



# Chandler Fire Department

## Annual Report 2020

An Internationally Accredited Fire Service Agency



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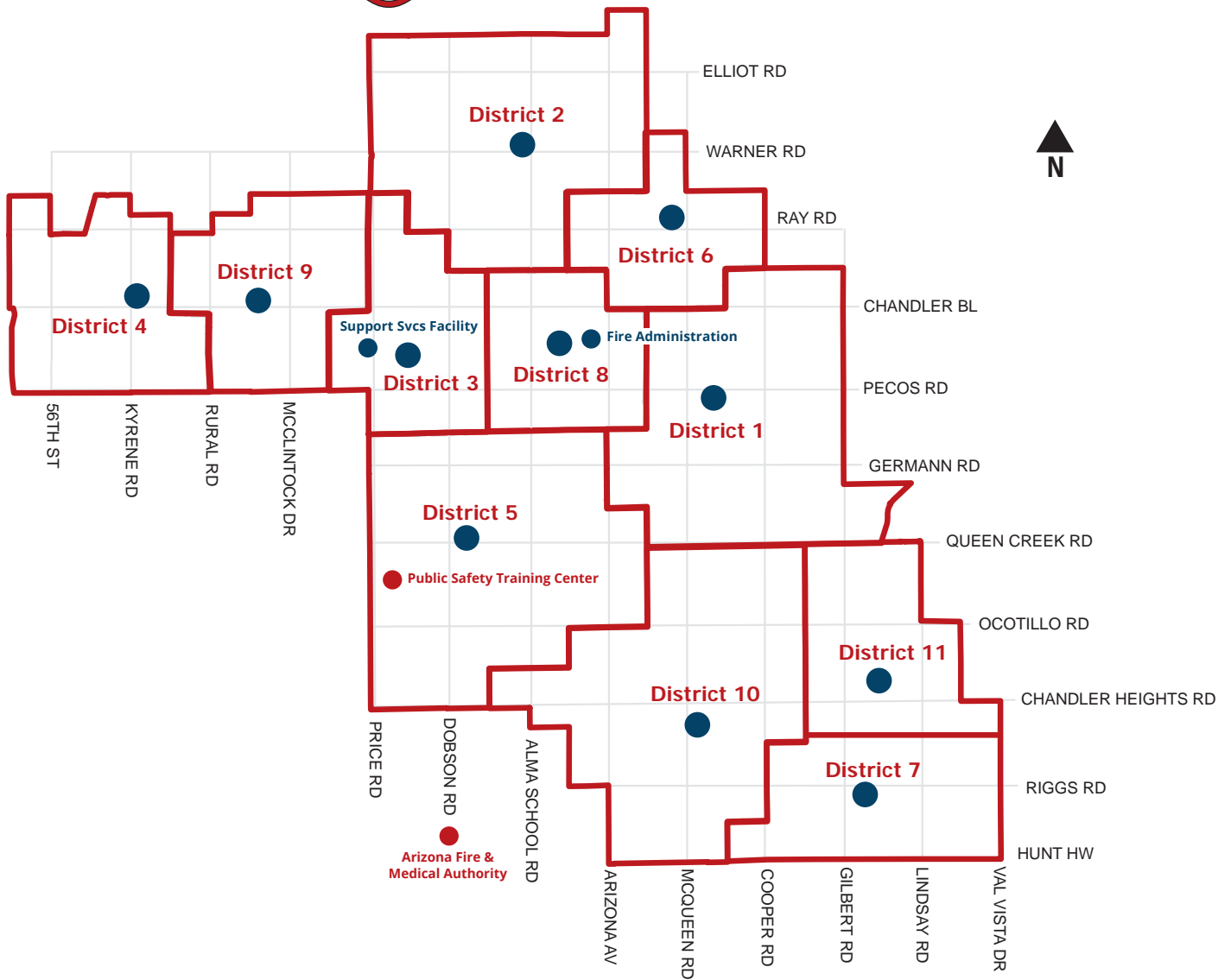




