

# Year in Review | 2020



### Chief's Message

**2020** has challenged the very essence of the mission of the Scottsdale Fire Department. Amid a global pandemic, economic challenges, civil unrest and a polarized society, “caring” for the community has never been more important.

The fire department responded seamlessly to our calls for service throughout the city and within our automatic aid system boundaries. The most significant difference in this year was the hard reality that the rescuers are at an ever-increasing risk of injury and illness in the contemporary fire service.

The key to safe operations included enhanced awareness, understanding and training with our personal protective equipment and focused attention to decontamination after fires and medical calls. Collaboration with key stakeholders in the prehospital and hospital environments was vital for efficient use of resources and staying ahead of the challenges of supply chain logistics.

Scottsdale Fire supported the Emergency Management function by staffing significant numbers of emergency support functions. Line personnel with expertise in Logistics, Planning, Operations and Recovery were called upon to lead in their respective areas of expertise. Labor and Management teamed up to ensure that all SFD members were supported through these challenging times and worked with community leaders to assist the most vulnerable.

As we transition to 2021, we will rely on many of the learned skills and established relationships that helped us navigate 2020. We will continue to CARE in what ever fashion the community needs to keep them as safe and as healthy as possible.



2020

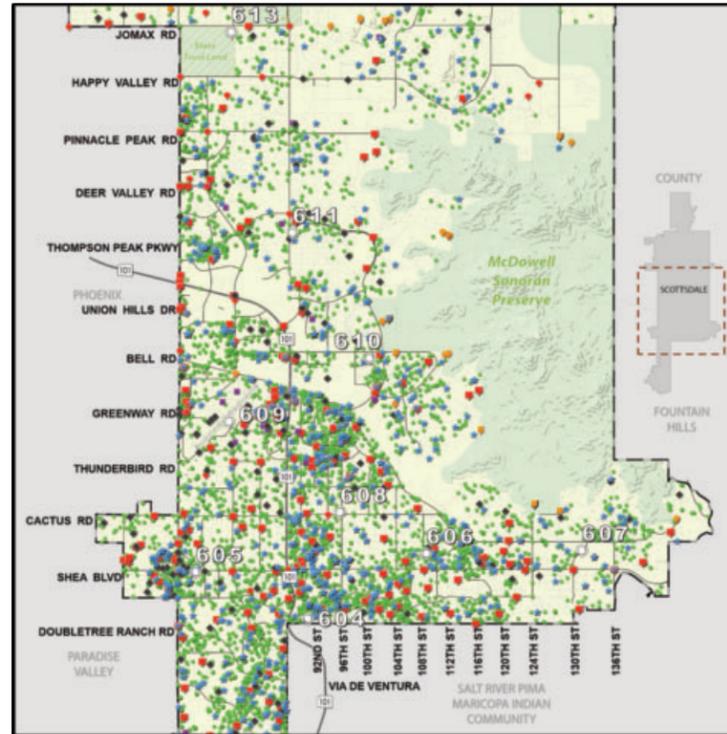
Total Emergency Calls	36,238
Total Medical Calls	24,805
Fire Investigations	77
Fire Fatalities	1
Civilian Fire Injuries	9
Total Fire Property Damage	\$3,595,397
Property Saved	\$62,201,765
Average Travel Time (min:sec)	5:35
Daily Positions (365/24/7)	71
Sworn Personnel	284
Civilian Personnel	24
Public Interactions (school visits, station tours, events, etc.)	81,624
Car Seat Installations	409
Persons attended CPR/First Aid/Babysitting training	50
Individuals trained in Hands-Only CPR & Bleeding Emergencies	2,950
Number trained in Assembly Safety	77
Number of Volunteers	76
Volunteer Hours	1,444
Building Inspections	8,136
Plan Reviews	3,142
Fire Safety Permits	374
FY 19-20 Budget	\$47,871,534
FY 20-21 Budget	\$46,800,569

