



YEAR IN REVIEW

Scottsdale Fire Department
2021



BY THE NUMBERS

39,900

Total Emergency Calls

30

Fire Investigations

\$7,183,784

Total Fire Property Damage

72

Daily Positions 365/24/7

78/957

Number of Volunteers/Hours

7,063

Building Inspections

374

Fire Safety Permits

34,964

Public Interactions

\$45,167,730

FY 20-21 Budget

27,988

Total Medical Calls

01/04

Fire Fatalities/Civilian Fire Injuries

\$149,048,334

Property Saved

284/24

Sworn/Civilian Personnel

5:36

Average Travel time min:sec

3,407

Plan Reviews

300

Assembly Safety Training

23,957/494

Benchmark Class Attend/Car Seats

\$41,844,111

FY21-22 Budget





CHIEF'S MESSAGE

Scottsdale Fire Department faced ongoing response challenges as a result of the global pandemic throughout all of 2021.

All areas of the organization maintained the highest degree of client services while facing shortages in staffing, supply and accessibility to services.

Your fire department continues to serve as a conduit to safer living through comprehensive and contemporary emergency medical, prevention, suppression, mass gathering event and technical specialty services.

The employees battled illness in their families and personally, yet maintained an exemplary level of caring for our citizens and visitors. I could not be prouder of their resiliency and commitment to public safety.

2021 has galvanized the importance of a comprehensive Emergency Management strategy for the city and we are proud to support the city's expert in this field.

As 2022 suggests continued need for public health resiliency and focus on societal well-being, Scottsdale Fire Department will recommit to its core mission of Caring.

In the coming year, we will focus on employee health and wellness so that they can serve at the highest levels possible. We encourage all citizens, visitors and businesses to join us in caring for each other as we care for you.

We're proud to serve you and want to hear your feedback. Let us know how we are doing by sending an e-mail to fire@ScottsdaleAZ.gov or call (480) 312-8000



BOND UPDATE

The fire department, working with Capital Projects, was able to complete the Bond 2015 projects with the re-location and opening of new Fire Station 616. This 8,000 sq/ft fire station serves in and around the Desert Mountain community by housing a four-person advanced life support fire engine. The personnel also co-staff a brush truck.

SFD took delivery of Utility 603 with funding from Bond 2019. The unit is a regional response asset dispatched to respond to neighboring communities when needed. The acquisition of a utility truck improved the reliability of a timely and more efficient response to working incidents in Scottsdale, the northeast portion of Phoenix and improve the reliability of other Regional utility trucks. The unit is equipped with a 4-bank air compressor fill station, spare SCBA bottles and

tools for SCBA repairs. It will has a large capacity generator with cord reels, light towers, scene lights and portable tri-pod lights. The unit is equipped with rehab supplies and equipment for crew hydration, shade and misting fans.

The Bond 2019 projects continued during 2021 as the new training academy continued to move toward 60 percent plans of a 20,000+ sq/ft main building, multi-story live fire training buildings, and football field sized 'grinder' pad with a notice to proceed for construction slated for Fall 2022.

In addition, Fire Station 612 began the design phase of a new 12,000+ sq/ft fire station landed near Hayden Road and the 101 identified for civil site use in the development agreement with AXON.



FIREFIGHTER HEALTH & WELLNESS PROGRAM

The Your Call program was launched in March 2020. The program is a partnership between HonorHealth and Cigna to provide yearly preventative cancer screening to our Firefighters. There are 4 firefighter trained Primary Care Physicians and a dedicated Health Coordinator to assist our firefighters in navigating their health. Since its inception, we have seen 31 percent participation among the firefighters and will continue to see more participation as time goes by.

In order to ensure the safety of our firefighters after recovery from an injury or an extended leave, we have implemented protocols with our medical providers to return the firefighter to full duty. This process will ensure the firefighter returns to duty with the confidence needed to safely perform the physical demands of the job.

COMMUNITY RISK REDUCTION

Scottsdale takes proactive stance against brush fires



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.