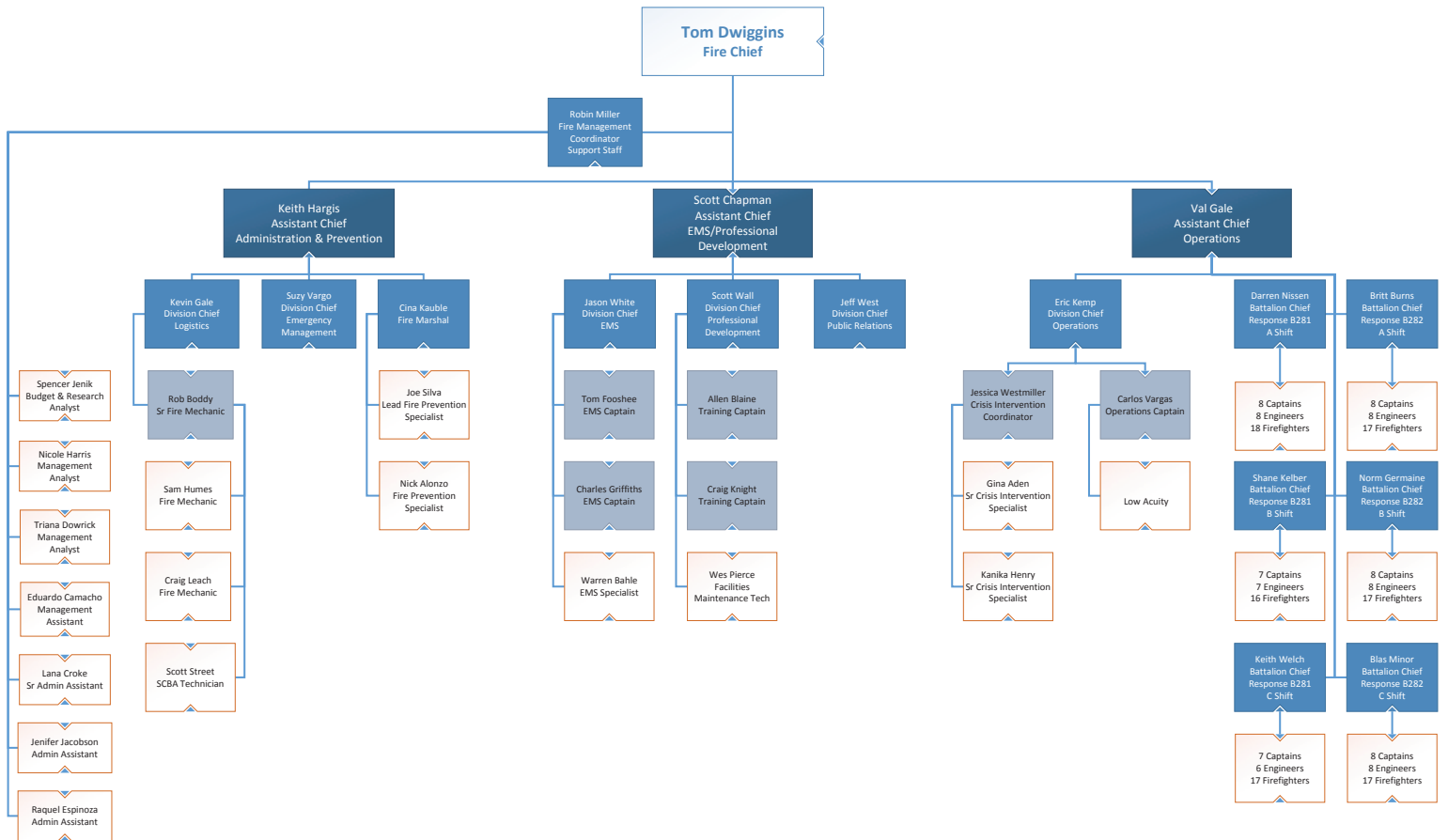
# Fire Station Map



## Chandler Fire Department Fire Districts & Facilities



# Organizational Chart

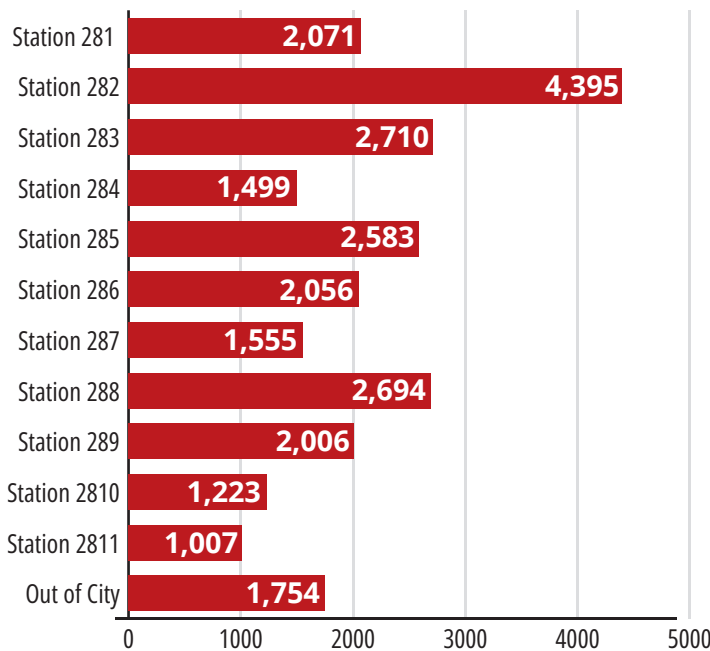


# Vital Statistics

# 25,553

TOTAL INCIDENTS

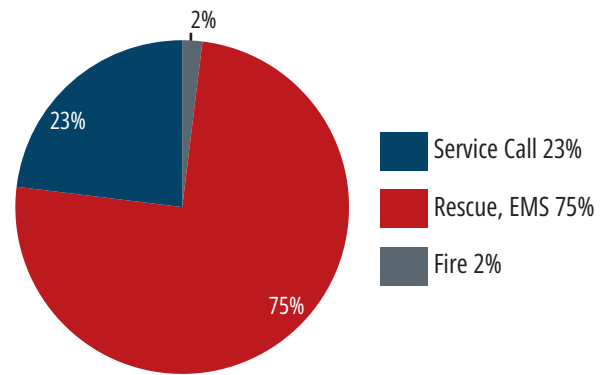
**Total Incidents by Districts**



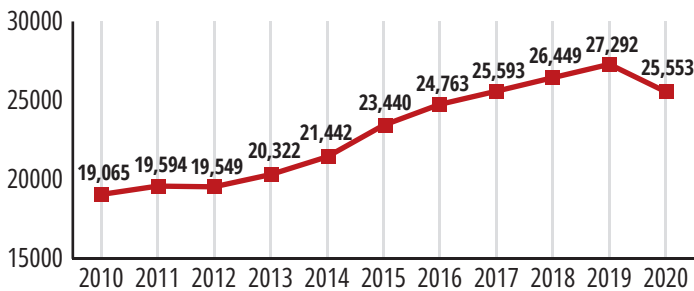
**Budget and Personnel**

|   |              |
|---|--------------|
| Annual fire department/ operating budget: | \$38,895,433 |
| Annual capital improvements:              | \$6,310,244  |
| Sworn personnel:                          | 214          |
| Civilian personnel:                       | 20           |
| Total Grants Received                     | \$133,156.94 |

**Incidents by Type**



**Total Incidents By Year**



# 0:05:51

RESPONSE TIME  
90TH PERCENTILE

# Training



In 2020, the Training Division guided the successful completion of training for 379 firefighters represented by members of multiple agencies both internal and through Intergovernmental Agreement (IGA), additionally 21 firefighter recruits completed the regional fire academy.

**400**  
FIREFIGHTERS TRAINED

Over the course of the year, there were a total of 33,855 training hours delivered. The Division provided 18,303 internal/quarterly hours, 5,472 IGA on-site hours, and an additional 10,080 training hours to the 21 firefighter recruits.