## Emergency Call Highlights - Scottsdale January-December 2020

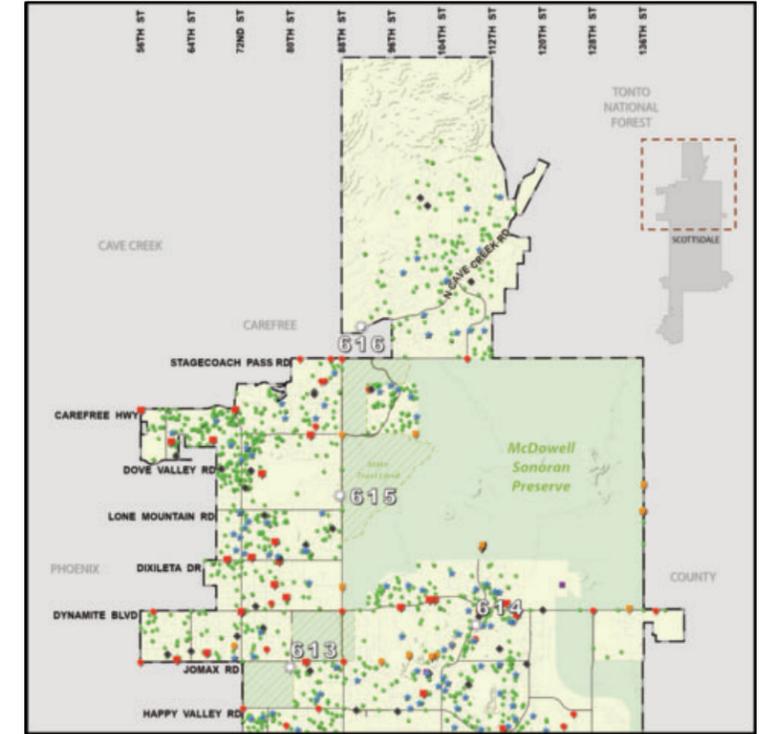
Battalion 601



Battalion 602



Battalion 603



- Emergency Medical Services (EMS)
- Technical Rescue Team (TRT)
- ★ Covid Exposure
- Mountain Rescue
- Fire
- ◆ Hazmat
- Wildland Fire
- Sprinkler Activation

These maps do not show all calls for service, but they do highlight specific call types for each battalion for the year 2020. They were selected as points of interest for the year, especially calls related to COVID-19, which pop out in blue.



**Wildland Fires - 84 Calls**

The significance of the dry, hot summer and missing monsoon season created a hotbed of problems in the north part of the city, creating the most overgrown brush and vegetation fuels season this area has seen in years. Scottsdale more than any other valley city has more critical wildfire risk, due to the urban interface with much of the McDowell Sonoran Preserve and other vegetation rich, open space areas.

During what is considered the typical brush season of May through August, Scottsdale had 50 brush/vegetation fires, up 30 percent from the same time in 2019. For the year, brush fires in or near Scottsdale went from 71 in 2019 to 84 in 2020.

“There is no question, this year has been a busy one for brush fires,” says Eric Valliere, Assistant Chief for Scottsdale Fire Department. “Last years’ experience prepped us for the battle, and we knew we had to attack this from every angle possible in 2020.”

Early reports of how many brush fires were starting showed sparks from chains, cutting, welding, and grinding metals as the culprit. Residential construction sites have these types of activities regularly and are often adjacent to the Preserve. These quickly became the focus for targeted efforts.

One such effort included deploying Deputy Fire Marshals on quick construction site fire assessments. The inspector and the General Contractor or job supervisor walk the site while using a wildfire safety checklist. If there are any deficiencies, remedies can be accomplished immediately in real time. Occupant contact information is gathered and a

pass or fail results automatically when the inspection is over. SFD conducted 373 of these inspections in 2020.

The information is entered into a new geo mapping system that allows the fire department to track fires that may be related to that construction site. The function snaps the date, time, location -- even without an address -- to both the inspections and fire starts.

Thanks to our partners in the City IT department, the tech-



nology allowed staff to visually see where vegetation fires were sparking. It was easy to correlate the increase in construction activity in the north part of the city to the increase in brush fires. As a result, 5 criminal citations were issued for allowing a fire to start on the site.

The wildfire season in 2020 was extended because of the lack of moisture and humidity usually brought in by the annual monsoons. Scottsdale will continue to use all avenues to prevention and quick loss-stop through increased staffing of brush resources, prevention activities, partnership opportunities with the Auto-aid partners, and continued relationships with State and Federal agencies to ensure operational resources are readily available, if an incident should occur.

