



Chandler Fire Department

ANNUAL REPORT 2018

AN INTERNATIONALLY ACCREDITED FIRE SERVICE AGENCY

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 Dwiggin, CFO

Chandler Fire Department



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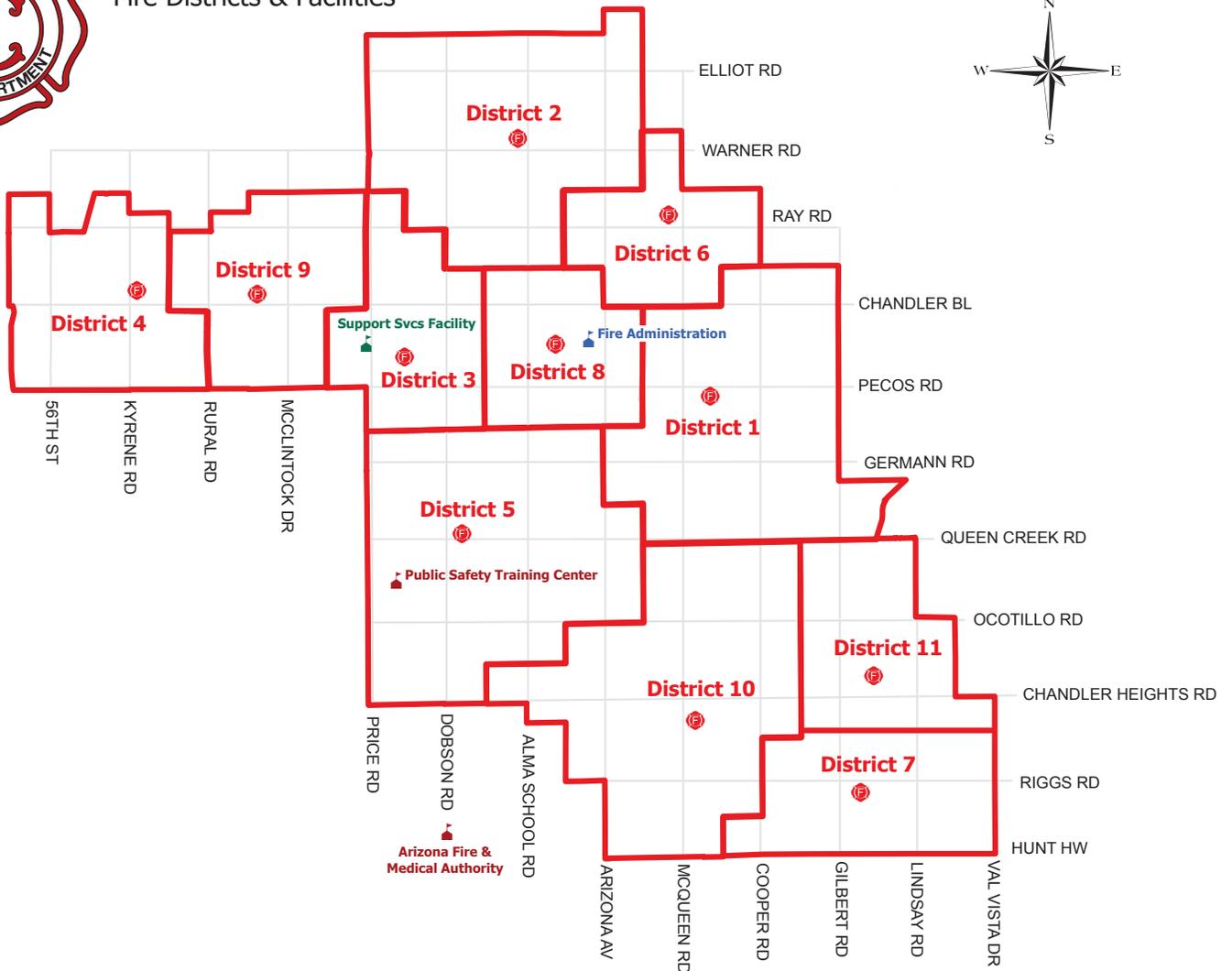
Personnel..... 18



