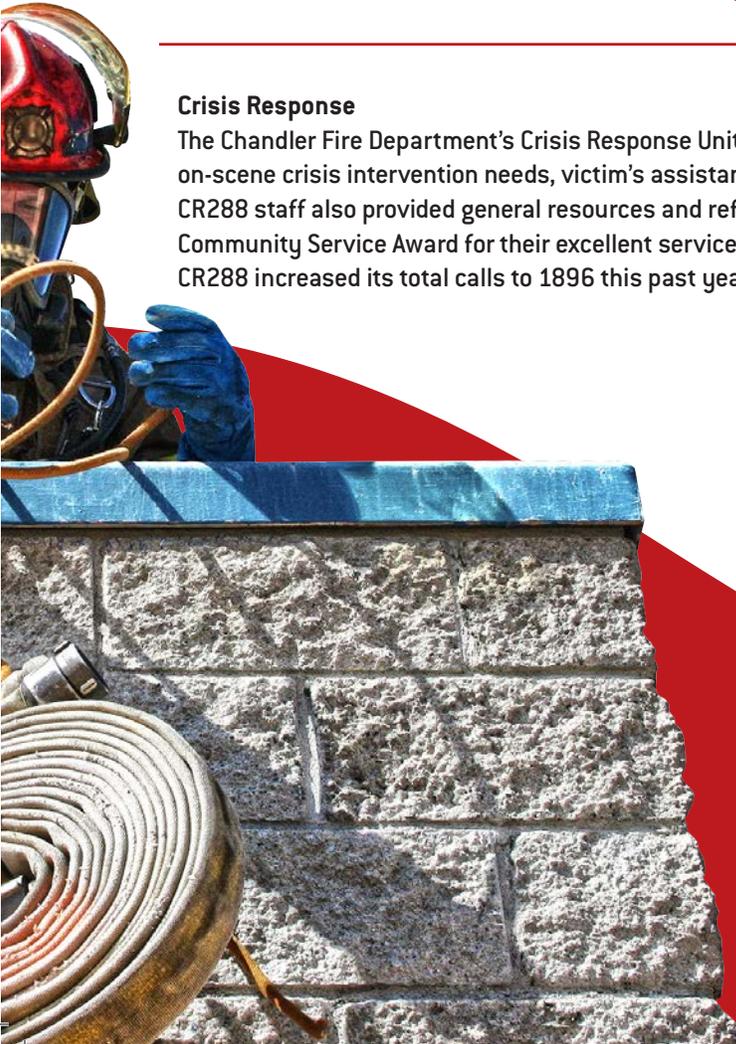


947

INSTALLATIONS

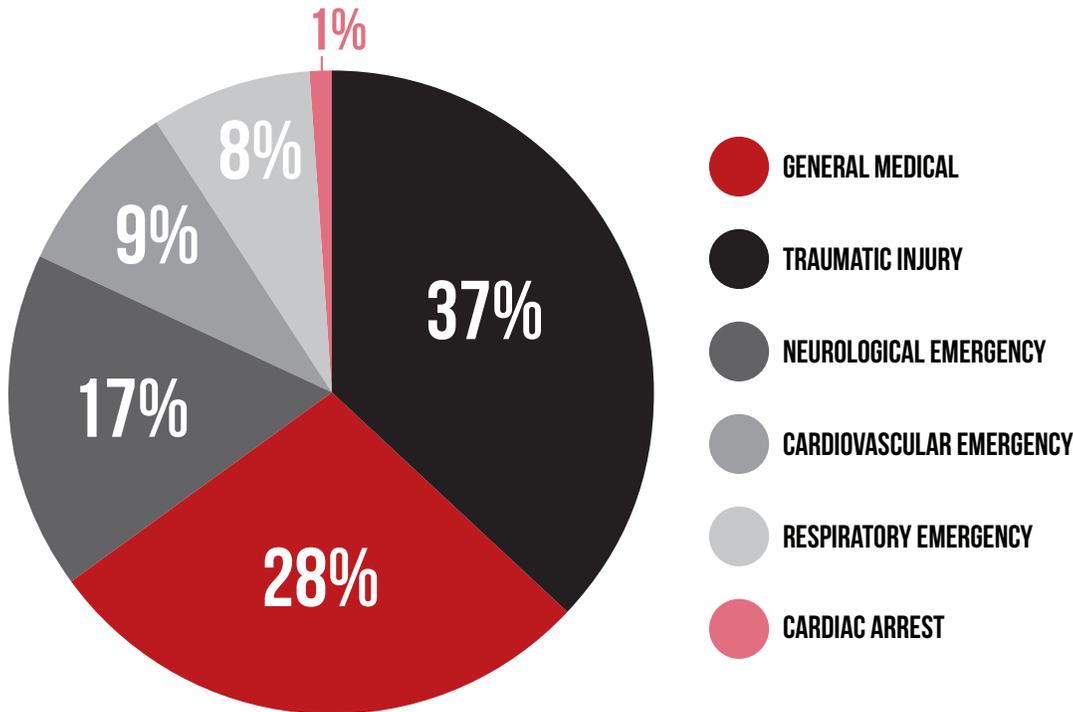
Crisis Response

The Chandler Fire Department's Crisis Response Unit responded to assist CFD 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 2017, 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 1896 this past year.



MEDICAL

EMS Response Types



10,714

Hours of EMS training delivered

5,805

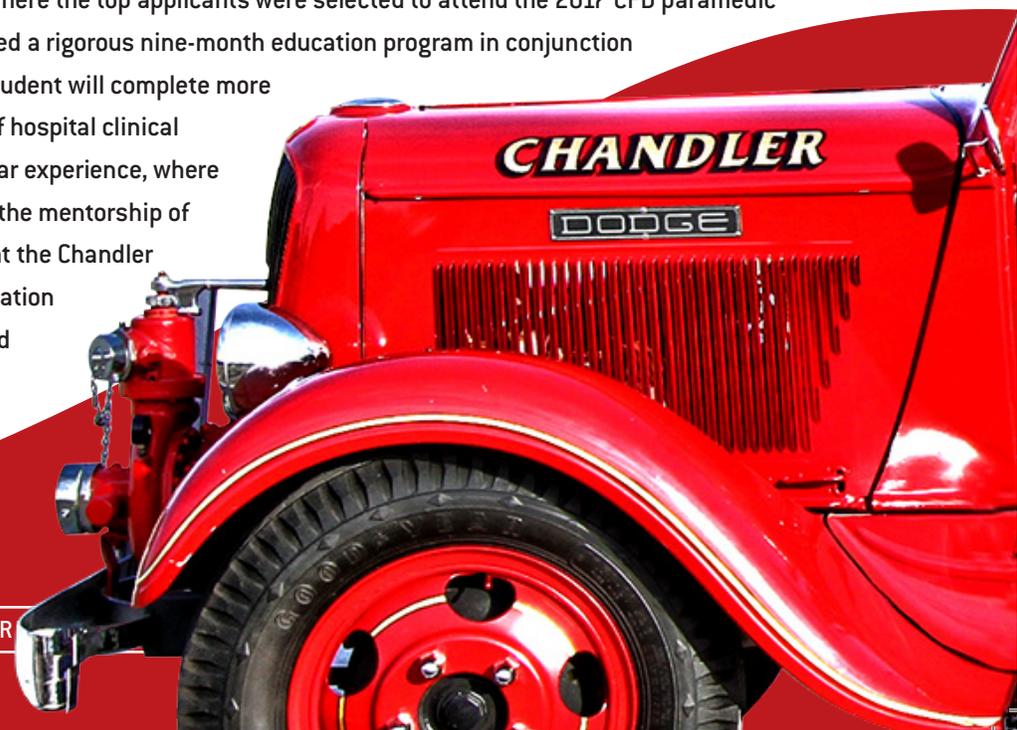
