A MESSAGE FROM CHIEF TOM DWIGGINS

In 2018, the Chandler Fire Department celebrated tremendous successes but also a significant loss. In September, Captain Mark “Bo” Boulanger, a friend, mentor, and colleague, died in the line of duty—a first for the Department. During this difficult time the residents of Chandler rallied, offering their support and well-wishes. The response was overwhelming and heartened this Department, its firefighters, and importantly, the Boulanger family. We cannot thank you enough.

Our goal at the Chandler Fire Department is to continuously meet the needs of the community, even when doing so means facing the unknown. In 2018, we reached three major milestones, ensuring that patients receive timely service, that our fire prevention efforts are effective, and that paramedics are properly trained.

In April, Fire Station 11, located at Gilbert Road and Ocotillo Road, opened. This is the last planned station for the City and will reduce response times in Southeast Chandler. The Department welcomed 20 new firefighters to work out of this facility, in one of the largest academies in the organization’s history.

In July, the Department was awarded the Class 1 distinction by the Insurance Services Office’s (ISO) Public Protection Classification (PPC) program, which assessed the City’s fire risk and mitigation activities. This distinction places Chandler in the top 2% in Arizona and 1% in the nation. Nearly all insurers factor a community’s PPC rating into commercial and personal property insurance premiums, so Chandler residents may pay less in monthly payments.

In August, Phase 1 of the Public Safety Training Center was completed and the facility opened. The space includes classrooms, a 250-seat auditorium, and office space for the Department’s Emergency Medical Services Division. This project is a collaboration between Chandler’s Police and Fire Departments and has already created numerous opportunities for personnel training.

It is clear that the men and women of the Chandler Fire Department are dedicated to providing the utmost service. Whether by implementing new policies, adopting cutting-edge technology, or re-evaluating how resources are deployed, the health, safety, and well-being of Chandler residents remain at the forefront.

As you review our progress this past year, know that the Department is open to your unique feedback or perspective. Please contact us at the Chandler Fire Department Administrative Building to share your thoughts.

Sincerely,

Tom Dwiggins, CFO
Chandler Fire Department
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VITAL STATISTICS

26,449
TOTAL INCIDENTS

TOTAL INCIDENTS BY DISTRICT

TOTAL INCIDENTS BY YEAR

BUDGET AND PERSONNEL:
Annual fire department/operating budget: $36,347,352
Annual capital improvements: $11,855,881
Sworn personnel: 214
Civilian personnel: 20

90TH PERCENTILE RESPONSE TIME:
5:48
In 2018, 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 2018, 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 2018 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.

**Public Safety Training Center**
In 2018, construction was completed on a new 39,000 square foot joint Fire/Police multi-use building. This building is located onsite at the 11.7-acre Fire Training Center. These new facilities include a 265-seat auditorium, large and small classrooms, simulator training labs, defensive tactics and fitness rooms, and training staff offices.

In addition to building Phase 1, the design was completed and the contractor selected for the construction of Phase 2 of the Public Safety Training Center. Construction is scheduled to begin February 2019 and will include a 6-bay climate controlled training building with a training classroom where gear can be worn and shop areas.

**Firefighters Trained:**
367

**Training Hours Delivered by Training Division:**
37,723
FIRE

Automatic Aid Response

The Chandler Fire Department continued to operate as part of a regional automatic aid system in 2018. 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.
MEDICAL

EMS Response Types

- General Medical: 37.6%
- Traumatic Injury: 27.20%
- Neurological Emergency: 7.28%
- Cardiovascular Emergency: 19.12%
- Respiratory Emergency: 8.8%

10,835 Hours of EMS 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 2018. In all, Chandler Firefighters responded to 19,328 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.

Crisis Response

The Chandler Fire Department’s Crisis Response Unit (CR288) 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 2018, CR288 increased its total calls to 2,129.

Also this year, through the Innovation Grant from Vitalyst Health Foundation and Arizona Community Foundation, CR288 taught in partnership with community partners over 5000 individuals. This is the first crisis intervention training in the country specifically designed for Firefighter/Paramedics’ ability to improve patient care.
In 2018, 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.

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 2018, 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 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.
FIREFIGHTER ACADEMY
In the spring of 2018, the Chandler Fire Department began a 14-week fire academy for 20 new Firefighters. The academy teaches fire tactics, emergency medicine, and hazardous material operations to these new fire professionals. All graduates are certified by the State of Arizona in both firefighting and hazardous materials. The academy represents the first component of a full year probation, in which these new members are trained and mentored.

PUBLIC SAFETY TRAINING CENTER
Following the design of this project in 2016, Chandler Fire and Police completed the construction of the new Public Safety Training Center in 2018. The new building was constructed on the current Fire Training Center grounds and has greatly enhanced the training and development of both Fire and Police personnel. 2018 also brought the beginning steps of Phase 2 design, with construction due to break ground in 2019.

FIRE STATION 11
The City of Chandler opened the last planned Fire Station in 2018. Station 2811 is located south of Ocotillo Road on the west side of Gilbert Road. This station now serves the booming population of southeast Chandler and will dramatically improve response times in that area.

This station is home to one fire company, but is designed to allow for growth by including three apparatus bays, ten dorm rooms, and four bathrooms.
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

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<th>Count</th>
<th>Description</th>
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<tr>
<td>4,741</td>
<td>Annual business inspections and permits</td>
</tr>
<tr>
<td>28</td>
<td>Fire investigations</td>
</tr>
<tr>
<td>91</td>
<td>Hazmat reporting, compliance and inspections</td>
</tr>
<tr>
<td>70</td>
<td>School inspections</td>
</tr>
<tr>
<td>126</td>
<td>Special event planning, permitting and inspections</td>
</tr>
<tr>
<td>105</td>
<td>New development planning permits</td>
</tr>
<tr>
<td>131</td>
<td>Mobile Food unit inspections</td>
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Community Outreach and Prevention are dedicated to creating a safer community through risk reduction.