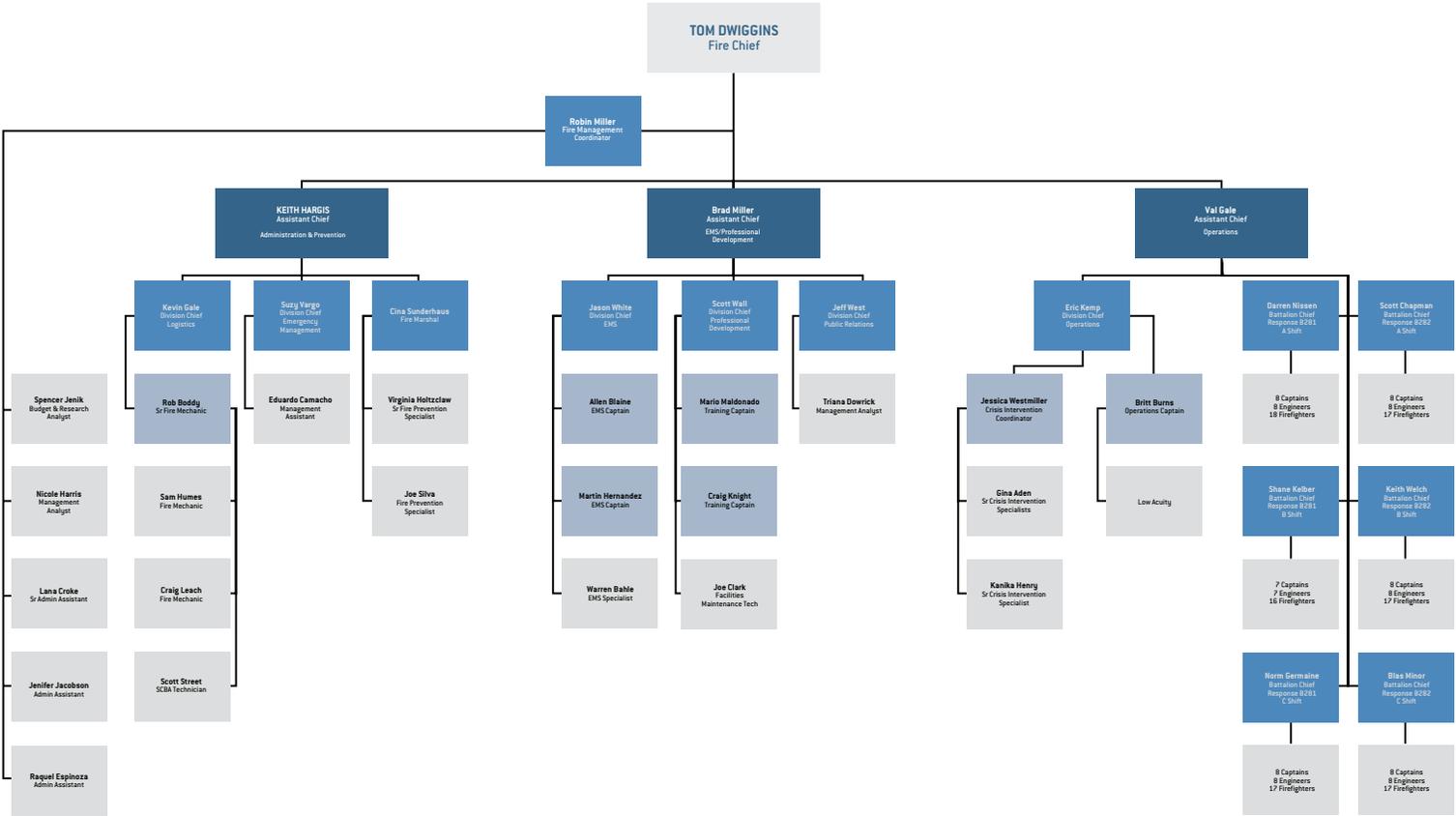
FIRE STATION MAP



Chandler Fire Department Fire Districts & Facilities



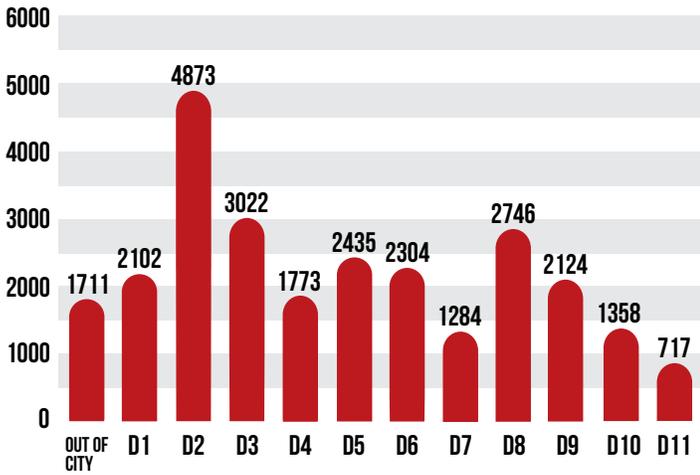
ORGANIZATIONAL CHART



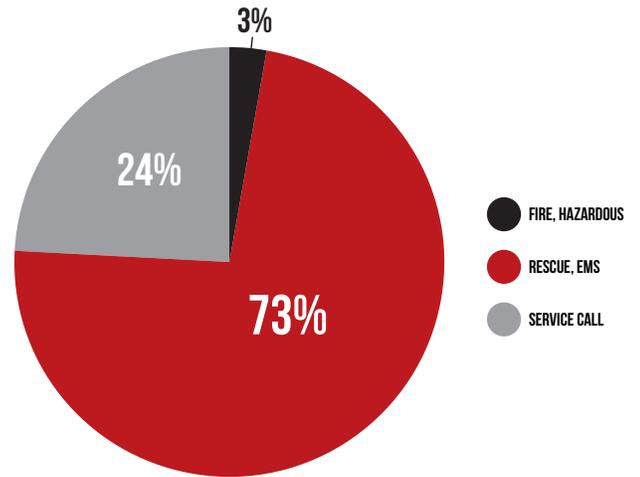
VITAL STATISTICS

26,449

TOTAL INCIDENTS



TOTAL INCIDENTS BY DISTRICT



INCIDENTS BY TYPE



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



TRAINING

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.

TRAINING HOURS DELIVERED BY TRAINING DIVISION:

37,723



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:

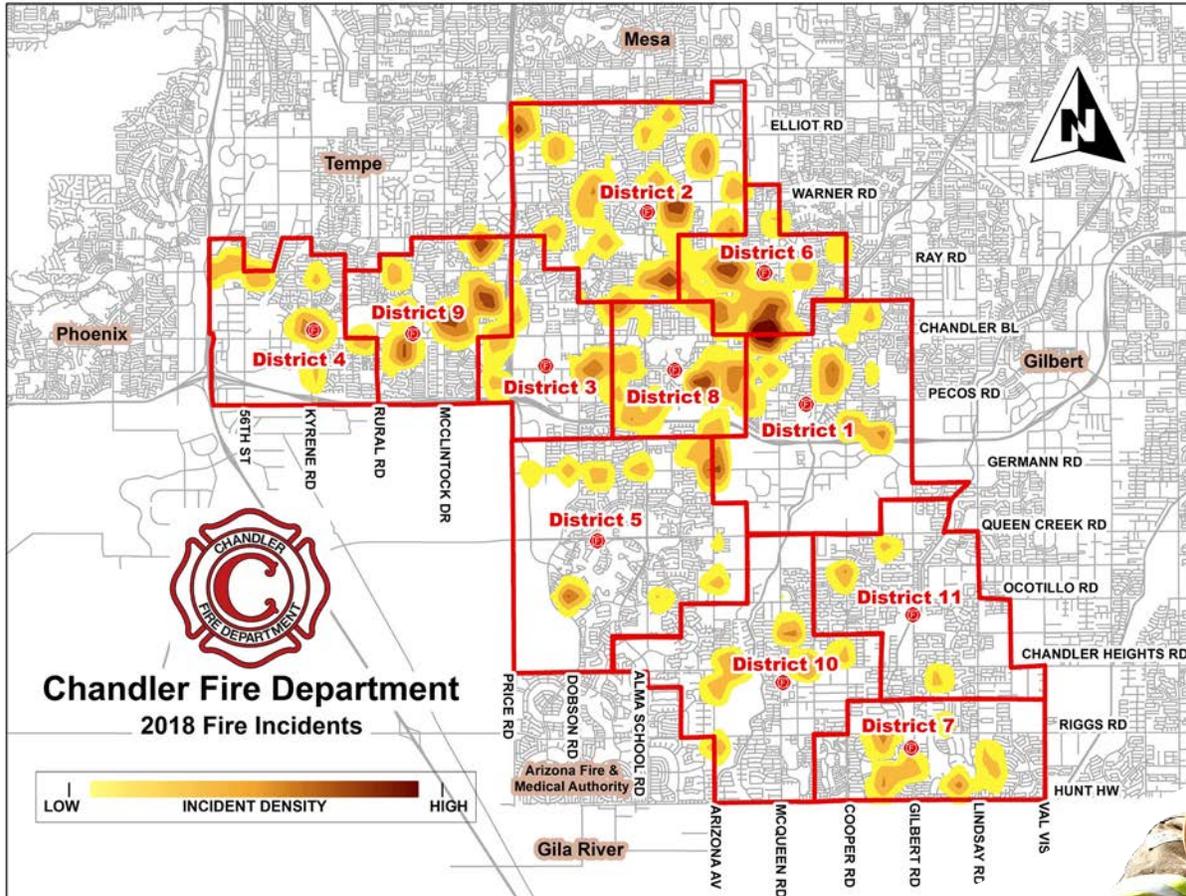
367



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.



Chandler Fire Department
2018 Fire Incidents



CHANDLER FIRE STATION N

CHANDLER

DODGE

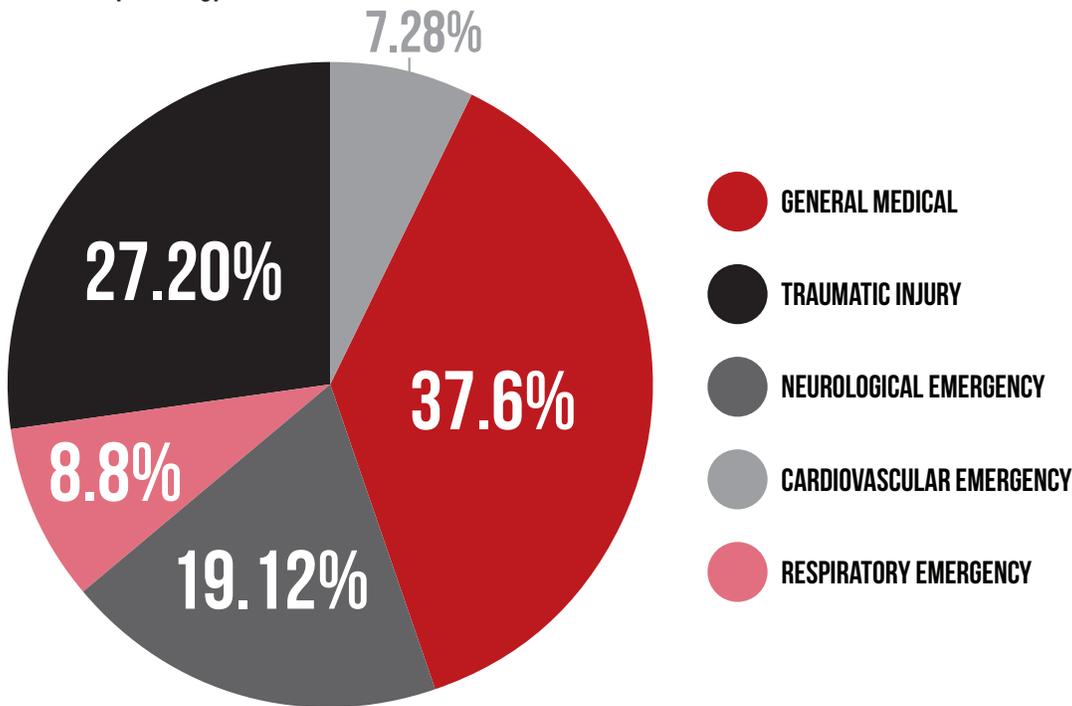
ENGINE COMPANY 1



MEDICAL



EMS Response Types



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.

