

Year in Review | 2016



Chief's Message



Tom Shannon
Fire Chief

As always, we welcome your feedback as it pertains to the operation of the organization. Please e-mail your comments to fire@ScottsdaleAZ.gov or call 480-312-8000.

Since its foundational day of July 1, 2005, your Scottsdale Fire Department has responded to well over 300,000 calls for service. It seems only fitting that the first call run by the municipally-based Scottsdale Fire Department would be to serve the community of Tempe highlighting what is representative of our response system known as Automatic Aid. This system assures that the closest appropriate resource responds to emergencies regardless of jurisdiction. Scottsdale receives twice as much assistance as we provide to the system resulting in over 1.75 more fire trucks in Scottsdale on a daily basis.

As we reflect, so much has been accomplished by a diverse and talented fire department staff. Our employees have answered the challenge to find new and innovative ways to deliver the quality services and programs the citizens have come to expect from the City of Scottsdale. We employ a contemporary labor/management process that emphasizes the TEAM approach to program and project management. This process improves communication and collaboration. Our public safety volunteers donate thousands of hours annually to the fire department and are the cornerstone of our fire and life safety education programs, resource management, and provide support for numerous other initiatives.

The changing health care environment has provided new opportunities to contact frequent users of our services before they require help through our Mobile Integrated Healthcare Program (MIHP). This program is the direct result of a generous sponsorship from HonorHealth that provides both financial and staffing support for the program. The first two years of this program have yielded clear evidence that caring for the community before their conditions rise to the level of a medical emergency makes great sense.

Now, as we look ahead to the coming year, we remain optimistic about the state of the economy, and remain committed to seeking new and innovative ways to improve and enhance our services and programs. We will rely on the guidance of our strategic planning objectives to assure we remain true to our mission.

Please accept this Year in Review document with special thanks to our employees and elected officials for their continued support and dedication to public safety. It is a great pleasure and privilege to serve our residents and visitors.



2016

Total Emergency Calls	36,101	Public Interactions (school visits, station tours, events, etc.)	98,640
Total Medical Calls	25,127	Car Seat Installations	614
Fire Investigations	62	CPR/First Aid Certifications Awarded	274
Fire Fatalities	1	Number trained in Hands-Only CPR	2,831
Civilian Fire Injuries	10	Number of Volunteers Trained	61
Total Fire Property Damage	\$3,409,331	Volunteer Hours	4,264
Property Saved	\$77,892,055	Building Inspections	9,561
Average Travel Time (min:sec)	4:38	Plan Reviews	3,587
Daily Positions (365/24/7)	69	Fire Safety Permits	411
Sworn Personnel	258	FY 15-16 Budget	\$34,752,135
Civilian Personnel	20	FY 16-17 Budget	\$36,981,811



Exceptional Incidents

In October, some of the staff at Shea approached a Scottsdale Fire crew who was wrapping up another call about a 2-year-old boy who had his finger caught in a rice and dumpling maker. They hoped the crew had a good ring cutter or a Dremel tool available.



Initially, they thought simply repairing the hospital's ring cutter would resolve the issue. However, after 45 minutes using tools to attempt to remove the device on the sedated little boy, they called SFD back in.

The way the "teeth" of the device were facing kept causing more injury with movement. They were at risk of "degloving" the finger – re-

moving skin and substantial pieces of the finger – if they tried to pull it off.

The crew ended up removing a safeguard screw on the cutter, which allowed them to cut away enough metal to remove the device without significant injury to the child.

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You never know what you might come across in a Monsoon storm! Ladder company 602 rescued a 10-foot python near Scottsdale Stadium during the late July storm. The Herpetological Society took the unusual pet until the owner could be located.

Although Scottsdale Fire crews are pretty familiar with snake removals, it was a head scratcher when there were two more large snake removals in the same area of 75th and Osborn. A second smaller albino was rescued Aug. 23. It measured at 9

feet. The third one was a different kind of boa measuring at 7 feet long.

Luckily, the owner finally came to rescue his pets from the Herpetological Society. Apparently, the glass retainer wall they had been kept in had come down in the initial storm and the snakes had made their grand escape.

This was not the first large snake rescue in south Scottsdale. Back in the early 90s, crews removed another giant beauty from the same area!



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Tragedy almost struck Jim Palecek when his 6-month-

old puppy "Duke" jumped in a canal after a ball in May.

Worried that his new family member was already fatigued from their run, Jim went into the water to rescue him. Unfortunately, he was unable to get either himself or the dog from the water.

Danny Ortega and Tyler Moore were golfing nearby at the Silverado Golf Club and heard the commotion. They went to help.

The pads of Jim's fingers were ripped up by the sides of the canal, so Danny and Tyler gave him a flag pole from the course green to hold onto until Scottsdale Fire crews arrived.