On May 27, firefighters contained a 1-acre brush fire started by construction work in north Scottsdale. While the stop was quickly made, it was an early fire start that underscored the importance to continually concentrate prevention efforts in the northern part of the city.

In 2021, City of Scottsdale Emergency Management added a Community Wildfire Mitigation Coordinator to the prevention effort. This new position is in the process of developing a Community Fire Plan for the Scottsdale McDowell Sonoran Preserve. The coordinator is also tasked with assisting with necessary wildland training for City Leadership, Department Leadership, and fire resources throughout the city. Additionally, he works with community partners to develop plans to mitigate hazardous fuels within Scottsdale.

This addition complements the already existing efforts provided by Scottsdale Fire, including Firewise communities, construction site fire assessments, and other community outreach programs, which are managed out of Prevention and involve the new Community Risk Reduction Captains.

Firewise program highlights of the year:

- There are currently 14 completed, renewed, and/or recognized Firewise Communities in Scottsdale as of 2021.
- Three new Firewise Communities were recognized (Terravita, Ironwood Village, Verdante).
- Three more are complete (Legend Trail, Desert Views/Four Peaks, Cresta Norte) and are in process with approval in early 2022.
- Total new acreage treated for 2021: 1800 acres equating to 3124 homes within these communities.
- SFD CRR staff worked closely with the Wildfire Mitigation Coordinator to assist in the HFI grant process as it relates to Firewise Communities within the city.

2021 Accomplishments

Operations

- A new Utility Truck (Utility 603), which is an Air and Light vehicle with Rehab capabilities to support Firefighting crews on structure fires and other multi-unit response calls, went into service at Fire Station 603.
- Upgraded North Deputy 603 (D603) to Northeast Deputy Chief (NEDC) to make this a regional Shift Commander in the Auto-aid system. This command team responds from Fire Station 613, becomes the Senior Advisor on large events, and manages their respective shift.
- Daily Operations Staffing has been a challenge throughout the year due, largely in part to COVID and a transitioning workforce. It is because of the dedication and support of the FFs working overtime, that our daily staffing needs are always met.
- Crew based Carbon Monoxide monitors were deployed to each response unit and carried on the medical equipment, so crews would be alerted if they ever unknowingly entered into a CO-filled environment on medical calls. To date, we have had multiple alerts on calls, which allowed the crews to remove themselves and the patient immediately from the dangerous environment. CO is a tasteless and odorless gas that is undetectable without a monitoring device.

Emergency Medical Services

- Partnered with HonorHealth to establish the valley's first COVID-19 vaccination site. More than 18,000 people were vaccinated in just over two and a half months with first and second dose vaccinations.
- Implemented Kno2 software that electronically moves the fire department EMS patient care record (EPCR) into the hospital patient care record automatically. There is no extra steps for the Firefighter/Paramedics to take for the transfer of information to happen.
- Presented 358 hours of face-to-face training to EMTs and Paramedics.
- Graduated two paramedics from a regional Fire Department Paramedic training program. Started nine EMTs in a community college Fire Department Based Paramedic program.
- Supported paramedic training programs with more than 800 hours of paramedic instruction.
- Reviewed 5,032 patient care records for quality assurance and quality improvement. (Traumas, Cardiac Arrest, Stroke, Drownings, STEMI, Sepsis, and Refusals).



Resource Management

- Worked with Purchasing and the Warehouse to acquire the correct PPE and to keep/store the appropriate number of reserves in stock.
- Collaborated with Facilities to acquire “Foggers” for each station to assist with the decontamination efforts after a COVID-19 exposure.

Training

- Sent 25 recruits to four regional academies consisting of Phoenix, Chandler, and Glendale.
- Developed and implemented the annual training calendar that includes rank specific continuing education, as well as quarterly training, that includes Wildland, Save Your Own, Wellness, and live fire training.
- Participated in regional committees such as the East Valley Steering committee and the Regional Operations Consistency Committee. This allows us to train with other fire departments in such areas as crew-based training, ladder training, command training, hazardous material, and technical rescue training.
- Supported Scottsdale-centric academies, such as the Scottsdale Association of Realtors, which gives insight to what we do as a fire department, and the challenges we face.

