

Year in Review | 2017



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.

2017 proved to be a year of growth and challenge in providing emergency services to the citizens and visitors of Scottsdale. The men and women of the Scottsdale Fire Department consistently responded to more than 36,000 calls for service with the highest degree of caring for their constituents. Our mission of “Caring” is represented in all of the divisions of the fire department through the delivery of programs and emergency response services.

Our all-hazards prevention and response model strives to meet the needs of our customers regardless of circumstance. We remain an integral member of the most progressive fire service response system in the United States known as the Phoenix Regional Dispatch and Deployment System, which experienced a renewal of the intergovernmental response agreement and strengthened the collaborative approach to that agreement.

Prevention Services are vital to keeping Scottsdale safe. In 2017, we implemented a staffing model that ensures we provide options 24-hours a day to receive inspection and investigative services. Three Deputy Fire Marshals are assigned to ABC platoon shift work to provide immediate services to citizens and businesses. This has also allowed us to increase our resources for inspections at events and nightclubs. The model complements the services offered during the Monday-Friday workweek.

Our Mobile Integrated Health Care team has met the evolving needs of the chronically ill and at risk patients through collaboration with HonorHealth. This program clearly improves emergency response unit reliability by addressing frequent users of our 911 services.

While the fire department found more effective ways to connect with the community, evaluate processes to find improvements and to assure workforce sustainability during the downturn in the economy, the need for resource expansion and professional development of staff has been identified and will be a focus in the coming year.

Photo at right by Lori Kranzen



2017

Total Emergency Calls	36,832
Total Medical Calls	25,809
Fire Investigations	55
Fire Fatalities	1
Civilian Fire Injuries	4
Total Fire Property Damage	\$3,921,468
Property Saved	\$115,283,378
Average Travel Time (min:sec)	4:40
Daily Positions (365/24/7)	69
Sworn Personnel	259
Civilian Personnel	20
Public Interactions (school visits, station tours, events, etc.)	108,355
Car Seat Installations	469
Number attended CPR/First Aid/Babysitting training	205
Number trained in Hands-Only CPR	2,496
Number trained in Assembly Safety	324
Number of Volunteers	83
Volunteer Hours	3,643
Building Inspections	9,283
Plan Reviews	2,902
Fire Safety Permits	404
FY 16-17 Budget	\$38,100,655
FY 17-18 Budget	\$41,187,763

Photo by Lori Kranzen



Exceptional Incidents



Scottsdale Fire was called to a scene in February to find a patient at the base of a safe box inside an approximately 40' deep excavation pit. Witnesses said he had fallen off a ladder down to the bottom.

The crew made access to render care, while other TRT crews from Scottsdale, Phoenix, Glendale and Tempe set up a rescue system - including air monitoring, ventilation and extrication using Ladder 615 as a high directional anchor point.

The patient was treated, packaged and removed from the pit and transported to a Level 1 trauma facility by helicopter due to travel distance and time since injury.

In June, Scottsdale Fire and Police rescued a man from a vehicle that crashed through a block fence and into a backyard swimming pool in

the area of 110th and Cholla streets in Scottsdale.

Crews rescued the older adult male from the vehicle before the vehicle fully submerged on its side. There were no other civilian, police or fire department injuries. He was in stable condition and transported to a local hospital as a precaution.

■ ■ ■
Scottsdale and Phoenix crews responded to a large residential house fire this September on Diamond Rim.

When crews arrived on scene, they made a quick aggressive search before conditions deteriorated and they were forced to exit the structure to extinguish the fire from the exterior. No one was home at the time of the fire.

■ ■ ■
Four Scottsdale firefighters headed to Napa, Calif., in



The crew on Ladder 608 rescued a trapped kitten from an interior wall of a home in November. The residents could hear a small cat crying and called Scottsdale Fire.

The crew cut a small hole and found a kitten trapped inside. It is not certain how the kitty got into this precarious position, but the crews think it was from a small hole in the roof. The family decided to keep the kitten.



October to assist in fighting the deadly wildfires burning there. The guys have combined 60+ years experience in wildland firefighting. They worked long days helping residents protect property in several areas around Napa for two weeks.

■ ■ ■
You've heard of firefighters rescuing cats from trees... But from walls?



Division Highlights



The Operations Division is the largest component of Scottsdale Fire Department. Personnel remain in a constant state of readiness for any and all calls. The goal of the division is the safety and well-being of the citizens and visitors of Scottsdale.

As the landscape of threat changes in the world, the Operations Division is constantly adapting. This year the division has implemented a Drone program with infrared camera capability to assist with emergency situations. This equipment can assist in emergency reconnaissance, search and rescue, special ops and delivery of emergency equipment.

Additionally, this year brought a heightened focus on training for Active Shooter/Mass Casualty incidents. Partnering with Scottsdale Police Department, the Operations Division implemented Rescue Task Force capabilities, which combine the protective security benefits of the police department with the immediate life-saving capabilities of the fire department.

Special Operations encompasses programs and events outside of the day-to-day operations of the fire department. For instance, Scottsdale Fire responded to more than 460 special operations calls for service. These include technical rescue, hazardous materials, and airport rescue responses.

Events are a significant impact to operations. This year, we provided fire and medical standbys to 52 special events in Scottsdale. These include signature events, such as the Rock and Roll Marathon, Barrett Jackson Auto Auction, Phoenix Waste Management Open Golf Tournament, and San Francisco Giants Spring Training.

In 2017, SFD created a wildland hand crew specifically to combat any wildfires in Scottsdale and its cherished McDowell Mountain Sonoran Preserve. Additionally, Scottsdale Fire assisted our state and national partners, and deployed highly trained wildland crews to a variety of in state and out of state wildfires.