SFD honored the pair in a ceremony on the canal bank a few days later. "They saved us. Saved our lives," said Mr. Palecek.

Operations



Operations is the largest and most diverse division in the fire department, managing the staff and response to daily emergencies - which include more than 32,000 calls for service.

This year, the division instituted a “Low Acuity” response vehicle in south Scottsdale as a pilot program. Staffed by paramedics, this vehicle is intended to enhance unit reliability for the Engine Company out of Station 601. LA601 responds to emergency calls that do not require an engine company.

In addition, Operations provided fire and medical standbys to approximately 50 City of Scottsdale special events in 2016. These include signature events such as Barrett Jackson auto auction, Waste Management Phoenix Open golf tournament, and San Francisco Giants spring training.

Additionally, a two-person brush truck was deployed to the Cedar Wildland Fire in North Eastern Arizona for approximately 10 days.

Training



The Training division is charged with ensuring personnel are ready to respond in all capacities “when the bell rings.” Drills this year included live fire, complex vehicle extrication, ventilation procedures, and wildland tactics.

Building training partnerships also benefited the fire department. This year ARFF crews attended live fire training at Boeing, which introduced them to helicopter fire hazards by industry leaders.

The division also managed three Regional Fire Academies, with a total of eight recruits who graduated and were successfully introduced into Scottsdale Fire Department. Twenty-four Chief Officers and Captains were certified in Blue Card Command training with funding from the Assistance to Firefighter Grant program.

The division also processed 87 paramedic firefighter candidates through a hiring assessment resulting in a seven-person hiring list.

Emergency Medical Services



A significant portion of the customer care provided in the community by SFD is actually through medical intervention. Tackling this issue through a variety of angles allows for better outcomes.

The Mobile Integrated Healthcare Practice is a partnership between Scottsdale Fire and HonorHealth. The team assisted more than 300 residents and provided more than \$150,000 in cost avoidance for unnecessary emergency response, ambulance transport fees and hospital charges. With the help from the Technology section, a database was developed to help track patients as they move through the program.

MIHP was recognized as a Best in Practice Public/Private partnership by the Maricopa Association of Governments.

Additionally, the division continued to enhance the department’s capacity to improve outcomes for patients experiencing heart attack, cardiac arrest or stroke through training and early identification efforts.

Fire and Life Safety



Fire and Life Safety has the task of fire and injury prevention particularly when it comes to ensuring structures are constructed and maintained to protect those living or visiting Scottsdale. This includes fire plan reviews – more than 3,500 this year – and inspections, which were at a record high of more than 8,000 – 900 more than last year.

This year, the F&LS division implemented a pilot project with three shift Deputy Fire Marshals. These sworn individuals work the same shift schedule as the firefighters, which provides a 24/7/365 inspection, service and investigation response out of a fire station.

The joint police/fire training for “high-risk assembly occupancies” is continuing with great success. SPD teaches conflict resolution and SFD trains on crowd management. This past year, 225 people were taught at 12 monthly classes. To date, 39 classes have been conducted for 1,080 bar owners, managers and security personnel on Scottsdale safety guidelines.

Professional Standards



Professional Standards supports the department in technology and wellness. Although these are seemingly unrelated, they are integral to daily operations.

Keeping firefighters able to respond is vital. In 2016, the Wellness section oversaw functional movement refresher training. This exercise focuses on flexibility and core strength with the outcome of reducing injuries and reducing recovery time when an injury occurs.

Additionally, after-retirement cancer cases are a rising concern of the fire service. A special training to all firefighters this year increased awareness of cancer risk situations. The need for documentation of those incidents is critical to treatment and benefit provisions.

One of the technology highlights this year was implementing a computerized Hydrant Inspection program of 11,000-plus city fire hydrants through an inter-departmental task force. The result increases accuracy in knowing what hydrants have been tested and repaired.

Community Relations



Scottsdale Fire uses a variety of means to make an impact in the community to show how “We Care for You.” Injury Prevention programming, such as smoke alarm and lockbox installations, car seat inspections, Hands-Only CPR instruction, and safety education in the classroom, help raise awareness and reduce challenges for high-risk audiences.

In addition to risk reduction, special events give Scottsdale Fire an opportunity to meet with the community in non-emergent situations. Many times it’s just a chance to say hi and show the firetruck; others allow the department to give back. For instance, the annual SFD holiday toy drive collected more than 10,000 gifts for more than 1,000 families in need.

In 2016, SFD coordinated the award-winning 9/11 Memorial Tribute marking the 15th anniversary of the attacks. New super-sized props, a piece of steel from the World Trade Center and the National Unity Flag were the center of the emotional week-long activities.