Prevention Services & Office of the Fire Marshall

- Updated response procedure for fire investigations using a task force team made up of personnel already on duty for the day. This team consists of four inspection/investigation members that respond during regular work hours and in the daylight.
- Continued to maximize fire systems inspections by using a compliance tracking system. Out of the 16,042 fire protection system inspections, we are 89 percent compliant of buildings within the City. In 2021, 6,590 systems were reviewed from 4,780 premise entries.
- Implemented Community Risk Reduction Captain positions to enhance the shift Deputy Fire Marshal positions with Threat Liaison Officer roles and Firewise Assessment capabilities.

Administrative Services

- Held promotional process for the rank of Battalion Chief, Captain, and Engineer.
- Assisted with the processing of 25 new employees into the organization.
- Assisted with the processing of 22 promotions in the organization.
- Completed audit and ID of departments portable and mobile radio inventory.

Emergency Management

- Established City Infrastructure Vulnerability Taskforce to lead strategic efforts of Wildland Urban Interface, stormwater, water/wastewater, Information Technology, communications, private/public partnerships.
- Received FEMA final approval for 2021 Maricopa County Multi-jurisdiction Hazard Mitigation Plan.
- Redesigned and updated audio-visual technology systems within the EOC to be more contemporary, as well as being a COVID-safe working area for leadership.
- Continued leading the City COVID-Incident Management Team for now more than 700 days.
- Planned and directed numerous COVID vaccination sites for City employees, their families and the public.

STRATEGIC PLAN UPDATE

01

ALL-HAZARDS DEPLOYMENT AND OPERATIONAL READINESS

Strategic Objective 1.2

Task 1.2.1

Identify current high-density locations for additional planning/resources (i.e., Downtown Scottsdale, Scottsdale/Salt River border, etc.)

Update: In partnership with the COS GIS Team, the fire department created an app to be used on the iPads deployed on the fire apparatus to allow each fire station to complete an audit of the buildings/structures/occupancies in their respective first due. This audit allows for the assigning of risk the structure has to the occupants, community, and responders based on multiple factors agreed upon by the Prevention Division and industry standards

02

COMMUNITY RISK REDUCTION AND EDUCATION

Strategic Objective 2.1

Task 2.1.3

Develop a formal plan to educate COS leadership and citizens on forecasted emerging risks and plans for mitigation

Update: The City of Scottsdale Infrastructure Vulnerability Taskforce (CoS IVT) launched in Summer 2021 and led by the Emergency Management office. This is an innovative conglomeration of subject matter experts joined to assess internal and external infrastructure vulnerabilities which could negatively impact Scottsdale. Some examples: a wildfire can severely impact City and public utility facilities; a cyber-attack that cripples communication equipment. These subcommittees meet monthly and then cross-educate each other to jointly develop synergetic solutions which could reduce the vulnerabilities while saving taxpayer funds.

Strategic Objective 2.2

Task 2.2.1

Review current guidelines and legislation regarding long-term care facilities and ensure we have the right training and partnerships in place for response

Update: SFD personnel have been intimately involved and participated in several forums and task forces at the State level with leaders from the congregate care industry with strides being made in awareness and communication of the issues on both sides. SFD has worked closely with local congregate care facilities to improve the relationships with staff and care given to their customers needing a 911 response.

03

WORKFORCE DEVELOPMENT

Strategic Objective 3.1

Task 3.1.2

Make early identification of, and provide mentoring and training to, future chief officers

Update: SFD has a two-year rotation for current Captains to work in a Battalion Safety Officer assignment. This 56-HR assignment is part of the management team working alongside and under the direct supervision of either a Battalion Chief or Deputy Chief. This assignment offers real-time exposure to the responsibilities of the next two promotional opportunities in the department.

