

Year in Review | 2019





Thank you for reviewing the Scottsdale Fire Department Annual Report for 2019.

This past year challenged the fire department to continue to provide premier Fire, EMS, Prevention and Special Operations services as calls for service continuously increased. Economic growth and near full employment in society has inspired residents, businesses and visitors to engage Scottsdale. As they enjoy life and employment in the region, emergency incidents occur and we have seen a steady increase in calls for service over the last several years.

The use of data and response analytics has been critical to “right sizing our response” to calls. As Scottsdale continues to grow, we will need to match the resources to calls for service specifically in the areas of Emergency Medical Services and Prevention Services. The vast majority of our 911 calls are of a medical nature. Our current response model will require adaptation to respond to lower acuity or routine advanced life support calls with more appropriate staff and equipment.

While Scottsdale’s participation in the highly regarded Phoenix Regional Dispatch and Deployment System (commonly known as Automatic Aid) has provided for efficiency in sharing of resources, the system cannot provide for the re-

quired growth in resource needs that match increased calls for service.

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. This Annual Report reflects a collaborative approach between key stakeholders from within the city and our industry.

A central focus of this past year and for the immediate years to come will be workforce training and development. 160 of our 270 sworn personnel are eligible to retire between 2020 and 2025. That attrition “exodus” has manifested itself in a predictable departure arc that mandates action in the areas of workforce training and development in all areas of assignment. 2020 will focus greatly on preparing future rank and specialty attribute replacements within the current workforce to assume their future roles and leaders in the Scottsdale Fire Department.

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.

Total Emergency Calls	38,471
Total Medical Calls	26,699
Fire Investigations	73
Fire Fatalities	2
Civilian Fire Injuries	4
Total Fire Property Damage	\$4,672,725
Property Saved	\$250,851,068
Average Travel Time (min:sec)	4:54
Daily Positions (365/24/7)	71
Sworn Personnel	275
Civilian Personnel	20
Public Interactions (school visits, station tours, events, etc.)	91,957
Car Seat Installations	569
Persons attended CPR/First Aid/Babysitting training	123
Individuals trained in Hands-Only CPR & Bleeding Emergencies	3,817
Number trained in Assembly Safety	416
Number of Volunteers	78
Volunteer Hours	2,364
Building Inspections	10,330
Plan Reviews	3,469
Fire Safety Permits	466
FY 18-19 Budget	\$41,359,218
FY 19-20Budget	\$46,270,782



Aug 14 - SFD assisted with a fire in a large parking garage of a mid-rise retail center under construction in Tempe. BC601, E613, L602, L276 and E275 all battled the blaze in the east sector. The fire was considered a 2-alarm due to the heat index. There were no injuries, with 4 different agencies assisting Tempe Fire.



June 3 - We don't think this was quite the bounce they were looking for. A gust of wind blew this trampoline out of a backyard and into a power line. An SFD crew assisted APS and the owner to return it to its proper location.



Jan. 9 - Scottsdale Fire responded when a garbage truck driver noticed smoke coming from his load. He drove to a large open area and dumped the contents in the roadway away from homes and called for help. The truck was not damaged but did still have a small amount of flaming trash in it that the firefighters extinguished.



Feb. 21 - A snowfall came to North Scottsdale early in the year surprising residents with a day full of the white stuff.



Operations Division

Dale Fire

The summer was a very busy one for brush fires in the northern part of the city, near the Preserve. The wet spring that greened the desert quickly became dry fuel as the summer heated up. Firefighters knew each day when the humidity dropped (around 11 am), the risk of brush fires skyrocketed.

One such day in June, Deputy 603 and Brush 613 were called on scene of a 1-acre brush fire moving fast to the northeast with two homes directly exposed. As the fire spread east across 79th Street, several more homes were threatened. Phoenix dispatch advised of a reported structure fire within the incident, which added more crews to manage that emergency.