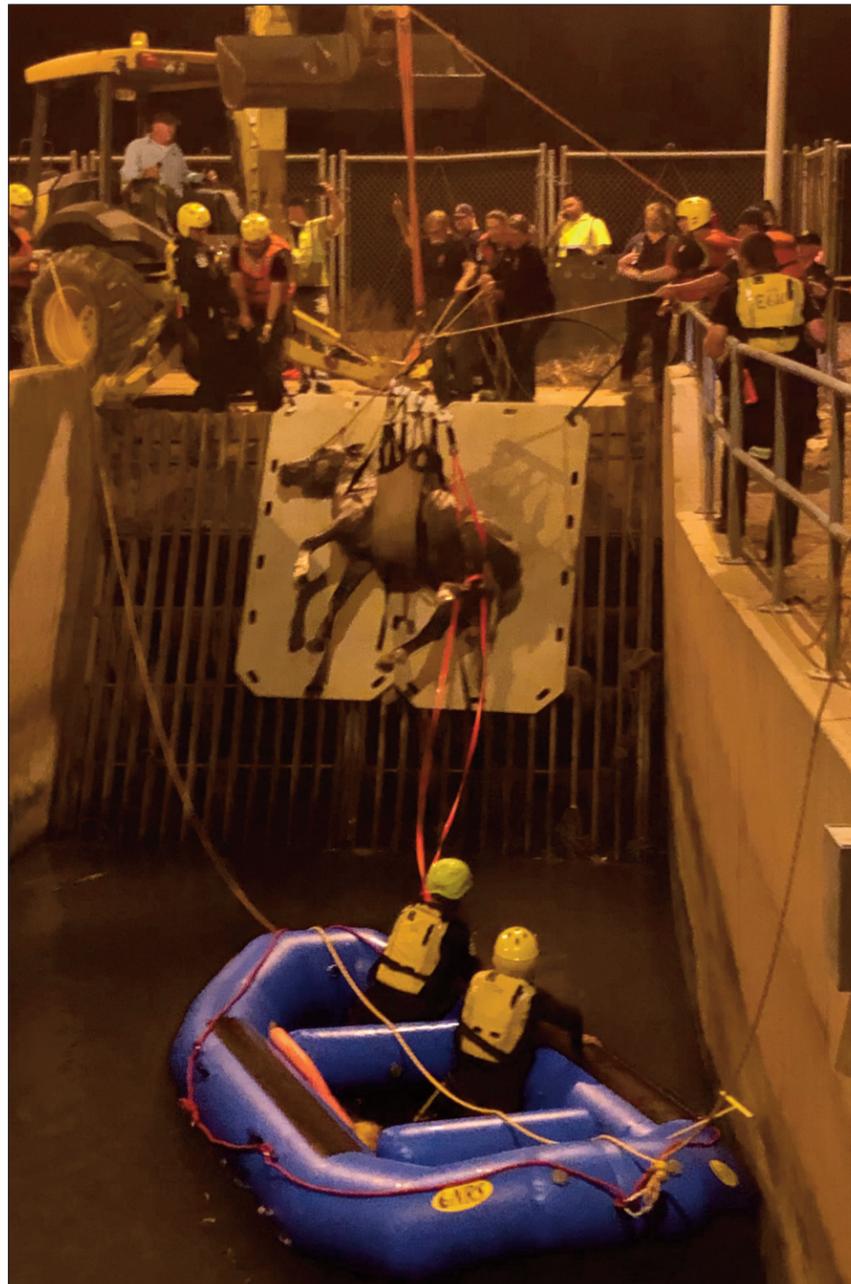
#### Technical Rescue - 119 Calls

One June early morning, a passerby called to report a horse in the canal. It is uncertain how he fell in, but when SFD arrived at the scene, the horse had crossed Hayden Road and became trapped in the canal flow control gates. These gates allow water passage under the Scottsdale Silverado Golf Course.