Task 3.1.4

Integrate our high performing culture and "SFD Way" into professional development opportunities

Update: Every six months, SFD offers promotional opportunities integrated with professional development and continuing education. Formal and informal leaders in the organization are provided the opportunity to participate in the instruction of the curriculum to ensure culture continuity is threaded into the messaging.

05

MAXIMIZE UTILIZATION OF DATA AND TECHNOLOGY

Strategic Objective 5.1

Task 5.1.1

Perform SWOT analysis on current data collection capabilities and accuracy

Update: System Integrators assigned to SFD worked to ensure the accuracy of the data being imported from the Phoenix Regional Dispatch Center as it was migrated into our FireStats process against what had been historically collected in sequel servers and PowerBi.

04

COOPERATIVE AND COLLABORATIVE RELATIONSHIPS

Strategic Objective 4.2

Task 4.2.1

Ensure we have the needed community stakeholders involved in processes where appropriate

Update: Representatives from SFD management, the employee group, City Benefits, HonorHealth, and Cigna, worked collaboratively to augment the employee benefits through the development of a one-stop shop for preventative screenings specific to the firefighting industry.

Task 4.2.2

Confirm appropriate SFD representation on regional planning committees and initiatives

Update: Members of SFD are on key committees including: National Fire Protection Association, Arizona Fire Chief Association, Fire Department Safety Officer Association, Coyote Crisis Collaborative, Community Celebrating Diversity, Central Arizona Life Safety Committee, Drowning Prevention Coalition of Arizona, Arizona Fire and Burn Educators Association and the Regional Operations Consistency Committee(s).

Strategic Objective 5.2

Task 5.2.2

Evaluate current Fire IT status and recommend changes to provide for future internal growth and development

Update: SFD did an organizational overview of all the technology platforms used by the workforce in an effort to confirm efficiency. This internal review revealed the need to match current business practice with contemporary technology specifically in the area of records management and electronic patient care reports.





FIREFIGHTERS RESCUED 2 FROM CONSTRUCTION TRENCH IN NORTH SCOTTSDALE

Firefighters from Scottsdale, Phoenix, Tempe and Glendale worked together to rescue two workers who got stuck in a trench at a construction site in Scottsdale in November.

One of the workers fell into the trench around 8 am near 91st Street and Happy Valley Road. Another worker jumped in to help him. Both were in need of rescue.

The rescue operation was extensive, utilizing eight TRT companies during the incident. Both workers were awake and talking to rescuers throughout the process. The worker who jumped into the trench was not injured. The worker who fell in experienced head and shoulder pain. Once removed, he was taken to the hospital.



SIGNIFICANT INCIDENTS

TRASH TRUCKS CATCH FIRE AT NORTH CORP YARD

Scottsdale and Phoenix fire departments responded in January to the City of Scottsdale North Corporate Yard. Upon arrival, approximately six trash trucks that run on compressed natural gas were on fire with damage to another four trucks. A total of 10 trash trucks were involved. Crews operated in a defensive strategy protecting other apparatus. The main gas lines were secured and crews gained fire control. The Hazardous Materials team completed air monitoring and confirmed no leaks from any other tanks on the trash trucks.



FIREFIGHTERS BATTLE FIRE IN LARGE HOME ON SWEETWATER

Scottsdale and Phoenix fire departments worked a large residential structure fire in April. The fire was started by a plumber sweating a pipe on the home at the time. By the time firefighters arrived to the 8200 square foot home, flames had already vented through the roof in several places. The size of the house was a significant challenge to fire control. North, South and West sectors were put into place to control the fire and keep it from extending to adjacent structures. There were no civilian or firefighter injuries, but the house was a total loss.



SNOWFALL SURPRISES NORTH SCOTTSDALE

On Jan. 25, the Valley of the Sun was blanketed by a layer of snow. While most of the snow didn't stick around long and caused few motor collisions in Scottsdale, it was enough that city services warned neighborhoods that delays may occur with solid waste collection. The Preserve and athletic fields were briefly closed to avoid damaging trails, etc.



WE CARE FOR YOU



GET IN TOUCH

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