Hours of paramedic school training delivered

Emergency Medical Response:

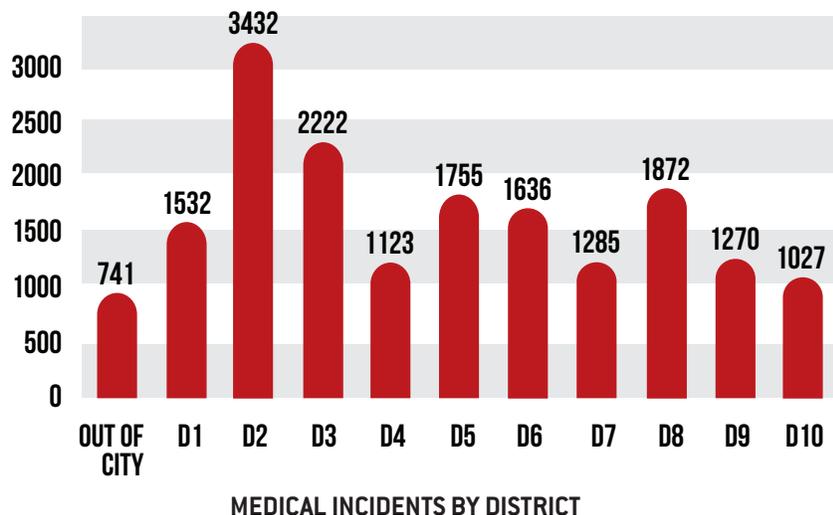
Emergency medical services and medical response are a fundamental responsibility of the Chandler Fire Department, and providers responded to a wide variety of medical calls during 2017. In all, Chandler firefighters responded to 17,895 unique medical incidents. Incidents ranged from minor medical assistance 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.