The Chandler Fire Department continued to be an all-hazard response agency trained to mitigate emergencies involving fire, hazardous materials, technical rescue, and vehicle extrication. Crews were instructed in the latest search techniques, including Vent/Enter/Isolate/Search, refining ladder raises, fireground survivability techniques, forcible entry, ventilation, and required OSHA and Battalion Chief training.

## Regional Training Approach

In 2020, the Training Division delivered quarterly training to Department members and partnering agencies Arizona Fire and Medical Authority, Maricopa, and Gila River Fire Departments. The Public Safety Training Center held a 14-week Chandler Fire Regional Academy, one of only four in the valley. The academy trained recruits from Chandler, Scottsdale, Arizona Fire and Medical, and Tolleson Fire Departments. Chandler Fire Training is also home to one-of-a-kind ventilation props and works with neighboring departments to train in the latest techniques on roof ventilation. Chandler Fire had three members in the Phoenix Regional Technical Rescue class, and Chandler Fire Training hosted several days of training for the regional school in a collaborative training effort.



## Public Safety Training Center

**33,855**  
TOTAL TRAINING HOURS

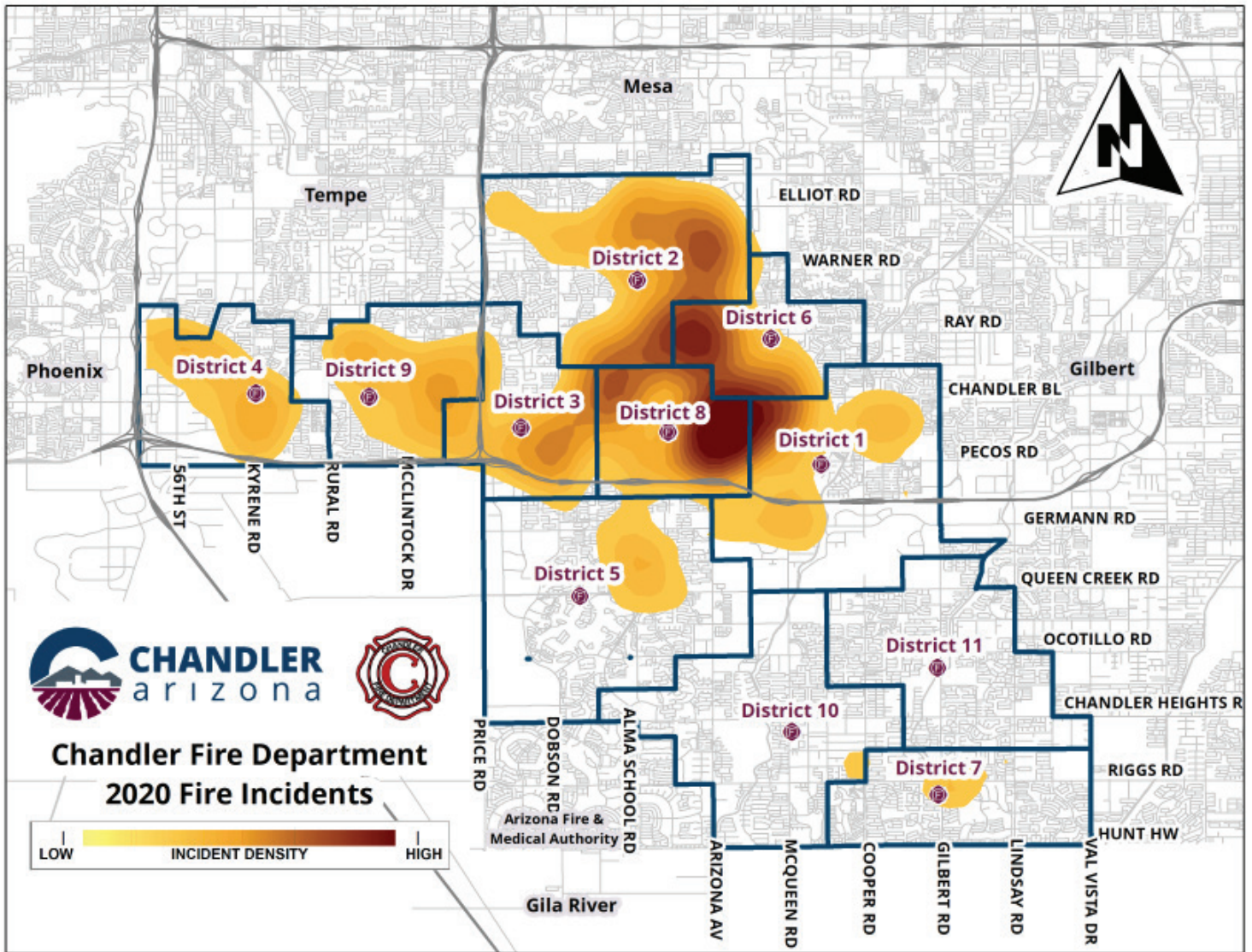
The Training Division used the new Public Safety Training Center extensively throughout 2020. The state-of-the-art PSTC provided a setting to enhance skills and competencies, with an outpouring of appreciation for the facility expressed by all who attended. This year marked the first summer in which the Department was able to train crews in a climate-controlled bay keeping the participants out of the heat and in better condition to return to duty after training. The PSTC offered a centralized location to accommodate all daily training needs for recruits, utilizing the classroom for didactic training, six climate-controlled bays for physical education and assessment, a locker room, and the kitchen area for lunch breaks.