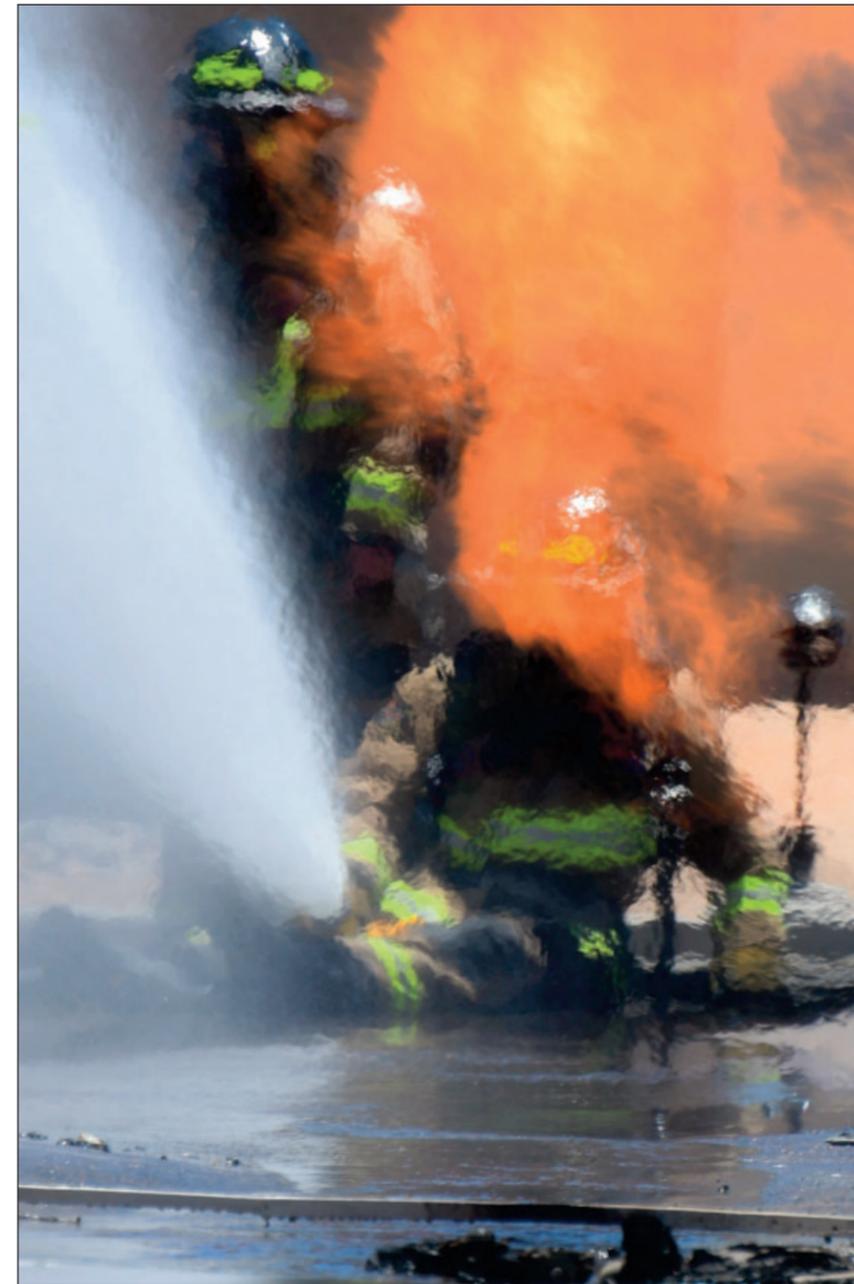
SFD's Technical Rescue Team entered the canal to place multiple harnesses around the horse, which was secured to a tractor, and hoisted him out of the water.

The entire operation took 3.5 hours and involved personnel from SFD, SPD, SRP, Arizona Equine Rescue Organization, and Southwest Equine Hospital. Unfortunately, the trauma was too much for the horse and he expired a few days later.

Scottsdale Fire employs 24 specially certified Technical Rescue Technicians (including 4 new techs in 2020). TRT is responsible for safely performing rescues in difficult and often dangerous locations that fall outside of traditional fire department responses including high angle, swift water, confined space, structural collapse, trench and tree rescues.



#### HazMat - 360 Calls



On May 26, Scottsdale, Tempe, Phoenix, and Mesa fire departments responded to a reported explosion and subsequent fire at the Kerr Cultural Center at Scottsdale Road and Rose Lane.

On arrival crews found a working fire with hazardous materials component (natural gas) actively venting. Crews worked for several hours to contain the fire and hazard. Southwest Gas secured the natural gas flow, which also impacted neighboring residences and businesses.

Once the fire was extinguished and hazard secured, crews monitored to ensure no additional risks existed.

Hazardous materials contamination comes from contacting solid or granular products, having hazmat liquid splashed or spilled, or being exposed to gas vapors. HazMat technicians stabilize environmental locations and eliminate potential threats.

Three new HazMat techs received their certs in 2020 to complete Scottsdale Fire's 24-member team. These types of incidents require 2 teams, so SFD regularly responds with neighboring fire departments.

## Mountain Rescues - 100 Calls

Scottsdale is blessed with a number of hiking trails in and around the McDowell Sonoran Preserve. Residents and visitors, who are both experienced and novice hikers, take advantage of these trails throughout the year.

