



Drexel Heights 2020 Annual Report

Drexel Heights Fire District

Drexel Heights Fire District

<https://www.drexelfire.org>
(520) 571-8700

5950 S. Cardinal Avenue
Tucson, AZ 85746



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THE DISTRICT



What is the Drexel Heights Fire District?

The Drexel Heights Fire District originally began providing fire and emergency services to the south and southwest areas outside the city of Tucson, Arizona back in May of 1954. The articles of incorporation papers were filed by members of the Drexel Heights Community Association.

The Drexel Heights Fire District still serves an unincorporated area southwest of Tucson in Pima County. The topography of the area consists of flat lands, rolling deserts, and beautiful mountain areas. It is primarily a bedroom community with scattered pockets of commercial and light industrial spaces. We cover approximately 60 square miles with a population of about 50,000 people.



A 1976 Ford Boardman

2020 GOVERNING FIRE BOARD



**Gary Lee
Bynum**
Board Chair



**James L.
Bertrand**
Board Clerk



**Laura
Dailey**
Director



**Charles
Mendonca**
Director



**Douglas
Fink**
Director

What Does the Fire Board Do?

A five-member Board (whose members are elected to their offices in an at-large election) governs the Fire District. The Board Members serve staggered terms of four years. The Drexel Heights Fire District Board conducts public meetings on the third Friday of each month at 9:00 AM, in the DHFD classroom at 5950 S. Cardinal. The public is encouraged to attend. All meetings are handicap accessible and with 10 days written notice, arrangements can be made for the hearing impaired..

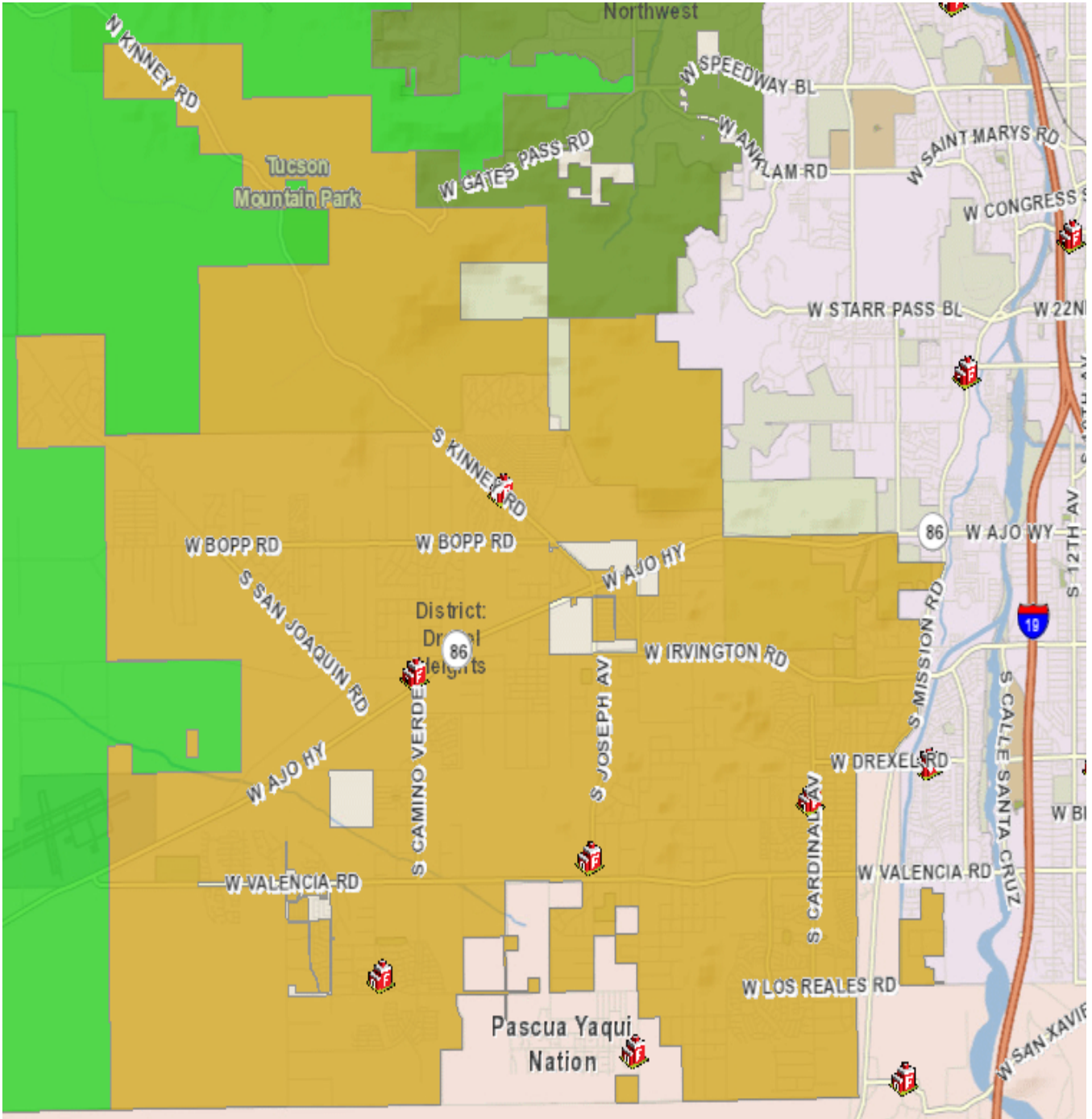
A Message from the Governing Board Chair:

"On behalf of the Drexel Heights Fire District Board, I would like to thank the men and women of the Fire District for their continued support and extraordinary efforts to carry out the mission of the Fire District during this very difficult time. This past year has not been easy on any of us. I want to express heartfelt thanks to not only the employees, but also the residents of the Fire District for their ongoing support and faith in the men and women who have continued to show up to protect us every day during this unprecedented pandemic."