# Fire

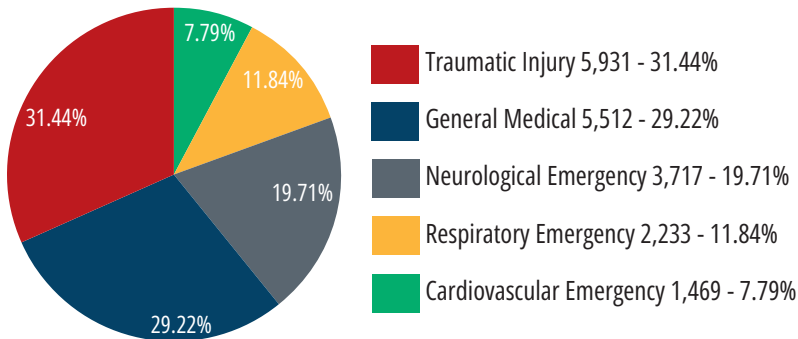




# Medical

The Chandler Fire Department (CFD) strives for excellence in Emergency Medical Services by participating in ongoing health and safety initiatives. In 2020, CFD was awarded the Silver Plus recognition through the American Heart Association Mission Lifeline program. Additionally, CFD was recognized by the Arizona Department of Health Services (AZDHS) as a "HEART safe" city through the Save Hearts in Arizona Registry & Education (SHARE) program. CFD continues to maintain a Treat and Refer certification as well as a Premier EMS Agency Program (PEAP) certification with AZDHS.