Fire perimeter was established from Dale Lane north to Via Dona, and 78th Street to Hayden. The fire was contained inside this perimeter with exception of one acre where flames jumped east of Hayden. Nine homes experienced flame impingement with no extension into homes. One occupant was trapped and removed from her home by Engine 613. Damage to fencing, horse corrals, and a small storage shed resulted from the 9.7-acre fire.

The incident included resources from Scottsdale, Phoenix, Tempe, Glendale, Daisy Mountain, State Fire, and the US Forest Service. Four off-duty Wildland Urban Interface qualified Scottsdale firefighters were called in, to staff two brush trucks for mop up operations.

Experts predict similiar weather patterns each spring and summer for the next few years. This underscores the impor-

tance of homeowners taking steps to help firefighters protect their homes in these areas, with defensible space and care of potential ignition sources, like BBQ grills and fireplaces.

Wildland Urban Interface Training

As learned in the Dale Fire, the line separating urban, suburban and rural communities has blurred in recent years. As of 2010, more than 99 million people live in the Urban Interface across the United States. And, as development in the Urban Interface continues to expand, the risk for disaster increases at a proportional rate.

In October, Scottsdale Fire participated in a course developed by the International Association of Fire Fighters that provides structural firefighters with comprehensive training and information regarding Urban Interface response, command, strategies, and tactics which will allow them to operate safely in their community's urban interface environment. This course is called IAFF’s Responding to the Interface.

The training program is designed to provide firefighters and company officers a consistent basic understanding of safety, command and control, and strategy and tactics to use when defending structures from a wildland fire (defensive strategy) or suppressing a wildland fire in and around structures (offensive strategy).

SFD Firefighters participating in this course practiced these skills within the Rio Montaña community near Scottsdale Fire Station 607. The community was selected because of its proximity to the Scottsdale McDowell Sonoran Preserve. Residents appreciated the training and many also served as victims during the exercises.



Office of the Fire Marshal and Prevention Services

Meeting the increasing demands of construction and special events in Scottsdale, the Prevention Services division focused on enhancing life safety, property inspection and fire investigation activities.

Scottsdale Fire members dedicated to serving the community in the Prevention Services division performed more than 10,300 inspections in 2019.

The Shift Deputy Fire Marshal program continues to show significant success resulting in reduced fire investigation incident response times, increased after-hours inspections, special event fire code oversight and high-risk occupancy inspection ability. The collaboration through the Operations Division and Prevention Services has increased unit availability and improved technical support for emergency response crews and local business owners

Joint Police/Fire training for high-risk assembly occupancies continues to have a positive impact in traditional high-risk occupancies as well as non-traditional assembly occupancies now being used for special events.

In 2019, Prevention Services partnered with a third-party company for the tracking of annual mandated life-safety equipment inspection, testing and maintenance services. This partnership has not only enhanced the overall life-safety aspect of the City of Scottsdale but has also served to provide a revenue stream for the City.

This was also an active year for Wildland Fire Prevention and Firewise activities. Scottsdale increased from five Nationally Certified Firewise Communities to seven with the addition of Whispering Ridge and Rio Montana. All other current Firewise communities recertified during 2018 for year 2019. Defensible space within the Preserve along roads, trail-heads, and boundaries were maintained to Firewise requirements.

Training

The Training Division is charged with maintainng solid continuing education of current firefighters, while ensuring fire-fighter candidates can be appropriately selected during the recruitment process.

The need for new firefighters charged the division with establishing two hiring lists. This required the planning and implementation of two separate assessment center processes, oral boards, and Chief’s interviews. The result had SFD in four regional training academies, which yielded a total of 16 Firefighters. In addition, the division facilitated the promotional processes for Battalion Chief and Fire Engineer.