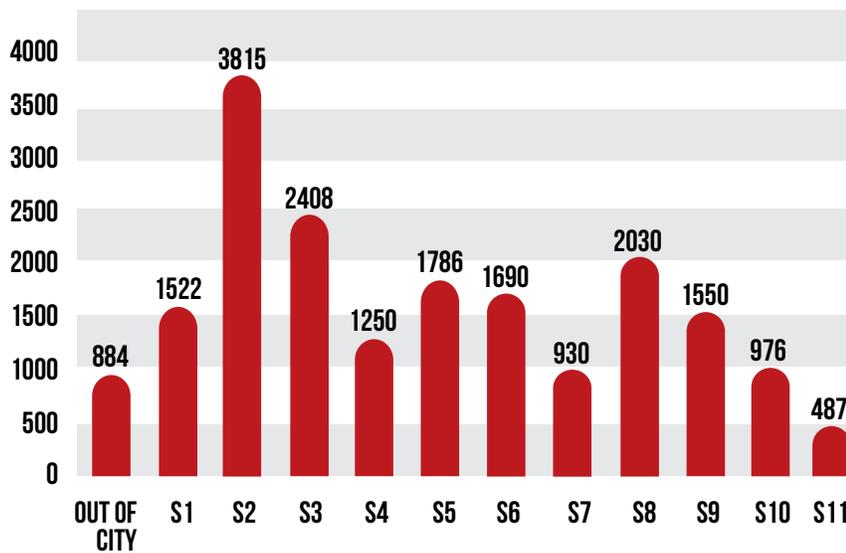
Crisis Response

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.



MEDICAL



MEDICAL INCIDENTS BY DISTRICT

19,328

Total Incidents

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.





SIGNIFICANT EVENTS

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

4,741

Annual business inspections and permits

28

Fire investigations

91

Hazmat reporting, compliance and inspections

70

School inspections

126

Special event planning, permitting and inspections

105

New development planning permits

131

Mobile Food unit inspections



COMMUNITY OUTREACH

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.

8,785

1st/2nd grade students
educated in 2018

78

CUSD individuals trained in full
CPR by CFD in 2018

100%

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

4

CPR Classes completed
by CFD free of charge

100%

CUSD schools have reached
10% staff CPR Certification goal

100%

CUSD Elementary Schools
completed 1st annual
self-inspection sheets

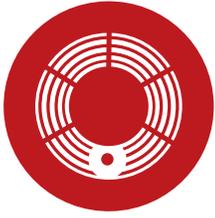
16%

Charter Schools 1st/2nd grade
students educated



COMMUNITY OUTREACH

HOME FIRE SAFETY



SMOKE ALARMS

253

HOMES SERVED

107

SMOKE ALARMS INSTALLED

837

BATTERIES CHANGED



SMOKE ALARM WALKS

267

HOMES CONTACTED

212

ALARMS INSTALLED

62

VOLUNTEERS



953

CAR SEATS INSTALLED

145

CAR SEATS PROVIDED



2,129

CRISIS RESPONSE CALLS



6,627

CRISIS RESPONSE
VOLUNTEER HOURS



WATER SAFETY

3,335

HOMES CONTACTED



TOTAL GRANTS RECEIVED

\$183,218



DEMOS/SAFETY TALKS/TOURS:

339



PERSONNEL INDIVIDUAL AWARDS & ACHIEVEMENTS

AWARDS



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



PERSONNEL

PROMOTIONS

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



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



PERSONNEL

RETIREMENTS



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 Dominguez, 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