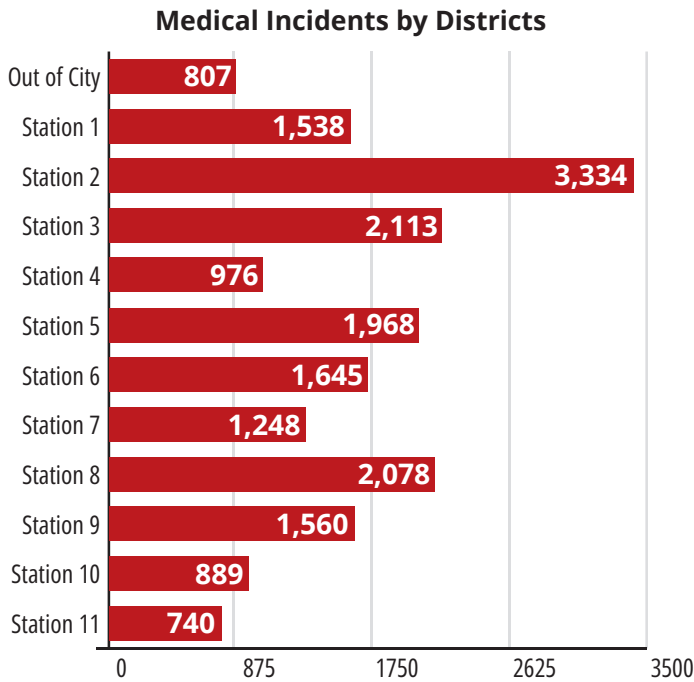
**EMS Response Type**



The Department responded to 18,862 emergency medical calls during 2020, making up 75% of the total call volume. Overall, emergency medical responses decreased by approximately 2,000 calls from last year, primarily due to quarantine restrictions associated with the COVID-19 Pandemic. COVID-19 changed medical responses in many ways, requiring CFD to collaborate with regional partners to deftly adapt to challenges COVID-19 presented to best serve the community.

**4,403**  
EMS TRAINING HOURS

# Medical



The Department quickly became the leading authority for COVID-19 safety protocols and Citywide response. These protocols continue to be in place to prevent the spread of COVID-19 and continue to assure personnel safety. Examples of these protocols include alerts from the dispatch alarm room that indicate the correct personal protective equipment to use while crews were responding, masks worn in the truck and while at the stations, and other specialized routines that further ensured the safety of the personnel and community.

As the City and community looked to the Department as leading experts on COVID-19, the EMS Training Division accepted additional responsibilities to educate, collaborate, and coordinate Citywide efforts to provide information and compile critical supplies. Despite these added obligations, the Division still provided vital EMS training to the crews. As in-person training was unavailable due to increased potential for disease spread, the method of delivering training was altered tremendously. While many agencies across the nation completely shut down their training programs, CFD used innovative training methods, including live and recorded online course development.







# Significant Events

## Cancer Committee

In 2020, the Chandler Fire Department established a Cancer Committee to lower occupational cancer risk for firefighters. This committee's primary goals included education of cancer occurrence and prevention, development of early detection mechanisms, and guidance for any firefighter should they receive a cancer diagnosis. The committee has created comprehensive procedures for firefighters after each firefighting encounter, including a decontamination process.

Members of the committee researched specialized turnout gear washing machines in 2020 and began early efforts to secure funding for this equipment. Lastly, the committee prepared critical documentation for any firefighter to use as a guiding reference should a cancer diagnosis be received. This documentation included an in-depth analysis of the City of Chandler benefits, external benefits available through the City, and a thorough explanation of the processes involved during a difficult time. Firefighters who develop cancer are provided information on what to expect, who to call, and offered mental support for the employee and family.

## Fire Academy



The Chandler Fire Department hosted a Regional Academy, which began in October of 2020. There were 21 recruits from four separate departments in attendance. The training staff consisted of a collaborative group of Recruit Training Officers from the four departments represented by the recruits, Chandler, Scottsdale, Arizona Fire and Medical Authority, and Tolleson. The training officers successfully guided the 21 recruits through the 14-week academy while

simultaneously navigating the difficulties that the COVID-19 Pandemic presented. The recruits were trained to the highest level in multiple disciplines throughout the academy to ensure they met the regional training standards upon graduation.

## Bond

In 2020, the Chandler Fire Department participated in the preparation phase for a 2021 Bond Election. The Department worked with City staff to identify projected capital needs over the next decade. Some of the marquee projects prepared for the Bond included a rebuild of Fire Station 2 on Alma School and Warner Roads and new Self-Contained Breathing Apparatus for all Chandler Firefighters. Funding these future projects will ensure exceptional service delivery to Chandler residents and the continued safety of Chandler Firefighters.