Training also assisted with the annual/bi-annual Scottsdale centric academies such as Scottsdale Insider, Scottsdale Area Association of Realtors, SFD Citizens Academy and Scottsdale Leadership. In 2019, we introduced FIRRE – Scottsdale Female Inspired Rescue Response Experience Academy, with the intent of educating and creating interest in fire careers amongst high school and college-aged females.

All the while, SFD remained significantly involved in the region with regard to crew-based training, instruction, program development, and strategic planning, with safety being a hot topic at all levels.



Professional Standards

This division provides both technology support and wellness resources for the fire department.

In technology, the Waste Management Phoenix Open was one of the highlights this year. We were able to provide resource unit tracking so that we could provide the medical emergency with the fastest response time.

We also spent significant time building a data warehouse so that we can analyze information quicker to adapt to the city’s fast changing needs. Our goal is to track in near real time the metrics that help deliver world-class service.

Finally, our last goal of 2019 was to investigate how we can best partner with Verizon and FirstNet to provide the wireless infrastructure to our fire crews. We are looking forward to a fruitful and long term relationship with these partners.

Under the wellness initiative, 2019 was a year of taking care of our own. SFD recognizes that it is critical to provide firefighters the help they need.

In partnership with our Local 5050, we were able to offer IAFF Peer Support training to members of a newly established Peer Support Team. This team was chosen by their peers and they were trained to have a better under-

standing of behavioral health in firefighters. This training includes recognizing behavioral health disorders, building resilience and helping a firefighter understand they are not alone. They know how to listen to their peers and offer the necessary resources available to the Firefighter.

One of those resources is with Public Safety Crisis Solutions (PSCS). PSCS is a new provider for our department that connects a distressed firefighter with the right resources and provides oversight in their care. This partnership with PSCS supports the Craig Tiger Act, which allows First Responders to have up to 36 visits with a Behavioral Health Specialist.

Emergency Medical Services

The EMS Division supports the training and quality control of medical care provided by Scottsdale Fire personnel.

In 2019, SFD responded to 26,699 requests for medical assistance. Of those incidents, 15,017 resulted in continued ALS care by SFD personnel and transported to the nearest appropriate medical facility. SFD provided direct patient care during transport 99.9 percent of the time.

The EMS Team developed and initiated a new “crew-based training” educational model for all SFD and Maricopa Ambulance personnel and crews. This training resulted in more real-life scenarios along with improved team performance on emergency scenes.

An increased focus on quality control measures has resulted in a better evaluation of our local trends, new equipment, personnel training and the levels of medical care for Scottsdale’s residents, business owners and visitors. With support from our long-standing partner, the Hon-

orHealth network, the EMS Division now has two medical directors. Dr. Mathew Nichols and Dr. Casey Solem have teamed up to provide direct medical direction for our SFD and Maricopa Ambulance personnel. As medical directors, they help to review and update all of the off-line emergency medical treatment algorithms for ALS/Paramedics and Emergency Medical Technicians (EMTs). This also includes new and updated changes to the initial treatment of stroke and pediatric emergencies. This has also allowed SFD to participate in national research programs to better evaluate the effectiveness of our EMS service delivery.

The current stock of outdated emergency cardiac heart monitors on all front-line apparatus was replaced in December 2019 thanks to an approved bond initiative. This upgraded these critical pieces of ALS medical equipment and will allow our emergency crews to provide the highest level of care for our patients.

Finally, during this past year the EMS Division supported four new personnel to attend ALS/Paramedic training.



Homeland Security

Homeland Security helps safe guard Scottsdale by functioning as a direct link between the fire department and local, state, and federal law enforcement partners.

Prevention of high risk threats and the effective response to these types of events may only occur if Scottsdale Fire and law enforcement partners have common tactics, common communications capabilities and common guidelines. The specially trained members of the Terrorism Liaison Officer (TLO) and Tactical Emergency Medical Support (TEMS) programs provide this link.