Arizona Stay-at-Home orders due to the COVID-19 pandemic raised the number of visitors to the Preserve this year. Almost 1.1 million visited the preserve in 2020, compared to a little less than 800,000 in 2019.

More people on the trails could have meant more hikers and mountain bikers needing medical assistance on the trails. However, calls for mountain rescues maintained for the year.

“We are a very active community,” said Scottsdale Fire Chief Tom Shannon. “Our partnership with the Preserve staff and the McDowell Sonoran Conservancy for signage and education was vital to keeping those numbers low. This was especially important as firefighters’ attention in north Scottsdale was diverted to the active wildfire season.”

One of the most common challenges on the trail are the visitors who haven’t accounted for warmer temps than what they are used to back home. Individuals suffer heat-related illness when the body’s temperature control system is overloaded and the body can no longer cool itself. It is important to call 911 if a person becomes confused, passes out from the heat, or stops sweating.

Prevention is key. “Know your ability and your route and get out early so you can get off the mountain before the heat of the day,” Shannon said. “Pre-hydrate days before your activity. Bring plenty of water on the hike and carry a cell phone in case of an emergency.”

And as some of the signs say at the trailheads, when excessive heat is predicted, potential hikers should consider going to the pool instead.



## 2020 Accomplishments

Despite all of the challenges brought by the 2020 COVID-19 pandemic, Scottsdale Fire continued its legacy of doing everything possible to meet the mission of “We Care for You.”

In addition to the previous pages highlighting some of our specialties, the following spotlights additional accomplishments by our SFD divisions.

### Administrative Services

- Revamped and implemented an upgraded promotional process for Battalion Chief and Captain and revamped an upgraded promotional process for Engineer providing a significant increase in overall professional development.
- Successfully completed multi-city recruitment in collaboration with Chandler Fire Department to develop the recruit hiring list.
- Completed multiple software platform transitions.
- Assisted in the completion of the Strategic Plan.

### Emergency Management

- Expanded mandatory National Incident Management System (NIMS) training for all levels of

City employees and developed permanent NIMS compliance certificate record storage system.

- Engaged with Special Event planning processes to become more NIMS compliant.
- Completed the 2015 to 2020 Scottsdale portion of the Maricopa County Multi-Jurisdiction Hazard Mitigation Plan (MJHMP), which is required by FEMA every five years.
- Began complete rewrite of the Maricopa County/City of Scottsdale Flood Response Plan (FRP), from 2005.
- Replaced and updated all Emergency Operations Center (EOC) workstations with dual-screens and new computers. Also replaced significant network switches, which provide the backbone for the technology in the EOC.
- Led the Scottsdale Incident Management Team through COVID for more than 300 days.
- Assisted in the planning and coordination of multi-jurisdiction COVID vaccination site with Honor Health and Mayo Hospital, which continue today.
- Expanded Continuity of Operations (COOP) training and planning efforts.

### Emergency Medical Services

- Transitioned to Zoll Monitors, which are used to evaluate heart rhythms, respiratory issues and CO levels.
- Implemented EMS Wednesday with virtual based trainings, as well as Crew Based Trainings (CBT).
- Employed a change in protocols for crew exposure to COVID positive patients (1 medic or 2 Medics).
- Executed change in response to nursing homes, care homes, and assisted living facilities to minimize COVID exposure into care facilities.
- Implemented State Wide Care Home Collaboration.

### Deployment

- Implemented protocols for COVID positive PPE, including gowns, masks, eye protection or face shields. This also includes industrial decon of fire stations and ambulances.
- Deployed four drones for use in surveillance of wildland fires, location of lost hikers and provide ability for HazMat identification and thermal imaging of fire scenes.

- Added three TLO captains and trained two new SWAT medics (TEMS), in addition to adding four Technical Rescue techs and three HazMat techs.
- Partnered with Scottsdale Police in management and mitigation of demonstrations and protests related to racial unrest, as well as the riot at Scottsdale Fashion Square.
- Developed partnership with Cigna and HonorHealth for early detection of life threatening illnesses and proactively address mental health issues in firefighters.
- Created priority COVID-19 testing and results for firefighters to ensure minimal impact on Operations.
- Provided video options for required Hands-only CPR training to high school students and Fire, Transportation and Water Safety to elementary students to accommodate COVID-19 restrictions.
- Created social media PSAs for wildland fire prevention, fire-works safety and drowning prevention.