**PARTNERSHIP FOR L.I.F.E. (LEARNING IN FIRESAFE ENVIRONMENTS)**

In 2018, 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. CFD made a greater effort to include charter schools within the City during 2018 which now includes approximately 30% of the schools in the program. 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.**

<table>
<thead>
<tr>
<th>8,785</th>
<th>1st/2nd grade students educated in 2018</th>
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<tbody>
<tr>
<td>100%</td>
<td>CUSD individuals trained in full CPR by CFD in 2018</td>
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<tr>
<td>100%</td>
<td>CUSD 1st/2nd grade students educated this year compared to 27% in 2012/13</td>
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<tr>
<td>4</td>
<td>CPR Classes completed by CFD free of charge</td>
</tr>
<tr>
<td>100%</td>
<td>CUSD schools have reached 10% staff CPR Certification goal</td>
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<tr>
<td>100%</td>
<td>CUSD Elementary Schools completed 1st annual self-inspection sheets</td>
</tr>
<tr>
<td>16%</td>
<td>Charter Schools 1st/2nd grade students educated</td>
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## COMMUNITY OUTREACH

### HOME FIRE SAFETY

<table>
<thead>
<tr>
<th>SMOKE ALARMS</th>
<th>253</th>
<th>HOMES SERVED</th>
<th>107</th>
<th>SMOKE ALARMS INSTALLED</th>
<th>837</th>
<th>BATTERIES CHANGED</th>
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<tbody>
<tr>
<td>SMOKE ALARM WALKS</td>
<td>267</td>
<td>HOMES CONTACTED</td>
<td>212</td>
<td>ALARMS INSTALLED</td>
<td>62</td>
<td>VOLUNTEERS</td>
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<tr>
<td>DEMOS/SAFETY TALKS/TOURS:</td>
<td>339</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>WATER SAFETY</td>
<td>3,335</td>
<td>HOMES CONTACTED</td>
<td>2,129</td>
<td>CRISIS RESPONSE CALLS</td>
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<td>CRISIS RESPONSE</td>
<td>6,627</td>
<td>CRISIS RESPONSE VOLUNTEER HOURS</td>
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<td>CAR SEATS INSTALLED</td>
<td>953</td>
<td>CAR SEATS PROVIDED</td>
<td>145</td>
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<td>TOTAL GRANTS RECEIVED</td>
<td>$183,218</td>
<td></td>
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PERSONNEL INDIVIDUAL AWARDS & ACHIEVEMENTS

FIREFIGHTER OF THE YEAR
Mark Boulanger

PARAMEDIC OF THE YEAR
Charles Griffiths

EMT OF THE YEAR
Scott Graves

CIVILIAN OF THE YEAR
Jenifer Jacobson

DARREL CRISP AWARD
Todd Murray

MEDAL OF MERIT
Daniel Kuefner

MEDAL OF HONOR
Dionne Socie

MEDAL OF HONOR
Mitch Wehrli
2018 provided the department with promotional opportunities. The Department promoted the following personnel:

**PERSONNEL**

**PROMOTIONS**

ASSISTANT CHIEF
Scott Chapman

CAPTAIN
Chuck Browder

CAPTAIN
Billy Evans

CAPTAIN
Dan Glenn

CAPTAIN
Paul Merrill

CAPTAIN
BJ Wade

ENGINEER
Victor Bagayas

ENGINEER
Adam Chavira
PERSONNEL

ENGINEER
Jordan Miller

ENGINEER
Andy Nsubuga

ENGINEER
Chris Smith

ENGINEER
Dave Vargo

ENGINEER
Robert VonBurg

ENGINEER
Russel Whaley

ENGINEER
Josh Whitney

2018 provided the department with promotional opportunities. The Department promoted the following personnel:
PERSONNEL

RETIEMENTS

ASSISTANT CHIEF
Kevin Bailey

ENGINEER
Gary Betterton

CAPTAIN
Stan Hormell

ENGINEER
Dan Kuefner

FIREFIGHTER
Lanna Leonard

MANAGEMENT ANALYST
Debbe Simpkins

BATTALION CHIEF
Lance Trella
NEW PERSONNEL

The Chandler Fire Department was very pleased to welcome 20 new Firefighters in 2018, as well as 4 new support personnel.

FIREFIGHTERS: Jack Bernard, Keith Brown, Penni Cyrus, Nic Del Valle, Eric Domínguez, Jimmy Ericsson, Blake Johnston, Blake Kemp, Imran Khan, Chris Morales, Drew Palen, Koren Pfeiff, Joe Schoenemann, Kyle Skipworth, Adam Taylor, Cassie Waz, Mitch Wehrli, Mike Williams, Natalie Wood
DEDICATED TO CAPTAIN MARK “BO” BOULANGER

February 9, 1961 – September 16, 2018
MISSION STATEMENT

CHANDLER FIRE IS:

• Responsive to the Needs of the Community
• Committed to Community Involvement
• Dedicated to Customer Service
• Proud of our Professionalism
CHANDLER CITY COUNCIL

Front Row, from left: Vice Mayor Terry Roe, Mayor Kevin Hartke, Councilmember René Lopez.

Back Row, from left: Councilmember Matt Orlando, Councilmember Mark Stewart, Councilmember Jeremy McClymonds, and Councilmember Sam Huang.