Performance data guides decisions



THE WAY FORWARD - Updating the Strategic Plan

Scottsdale Fire Department updated its Strategic Plan in 2016 by employing the services of the Advanced Strategy Center. The center used a blended approach of both virtual and in-person sessions to gather organizational insight to

the future of our fire department. The current Strategic Plan had come to the end of its three-year path and is credited with providing the stabilized and foundational focus we enjoy today.

FY14/15 – 16/17
CURRENT GOALS

- Connecting with the Community
- Evaluation Process Improvements
- Enhancing Professional Development
- Ensuring Appropriate Staffing
- Ensuring Workforce Sustainability



FY 17/18 – 19/20
FUTURE GOALS

- A Changing Role – Firefighters to Community Responders
- Emerging Community Risk Levels
- Current Workforce Vitality
- Strategic Resourcing Placement and Currency
- Future Workforce Sustainability



Scottsdale Fire Dept.
2016-2017 Q1 & Q2
Standard of Coverage Report



Benchmarks	2016-2017 Q1 & Q2	2015-2016 Q1 & Q2	2014-2015 Q1 & Q2	NFPA Time Goals
PSAP Call Answered: Reflects the length of time PSAP took to answer a 911 call 95% of the time.	00:00:09	00:00:12	00:00:15	0:00:15
Reflects the percentage of 911 calls that met the NFPA time goal.	99%	98%	95%	95%
PSAP Call Transferred: Reflects the length of time PSAP took to transfer a 911 call to PHX Fire Dispatch 95% of the time.	00:01:18	00:01:26	00:01:27	00:00:30
Reflects the percentage of 911 calls that met the NFPA time goal.	72%	75%	78%	95%
PHX Fire Dispatch Notifies Units of Fire Incidents: Reflects the length of time PHX Fire Dispatch took to notify SFD units of fire incidents 90% of the time.	00:01:12	00:01:45	00:01:37	00:01:00
Reflects the percentage of 911 calls that met the NFPA time goal.	83%	50%	56%	90%
PHX Fire Dispatch Notifies Units of EMS Incidents: Reflects the length of time PHX Fire Dispatch took to notify SFD units of EMS incidents 80% of the time.	00:00:51	00:01:14	00:01:10	00:01:30
Reflects the percentage of 911 calls that met the NFPA time goal.	97%	89%	90%	80%
SFD Turnout for Fire Incidents: Reflects the length of time between the dispatch time and en route time for Fire incidents 90% of the time.	00:01:38	00:01:38	00:01:31	00:01:20
Reflects the percentage of fire incidents that met the NFPA time goal.	82%	80%	84%	90%
SFD Turnout for EMS Incidents: Reflects the length of time between the dispatch time and en route time for EMS incidents 90% of the time.	00:01:22	00:01:14	00:01:12	00:01:00
Reflects the percentage of EMS incidents that met the NFPA time goal.	97%	81%	81%	90%
SFD Response Time to Fire Incidents: Reflects the length of time between the dispatch time and arrival time for Fire incidents 90% of the time.	00:08:47	00:09:05	00:09:02	00:05:20
Reflects the percentage of fire incidents that met the NFPA time goal.	44%	44%	48%	90%
SFD Response Time to EMS Incidents: Reflects the length of time between the dispatch time and arrival time for EMS incidents 90% of the time.	00:07:56	00:07:48	00:07:39	00:05:00
Reflects the percentage of EMS incidents that met the NFPA time goal.	52%	51%	52%	90%
SFD Min ERF Arrives on Scene at a Building Fire: Reflects the length of time between the dispatch time and arrival time for the ERF for Fire incidents 90% of the time.	00:10:38	00:10:18	00:14:38	00:09:20
Reflects the percentage of fire incidents that met the NFPA time goal.	72%	76%	58%	90%
Total Incidents: Reflects the total number of incidents responded to inside and outside the City.	17,670	16,782	14,737	
Unit Reliability: Reflects the percentage of time that the assigned (first-due) company is available to respond to an incident within its first-due. (Subset of Total Incidents in the City).	76%	79%	74%	

The Standards of Coverage report is a rational and systematic way of looking at the basic service provided by an emergency services agency including:

- Assessing community fire and non-fire risks
- Defining baseline and benchmark emergency response performance standards
- Planning future station locations
- Determining apparatus and staffing patterns
- Evaluating workload and ideal unit utilization
- Measuring service delivery performance
- Supporting strategic planning and policy development relative to resource procurement and allocation

The Fire Chief presented the updated report to City Council in June 2015 and was given direction to report out on the recommended National Fire Protection Association (NFPA) performance measures twice per fiscal year.





8401 E. INDIAN SCHOOL ROAD
SCOTTSDALE, AZ 85251
480.312.8000
WWW.SCOTTSDALEFD.COM
www.facebook.com/ScottsdaleFire
Twitter: @ScottsdaleFire

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