Paramedic Education Program

During 2017 CFD initiated a process to select and train 15 Chandler firefighters as new paramedics. In April, applicants completed a comprehensive evaluation process where the top applicants were selected to attend the 2017 CFD paramedic education program. In July, the 15 students started a rigorous nine-month education program in conjunction with Phoenix College. During the program, each student will complete more than 560 hours of didactic curriculum, 64 hours of hospital clinical experience and nearly 2000 hours of field vehicular experience, where they work on a Chandler Fire response unit under the mentorship of experienced paramedics. The program is hosted at the Chandler Fire training center, with the vast majority of education being provided by highly qualified and experienced Chandler firefighters.



MEDICAL

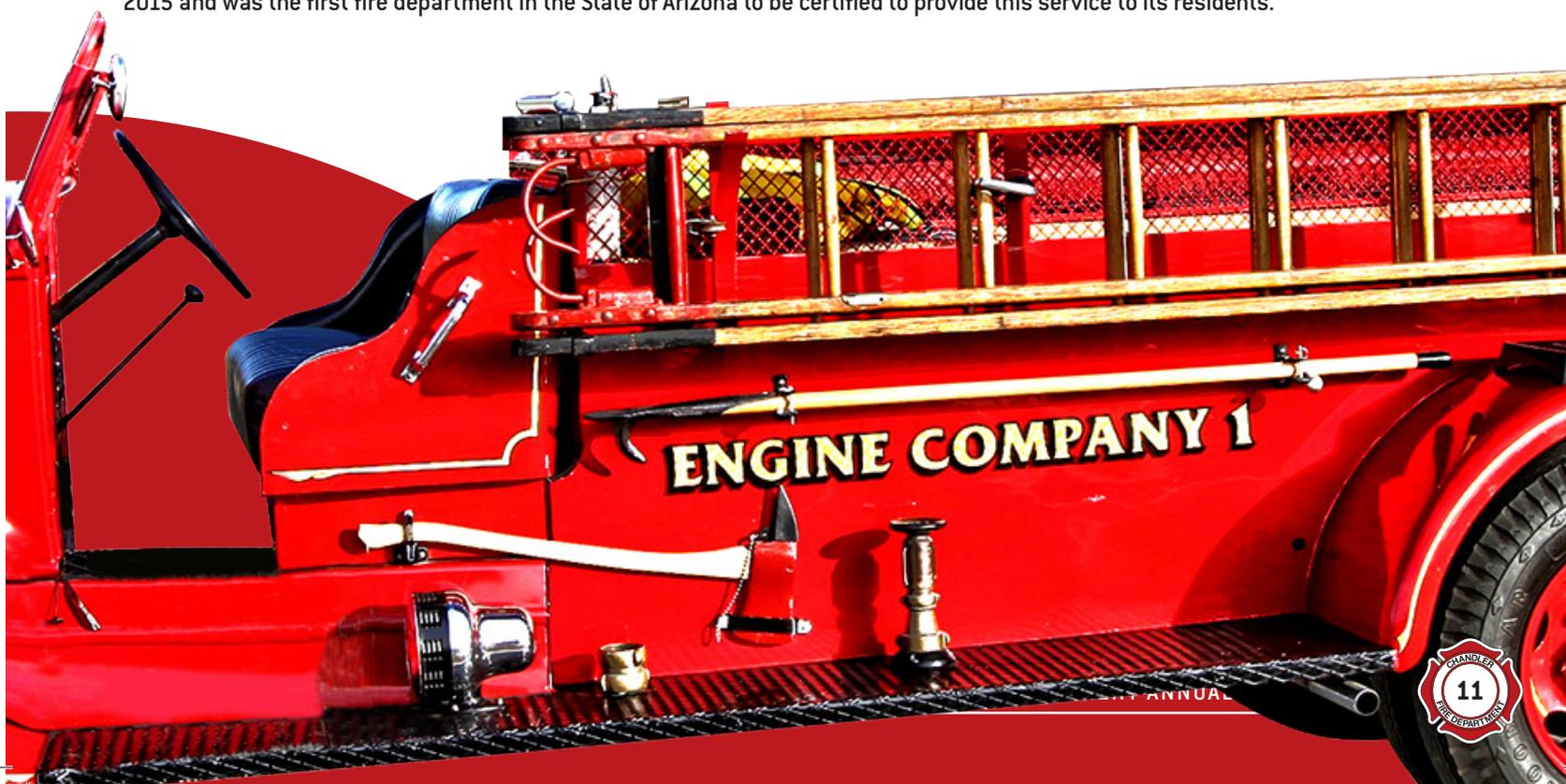


17,895

Total Incidents

In 2017, CFD continued to utilize a dynamic response model to serve the citizens. This model relies on twelve fire trucks (ten 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.

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 local Medical Director guidelines, and best practices. In 2017, CFD was again recognized for its commitment to cardiovascular patients by being awarded the American Heart Association's (AHA) Mission: Lifeline EMS Gold-Plus Achievement Award. This is the highest-level achievement awarded by the AHA. Obtaining this award reflects the City's and the CFD firefighters' commitment to following national best practices when treating patients suffering from cardiac-related emergencies. Additionally, Chandler firefighters continued to train and utilize the recently adopted Treat & Refer program from the Arizona Department of Health Services (ADHS). The Treat & 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.



SIGNIFICANT EVENTS

FIREFIGHTER RECRUITMENT