## Ladders

The Chandler Fire Department proudly placed three new aerial ladder trucks into service in 2020. Aerial ladder trucks maintain specialty equipment needed for vehicle extrications and roof ventilation operations. Previously, the Department had two ladder trucks, one for the east and west sides of the City. The project replaced aging equipment with new vehicles while adding a third ladder to the deployment model to service south Chandler.





# Prevention



The Fire Prevention Division’s mission is to protect life and property by preventing emergencies before they happen. This mission is accomplished by embracing the principles of education, engineering, enforcement of fire, building and life safety codes, economic incentives, and investigation of fire causes.

Plan review and inspections of new businesses and existing occupancies are an integral component of ensuring the community’s economic vibrancy while reducing the community risk for residents. Recurring inspections maintain a connection between constituents and the Department and mitigate potential threats to customers, occupants, and first responders alike.



The City of Chandler Fire Investigation Team determines the origin and cause of significant fires of questionable origin. The Team comprises members of the Chandler Fire Prevention Division and members of the City of Chandler Police Department (Arson Investigators), who primarily examine and process the fire scene, conduct interviews, interrogations, and follow-up investigative work.

Fire Prevention is responsible for implementing, administering, and enforcing the City’s fire code. The code provides fire and life safety standards for buildings, activities, and hazardous processes, helping to protect people and property from the hazards of fire, explosion, or dangerous conditions where they live, play, and do business. Fire code compliance also helps ensure firefighter and emergency responder safety during emergency operations.

The Division is made up of a Fire Marshal, two full-time fire inspectors/investigators, and two part-time fire inspectors. It is service-oriented and provides technical information to small and large business owners, event promoters, developers, architects, and contractors. The Division also provides information to the public, and customers can request assistance from the Division for help resolving fire code violations they have spotted in their neighborhood

|  | 2019         | 2020         |
|--|--------------|--------------|
| INSPECTIONS PERFORMED                          | <b>5,329</b> | <b>5,542</b> |
| PLAN REVIEWS                                   | <b>262</b>   | <b>223</b>   |
| FIRE INVESTIGATIONS                            | <b>18</b>    | <b>15</b>    |
| HAZ-MAT REPORTING, COMPLIANCE, AND INSPECTIONS | <b>90</b>    | <b>97</b>    |
| SPECIAL EVENT PLANNING AND INSPECTIONS         | <b>122</b>   | <b>146</b>   |
| MOBILE FOOD UNIT INSPECTIONS                   | <b>113</b>   | <b>6</b>     |
| SCHOOL INSPECTIONS                             | <b>70</b>    | <b>44</b>    |
| NEW DEVELOPMENT PLAN REVIEWS                   | <b>121</b>   | <b>87</b>    |

# COVID-19 Response



## Operations

At the onset of COVID-19, the Chandler Fire Department formulated a team to manage the many responsibilities needed to adequately respond to the COVID-19 Pandemic. The Operations Division assisted the Logistics Division, EMS Division, and the entire staff of essential workers.

In assisting the Logistics sector, we focused on EMS supplies, disinfectants, and other materials that would be utilized to keep Chandler's personnel safe. Alongside the EMS Division, Operations worked closely with Human Resources to establish a testing process and administrative flowchart for symptomatic and asymptomatic personnel exposed to COVID-19. This responsibility also encompassed contact tracing, record keeping, and test scheduling. The Operations Division effectively managed staff during the Pandemic, which required constant communication with personnel affected by COVID-19, whether related to on-duty incidents or to family issues at home. The

Operations Division also created COVID-19 exposure reduction guidelines to direct working personnel with practices to be utilized on emergency calls.

As the year progressed, Chandler Fire learned how dedicated and resilient the personnel and the Chandler community were. After logistics and safety measures were created, the focus shifted to developing a vaccination plan. Utilizing partnerships and relationships developed over many years, the Department was able to join forces with Dignity Health and surrounding fire departments, to support the South East Vaccination POD set up at Chandler-Gilbert Community College. Dignity Health requested the Department use its field experience to monitor recipients of the vaccine and ensure their safety before departing from the vaccination clinic.