Three new Fire Terrorism Liaison Officers were added in 2017. SFD also continues to partner with Scottsdale Police by providing Tactical paramedics to the SWAT team and co-training for high-risk incidents.

Special operations teams continue to be active in the regional consortium. SFD has recently assumed the role of Co-Chair for the East Valley Hazardous Materials Training Consortium.



The Training Division was busy in 2017 managing recruitment, development and training for the department locally and regionally. Three recruits graduated from a Regional Fire Academy in 2017 and nine more graduated from the 17-3 academy in early January 2018. We also conducted a multi-city firefighter recruitment that resulted in establishing a 29-candidate hiring list.

Scottsdale Fire crews continue to train at a regional level. Quarterly live fire training included hosting the Tempe, Salt River, and Rio Verde Fire Departments to educate crews on the effects of fire behavior within the modern fire model. Scottsdale ARFF crews attended live fire multi-agency training at Luke AFB. Scottsdale TRT crews taught palm tree rescue techniques at a regional level to all ladder crews throughout the East Valley.

And finally, 104 SFD Captains, acting Captains, and Command officers attended 16 hours of command training at the Virtual Incident Command Center.

With oversight by the Emergency Medical Services Division, Scottsdale Fire continued providing the highest quality patient care from scene throughout ambulance transport until transfer to hospital staff.

Through our performance improvement programs, nearly 60 percent of the cardiac arrest patients treated and transported to hospitals in the care of SFD personnel experienced a Return of Spontaneous Circulation. This is a significant increase over the 45 percent noted in 2016 and the 33 percent in 2015. We have embarked on a research project with Midwestern University's School of Osteopathic Medicine to examine any additional opportunities to improve these numbers.

SFD is proud of the relationship we share with the HonorHealth Scottsdale network. Our Mobile Integrated Health Program is a continued success. Using a Scottsdale Fire Captain/Paramedic and a Nurse Practitioner from HonorHealth, we provide short- to medium-term support to customers on a non-emergent basis. We also continue to work with the HonorHealth Military Partnership to provide realistic Cardiac and Trauma training scenarios utilizing instructors and equipment from both agencies.

In a continuing effort to combat the nationwide opioid epidemic, SFD – alongside our police partners – are at the forefront of public safety agencies that administer Narcan to qualifying patients with great success.

Division Highlights



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

A healthy workforce is essential. The Wellness section delivers functional movement training to the crews. With the support of our labor group, continuing education opportunities went to Peer Fitness Trainers to ensure program sustainability.

Many firefighters struggle with mental health issues throughout our country. Our goal is to make a taboo topic easier to discuss and easier to seek the needed help. Support and education provided this year by our provider ensure firefighters remove barriers for treatment.

One of the technology highlights this year was creating an on-line web interface program for Inspection Services processes. This allows for more efficient scheduling for contractors, a faster fire permit application process and on-line payment acceptance for fees.

Prevention successfully implemented and expanded programs this year.

The Shift Deputy Fire Marshal program was fully implemented. Having 24/7 investigator/inspection coverage has resulted in reduced response time to incidents for fire investigations, increased after-hours inspection ability for the development community, as well as special events and higher risk operations like the entertainment district, and improved technical support for the on-duty crews and local business owners.

The joint police/fire training for “high-risk assembly occupancies” continues to make impact. SPD teaches conflict resolution and SFD trains on crowd management. To date, 51 classes have been conducted for 1,469 bar owners, managers and security personnel on safety guidelines. This program will be expanded to include non-traditional assembly venues like airport hangers.

This was an active year for Wildland Fire Prevention and Firewise activities. Scottsdale increased from two Nationally Certified Firewise Communities to five. Ancala West and Desert Diamond recertified and the Quisana, Cordabella and Paloma Paseo communities were added. With the installation of new APS lines in the McDowell Sonoran Preserve, defensible space was created around seven trailheads and along 32 miles of Preserve boundaries. These activities will have major positive affect in the event of a wildfire in our northern areas.



Community Risk Reduction

Scottsdale Fire Department has a rich history in all-hazards incident response and fire prevention services. Now, SFD has taken the next step to emerge as a fully-realized Community Risk Reduction organization.

Community Risk Reduction is defined as reducing the frequency or severity of impacts to our residents, visitors and businesses. This includes fire protection, operational readiness, public education, and all other subject matters that interact within our organization on a daily basis. This concept is applied in a focused manner, and truly integrated into the mindset of all members and the mission of the fire department.

In SFD terms, it means that our fire department exists not only to respond to emergencies after the fact but to prevent or reduce the effects of their occurrence in the first place. It means Scottsdale Fire Department acts proactively as a risk reduction entity for our community. We also realize that the department can't do it alone and must ultimately partner with other community stakeholders to accomplish all risk-reducing objectives, including education and marketing our progress.

Scottsdale Fire currently uses a variety of means to make an impact in the community for Community Risk Reduction. Injury Prevention programming, such as smoke alarm and lockbox installations, car seat inspections, Hands-Only CPR instruction, and safety education in the classroom, all help raise awareness and reduce challenges for high-risk audiences. We also share concepts of risk reduction through our local leadership academies, as well as regional conferences and symposiums.

This year we identified several specific risk factors in our community to address with targeted and enhanced programs. This includes addressing wildfire threats in the Scottsdale McDowell Sonoran Preserve and north Scottsdale communities, fall prevention in assisted living homes, fire and life safety issues with events in non-traditional venues, and human hazards leading to mountain rescues.

Scottsdale Fire Department's commitment to reducing risks in our community is just one more way to demonstrate our mission of "We Care for You." If you have any questions about these efforts, please feel free to contact us at fire@scottsdaleaz.gov.





Photo by Lori Kranzen



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