In the summer of 2017, the Chandler Fire Department collaborated with the cities of Tempe and Scottsdale to deliver a firefighter recruitment exam. This process began with 2000 online applicants and resulted in over 1500 men and women completing the exam. Following the multi-city exam, CFD conducted a dual round interview process of more than 500 candidates. The 60 highest performers were invited to participate in one of two 5-week internships during the fall of 2017.

PUBLIC SAFETY TRAINING CENTER

Following the design of this project in 2016, Chandler Fire and Police began the construction of the new Public Safety Training Center in 2017. The new building is being constructed on the current fire training center grounds and will greatly enhance the training and development of both Fire and Police personnel. Phase 1 of this 3-year project includes a 250 seat auditorium, multiple classrooms, defensive tactics and fitness rooms, and administrative offices. 2017 also brought the beginning steps of Phase 2 design, with construction breaking ground in 2018.



FIRE STATION 11

The City of Chandler began construction of the last planned Fire Station in 2017. Station 11 is located south of Ocotillo Road on the west side of Gilbert Road. This station will serve the booming population of southeast Chandler and dramatically impact response times in that area. This station will house one fire company at its opening but is designed to allow for growth by including three apparatus bays, ten dorm rooms, and four bathrooms.





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 2017, 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.

PARTNERSHIP FOR L.I.F.E.

5942

1st/2nd grade students
educated in 2017

70

Individuals trained in full CPR
by CFD in 2017

100%

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

4

CPR Classes completed
by CFD free of charge

100%

Schools have reached 10%
staff CPR Certification goal

100%

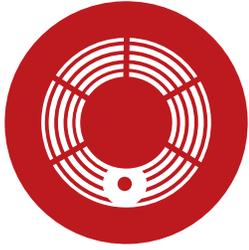
CUSD Elementary Schools
completed 1st annual
self-inspection sheets