TLOs coordinated resources and ensured communication during planned events such as Vice President Pence’s recent visit to the valley, Waste Management Phoenix Open, Barrett-Jackson Auto Auction, and SF Giants Spring Training. TLOs also responded to 45 unplanned emergency events, such as SWAT responses and Hazardous Materials incidents.

The TEMS program supports Police SWAT response to high risk incidents. Firefighter-Paramedics trained and responded alongside police departments 120 times during 2019.

As an integral component of the Phoenix Regional Urban Area Support Initiative, Scottsdale Fire received more than \$50,000 in federal grants to sustain these programs.

Emergency Management

Emergency Management is responsible for three of the four phases of the emergency incident timeline including Mitigation, Preparedness and Recovery, but not Response in most circumstances. Response is the phase that public safety emergency responders (Police and Fire/EMS) are best prepared for with ultra-short notice.

The Preparedness phase involves training all personnel to operate according to the National Incident Management System (NIMS) developed under FEMA in 2002. NIMS is a requirement for all public agencies that request and receive federal grant funding. It standardizes and organizes no-notice emergency and planned incidents and events. Mitigation involves taking measures after an emergency incident that helps prevent that emergency from occurring again in the future, such as permanently repairing a bridge that sustains reoccurring damage every time that it floods. The Recovery phase is often the longest and most complex portion of any significant emergency because it involves the detailed rebuilding, both physically, psycho-socially in cases of tragedy, and financially, when, city, county, state and federal declarations are enacted for reimbursement.

Emergency Management also is responsible for training, staffing and operating the City Emergency Operations Center (EOC), which is designed to co-locate and culminate the appropriate policy decision makers necessary to support the emergency incident from a safe environmentally controlled space. The EOC is also an ideal location for Special Events management coordination and support activities.

In October, Emergency Management trained 24 Scottsdale citizens in the CERT course to enable them to be prepared and support in large emergency events.

AFG Grant Creates Regional Training Opportunity

Scottsdale Fire Department participates in the Regional Valley Training Alliance, representing the communities of Scottsdale, Maricopa, Mesa, Gilbert, Peoria, Chandler, Sun City, Rio Verde, and the Salt River Pima-Maricopa Indian Community, the Gila River Indian Community, and the Arizona Fire Medical Authority.

This Alliance was awarded monies through the Assistance to Firefighters Grant process for incident command training, including Blue Card certification training, wildland/urban interface emergency response, and Incident Safety Officer national certification training.

All instructor-led trainings were provided by the Virtual Incident Command Center (VICC) at Mesa Community College. The 3,500 square-foot VICC facility creates simulated emergency environments. Through computer and video images, emergency responders can be drilled on everything from fires, natural disasters, and multi-casualty emergency medical events.

Scottsdale Fire Captains and Command Staff attended the following programs: 36 personnel attended High Rise Mid-rise training, 11 personnel attended Mayday training, 27 personnel attended Command Officer training, and 55 personnel attended the Incident Safety Officer training and acquired the National Board of Fire Service Professional Qualifications certification.

Community Risk Reduction Efforts Target High Priority Areas

Scottsdale Fire is dedicated to reducing risks to the city and its residents. This long history was recognized at the International Association of Fire Chief’s Conference in March 2019. SFD was invited to provide an in-depth overview of the many effective programs that are already in place in Scottsdale to the international audience.

Not to rest on laurels, Scottsdale Fire developed a Community Risk Reduction team to identify and begin work to develop programs to address additional high risk areas in the city. Three areas were immediately targeted.

Reduction of Mountain Rescues

A wealth of data on mountain rescue calls in the Preserve was collected to determine who was calling and why. From this research, Preserve staff, volunteers and fire department personnel were able to identify strategies to help hikers reduce their risks. This included improving trailhead signage, creating “Safe Hiker” materials for resort distribution, and developing a one-day Preserve First Aid Training course. The CRR Team will continue to collect data to gauge the effectiveness of interventions and to drive future initiatives.