BUDGET & RESEARCH ANALYST
Spencer Jenik



SR. ADMINISTRATIVE ASSISTANT
Lana Croke

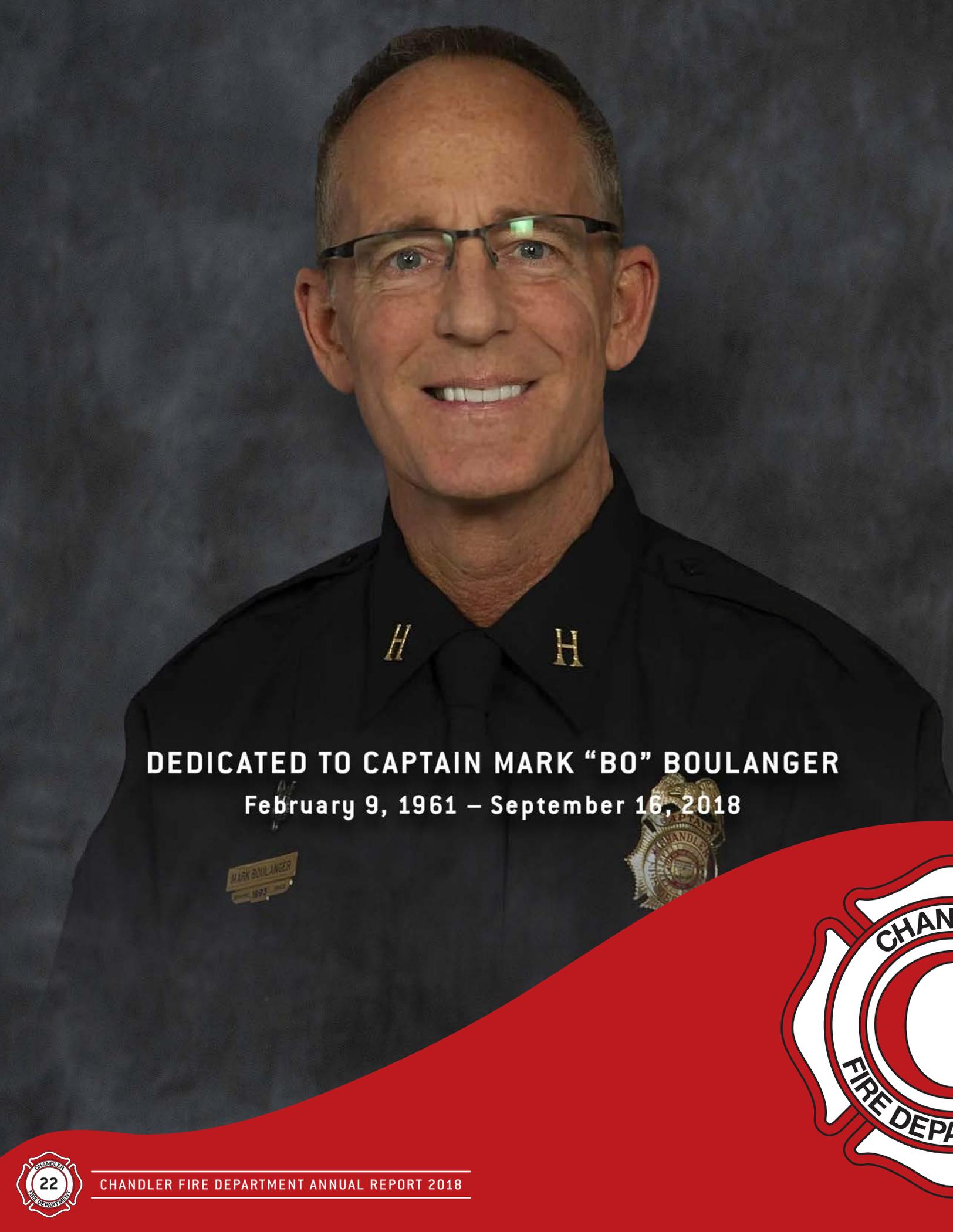


MANAGEMENT ANALYST
Nicole Harris



ADMINISTRATIVE ASSISTANT
Raquel Espinoza





DEDICATED TO CAPTAIN MARK "BO" BOULANGER

February 9, 1961 – September 16, 2018



MISSION STATEMENT

CHANDLER FIRE IS:

- Responsive to the Needs of the Community
- Dedicated to Customer Service
- Committed to Community Involvement
- 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.



Center for
Public Safety
Excellence



CHANDLER FIRE DEPARTMENT ADMINISTRATION

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

On the web: chandleraz.gov/fire | [Facebook.com/ChandlerFire](https://www.facebook.com/ChandlerFire) | [Twitter: @ChandlerFire](https://twitter.com/ChandlerFire)