12%

Charter Schools 1st/2nd grade
students educated



HOME FIRE SAFETY



SMOKE ALARMS

283

HOMES SERVED

149

SMOKE ALARMS INSTALLED

823

BATTERIES CHANGED



SMOKE ALARM WALKS

382

HOMES CONTACTED

194

ALARMS INSTALLED

49

VOLUNTEERS



WATER SAFETY

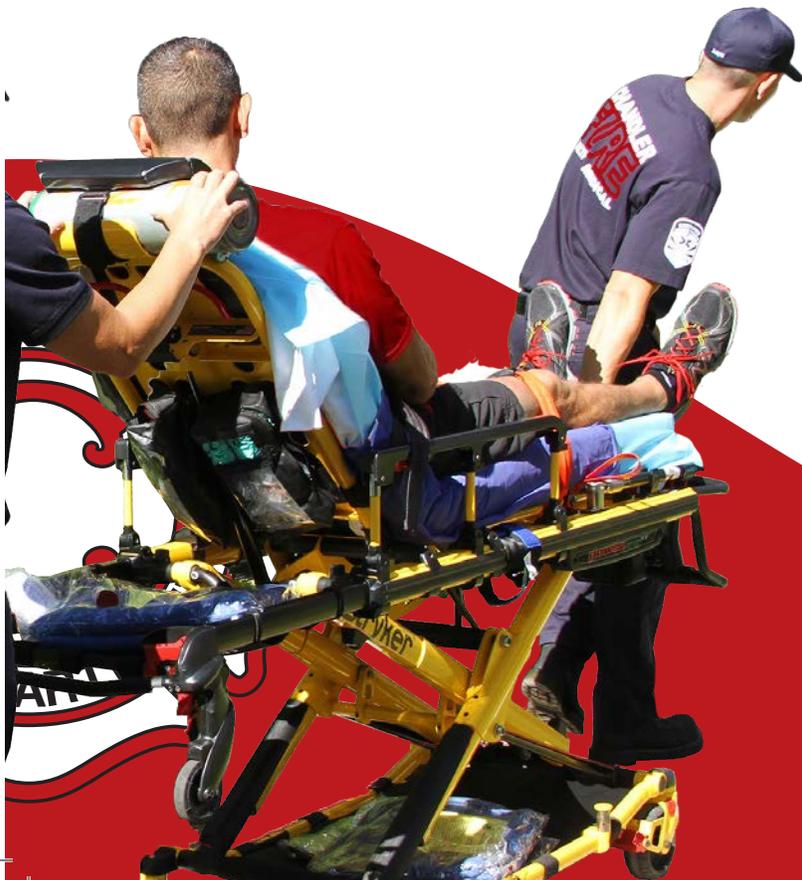
12,271

HOMES CONTACTED



DEMOS/SAFETY TALKS/TOURS:

724



TOTAL GRANTS RECEIVED



\$378,401

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.

ANNUAL BUSINESS INSPECTIONS

4,357

Annual business inspections and permits

45

Fire investigations

94

Hazmat reporting, compliance and inspections

103

School inspections

142

Special event planning, permitting and inspections

100

New development planning permits

107

Mobile Food unit inspections



PERSONNEL INDIVIDUAL AWARDS & ACHIEVEMENTS

AWARDS



FIREFIGHTER OF THE YEAR
Jeff West



**EMPLOYEE OF THE YEAR
FOR CFHMD**
Adrian Thomas



PARAMEDIC OF THE YEAR
Rob Guayante



EMT OF THE YEAR
Mike Felker



CIVILIAN OF THE YEAR
Robin Miller



MEDAL OF HONOR
Ronnie Wetch



MEDAL OF HONOR
Mike Cravener



PERSONNEL

PROMOTIONS

2017 provided our department with some promotional opportunities. We are happy to have been able to promote the following personnel:



BATTALION CHIEF
Scott Chapman



CAPTAIN
Brandt Lange



CAPTAIN
Jeff Dieu



CAPTAIN
Rob Zaruba



ENGINEER
Mike Cravener



ENGINEER
Adam McGeorge



ENGINEER
Kris Porter



ENGINEER
Kyle Siegel



PERSONNEL

RETIREMENTS



FIREFIGHTER
Greg Brown



FIREFIGHTER
Cary Palmer



ENGINEER
John Vargo



CAPTAIN
Nate Wallace



CAPTAIN
Kurt Mickelson



SUPPORT SPECIALIST
Sylvia Chacon

NEW EMPLOYEES

The Chandler Fire Department was very pleased to welcome Eduardo Camacho to his position of Management Assistant in 2017. Additionally, although there were no new firefighters who began their careers with the Chandler Fire Department in 2017, the recruitment process that started in July will result in 20 new firefighters hired in 2018.



MANAGEMENT ASSISTANT
Eduardo Camacho





CHANDLER CITY COUNCIL

Front Row, from left: Councilmember Kevin Hartke, Mayor Jay Tibshraeny, Vice Mayor 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 DEPARTMENT ADMINISTRATION

151 E. Boston St. • Chandler, AZ 85225 | 480.782.2120 | Fax: 480.782.2125

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