Fire Prevention in and near the Preserve

Wildland fires are a significant concern across the country, and in Scottsdale it is especially top of mind each summer. Residents in the northern part of the city are particularly at risk as temps rise and humidity drops. The department is very active in helping communities gain FireWise certifications. This national program helps neighborhoods partner to prepare and protect homes against the threat of wildfire. Those residents who not may not live in an established community are encouraged to create the 30-foot defensible space to assist firefighters in protecting their homes. Similar work is being done in and along the borders of the Preserve.

Care Facility Emergency Utilization

Department leadership and CRR Team members have been highly engaged and active in developing solutions to the high volume of calls generated by care facilities valleywide. SFD aggressively participated in regional programs that communicated with local industry representatives to collaborate, identify future trends and work to evaluate the appropriate service needs provided for Senior Care and Assisted Living facilities.

Thanks to you... Bonds improve SFD Facilities, Equipment

Bond 2015:

The Fire Department realized the benefits of the Bond 2015 with the start of construction of two replacement fire stations to improve service delivery to the residents and visitors of Scottsdale.

FS603 is being relocated northeast of its current location of Scottsdale Road and McDonald Drive to just east of Hayden Road on Indian Bend. Construction of the 11,000 sq/ft fire station began in Summer 2019 and has an estimated completion date of Summer 2020.



FS616 is being relocated to its permanent location at 110th Street and Cave Creek Road after being in a temporary facility. Construction of the 8,000 sq/ft station began in Winter 2019 and has an estimated completion date of Winter 2020.



Bond 2019

The City of Scottsdale voters passed the questions for Bond 2019 which will support every department within the City, and the Fire Department had the following projects:

- Replace Outdated Emergency Equipment
- Build a New Fire Station Near Hayden Road and the Loop 101
- Build New Fire Station at 90th Street and Via Linda
- Build a New Fire Department Training Facility
- Replacement of the Fire Utility Truck

Outstanding Service, Promotions Celebrated at Annual Event



Top: Officer of the Year, Steve Hunter. Bottom: Chief's Award for Outstanding Service, Assistant Chief Eric Valliere

Those honored for being **outstanding members or friends of the fire department** were:

- Community Partner of the Year – Vincere Cancer Center
- Volunteer of the Year – Ernie Paquette
- Civilian Employee of the Year – Shauna O'Dell
- Firefighter of the Year – Firefighter Jeff Mills

- Officer of the Year – Captain Steve Hunter
- Chief's Award for Outstanding Service – Chris Lechner, Mele Koneya from COS GIS IT and Assistant Chief Eric Valliere
- Meritorious Service – Kelly Cavner, Brad Clawson, Jeff Mills, Mike Norling and Jonathon Perona
- Sons of the American Revolution EMS Award – Scott Collins

SFD also honored the **new hires and promotions** in the past year, as follows:

- Linda Wilson – Senior Fire Plans Examiner
- Natasha Turra – Equipment Coordinator
- Troy Lutrick – Emergency Manager
- Kristi Gagnon – Fire Inspector
- Firefighters:
 - o Tyler Beasley
 - o Michael Chilson
 - o Jordan Coomber

- o Jacob DeSimone
- o Blake Edwards
- o Dalton Fenner
- o Brian Fike
- o Dillon Gleeson
- o Michael Griebel
- o Andy Ho
- o Quintin Memken
- o Joshua Porter
- o Douglas Shoemaker
- o Noah Stone
- Engineer
 - o Blake Miller

- Captain
 - o Adam Arrington
 - o Robert Chisholm
 - o Brad Clawson
 - o Cliff Hills
 - o Kurt Matthews
- Battalion Chief
 - o Danny Ables
- Deputy Chief
 - o Brian Read
- Medical Director
 - o Dr. Matthew Nichols
 - o Dr. Casey Solem

"It is our honor to highlight the great work our people do."

– Fire Chief Tom Shannon





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