### Prevention and the Office of the Fire Marshal

- Completed first year of track-

## 2020 Accomplishments



- ing using the Compliance Engine, which tracks fire systems throughout Scottsdale.
  - 957 premises were reviewed for systems compliance
  - 4,860 premises were added in one year.
  - Forecasting 10,000 total premises in Scottsdale.
- Implemented a process that now requires digital plan submission, review, approval, return and payment of permit fees.
- Managing Firewise designations for 13 communities with an additional 13 more in the queue for designations in 2021.

### Resource Management

- Provided ballistic protection, including vests, plates and helmets, to all firefighters for use in response to violent incidents and civil unrest.
- Implemented digital drugbox inspections.
- Relocated Fire Resource operations from Scottsdale Police Department D3 to City Warehouse for increased storage and improved efficiency.

### Training

- Four Recruit Academies (20-01 GRPSTC, 20-2 GRPSTC, 20-01 Phoenix, 20-1 Chandler).
- Assisted Administrative Services with multi-city testing and the Recruit Assessment Center.
- Assisted Administrative Services with Captain Promotional Process.
- Supported Wellness section with a practical presentation of the fire service for Honor Health Doctors and Nurses with a mini Fire Academy.
- Involved the Training Team to develop and implement the annual Training Calendar, that includes rank specific continuing education and live fire training.

## Bond Update

The second of three projects funded from the passing of Bond 2015, the re-location of Fire Station 603, is officially open and serving the community. This fire station houses a four-person fire engine with advanced life support capabilities, and the department's 24-hour Deputy Fire Marshal. It will also be the home of the SFD's new Utility vehicle, which was part of Bond 2019.

The 10,000+ sq/ft fire station was designed to stand out for its architecture and public art components, while blending in to the fabric of the community as a beacon of public safety.

The third project from Bond 2015, the re-location of Fire Station 616, is an 8000 sq/ft fire station northeast of Pima Road on Cave Creek Road. It is scheduled to open in March 2021.

Bond 2019 also allowed Scottsdale Fire Department to replace \$2M in equipment ranging from heart monitors to ballistic personal protective equipment.

Finally in 2020, the fire department began design on a new \$17M fire training academy to be co-located with Scottsdale Police Department.



## Strategic Plan Update

### **Strategic Initiative 1 – All Hazards Deployment and Response Readiness**

**Strategic Objective 1.3** – Conduct an annual feasibility analysis of ambulance business plan for more efficient transport and use of personnel and resources.  
**Task 1.3.1** – Review the need of ambulance service/staffing biannually.

**Update:** Objective and Task completed by the EMS Division. Report has been produced with ability for policy decision to be made at the discretion of elected officials and City Manager.

### **Strategic Initiative 2 – Community Risk Reduction**

**Strategic Objective 2.1** – Develop a communication plan that all SFD leaders/personnel can communicate to internal and external stakeholders to promote community awareness and engagement.  
**Task 2.1.4** – Further analyze and develop a recommendation for mass community alert capabilities.

**Update:** Emergency Management utilizes 24/7/365 access

and training to initiate the County, State, and Federal 'integrated public alert and warning system (IPAWS) emergency notification, which connects to all eligible cell phones. Additionally, there is access to the Community Emergency Notification System (CENS) through 911 centers.

### **Strategic Initiative 3 – Workforce Development**

**Strategic Objective 3.1** – Support education and professional development throughout career.  
**Task 3.1.1** – Continue to model resource needs and timing of attrition vs. new hires for SFD to maintain required personnel levels and attributes.

**Update:** The Training Division utilized the Labor/Management process to update policy and procedures to provide continuing education plans per rank and career advancement tracks for promotional opportunities.

### **Strategic Initiative 4 – Cooperative and Collaborative Relationships**

**Strategic Objective 4.1** – Increase collaboration with other

internal COS departments.  
**Task 4.1.1** – Review and ensure that we have the right inter-departmental teams in place.  
**Task 4.1.2** – Confirm information sharing with other internal COS departments on emerging issues and implications to SFD.

**Update:** Ongoing, but the COVID-19 reality fortified the relationships with other city departments as demonstrated with the creation of the Incident Management Team (IMT) to address the consequences of the pandemic.

### **Strategic Initiative 5 – Maximize Utilization of Data and Technology**

**Strategic Objective 5.2** – Enhance IT investment and resources for SFD data/analytics support.  
**Task 5.2.1** – Review industry best practices for implementation of data driven decision making and analytics.

**Update:** Secured one-year contract with FireStats, LLC., to assist with harvesting of data and produce analysis for executive review.



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