## Training

Chandler Fire COVID-19 personnel training focused on early recognition of the signs and symptoms of the disease. The Training Division's primary goal was to emphasize the importance of effective personal protective equipment (PPE) usage, proper crew deployments into the scene, and ultimately creating a safer working environment for both personnel and patients. Additional protocol training was implemented for a smaller group of paramedics to facilitate the Chandler Police Department's vaccination with the Moderna COVID-19 vaccine.





# The 2019 COVID Pandemic

## Crisis Response



In 2020, the Chandler Fire Department continued to commit to a well-rounded public safety approach that includes a mobile crisis team. The CR288 Crisis Intervention Specialists (CIS) continued to serve the Chandler community throughout the challenges of the COVID-19 Pandemic in 2020. Although the Volunteer and Intern Programs were temporarily suspended, the CR288 unit remained operational and was dispatched to 1,573 incidents. The staff assisted clients in navigating the unknowns of a global pandemic on the streets and in their homes, while providing all the normal services that Chandler residents and visitors rely on during times of crisis.

Compassionate care is a trademark of the CR288 Crisis Intervention Team, and although Personal Protective Equipment (PPE) use was imperative to keep clients and staff members safe from disease transmission, the staff found creative ways to connect and build rapport while wearing masks. The Unit provided grief counseling, guidance to victims of crime, homelessness support, drug and alcohol abuse assistance, and other mental health needs including transportation to services as needed. CR288 also distributed 3,305 resources and supplies to anyone in need following residential fires, vehicle collisions, or other crisis events.

# Events



In 2020, the Chandler Fire Department (CFD) participated in several community events. Prior to the COVID-19 Pandemic, Chandler Fire, along with Chandler Police, hosted the annual Public Safety Day. On June 20, CFD hosted an Engine Parade as part of the City's water safety campaign, throwing out beach balls to socially -distanced residents who lined the streets while a water safety message was shared over the fire engine PA system. In October, CFD participated in the City's Spooktacular Drive-Thru, the Department decorated a ladder truck with various lights and illuminated Halloween decorations to display during the drive-thru parade. In December, the Department held

its annual Toy Drive and Santa's Enchanted Fire Village was created by the Department for the event. The Village highlighted multiple decorated fire apparatuses, fire-themed Christmas trees, and the Old Dodge was designated as Santa's Fire Engine Sleigh. The event was a tremendous success, and the Department was able to collect 4,700 toys to be distributed to underprivileged children who attend the Chandler Unified School District.



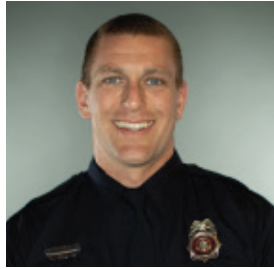


# Promotions, Retirements, and New Personnel

## Promotions



**Captain**  
Avery Armstrong



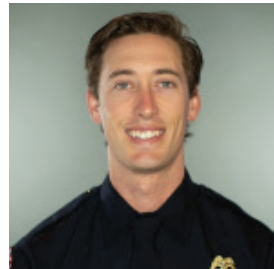
**Captain**  
Chris Broadley



**Captain**  
Michael Cravener



**Engineer**  
Thomas Curran



**Engineer**  
Trent Tope

## Retirements



**Battalion Chief**  
Brad Miller



**Fire Marshal**  
Cina Kauble



**Captain**  
Dave Anderson



**Captain**  
Scott Hollingsworth

## New Personnel



**Fire Marshal**  
Aaron Huckstep



Back row

Councilmember Matt Orlando, Vice Mayor Mark Stewart,  
Councilmember OD Harris, Councilmember Terry Roe

Front row

Councilmember René Lopez, Mayor Kevin Hartke,  
Councilmember Christine Ellis



**Chandler Fire Department Administration**

151 E. Boston St.  
Chandler, AZ 85225  
480-782-2120 | Fax 480-782-2125

[chandleraz.gov/fire](http://chandleraz.gov/fire)

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