-Gary Bynum Board Chair

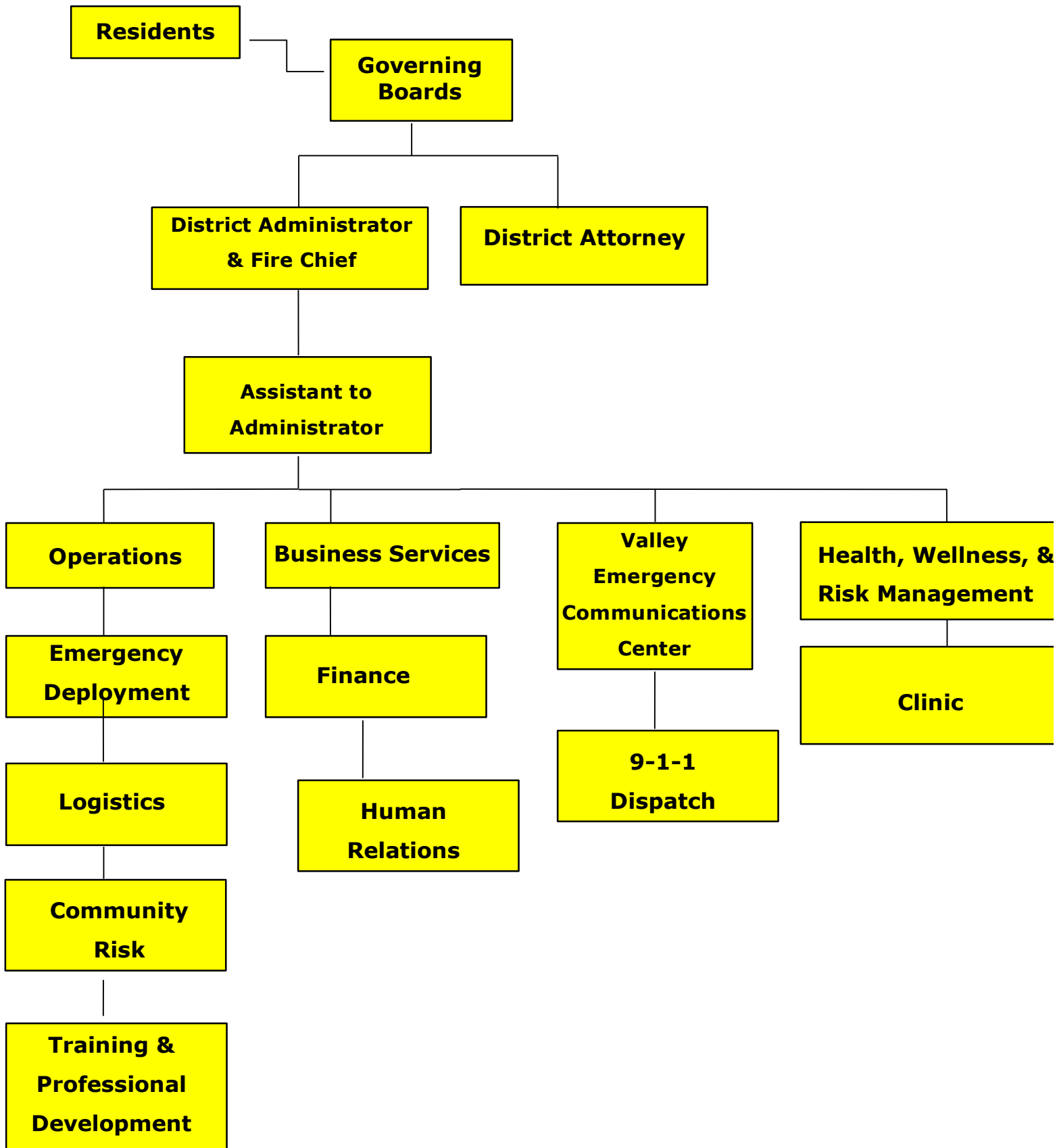
SERVICE AREA

60 Square Miles



A Map of Drexel Heights Fire District's Current Service Area

The Organization of Our Operation



A Year In Review

From The Chief



Drexel Heights Fire District employees are dedicated to providing exceptional services to the Drexel Heights community and its residents and visitors. The Drexel Heights Fire District employees have long been recognized as leaders in fire and emergency services across the Tucson region. I am honored to be a part of and work alongside all of them.

I am honored to be a part of and work alongside all of them. 2020 has challenged the District's employees right along with the public we serve. The Pandemic, social unrest, political debate. All of these and the fallout of each have created an opportunity for everyone to demonstrate our dedication and creativity in meeting an ever-changing circumstance. We have no idea what challenges 2021 will present, but the employees of the Fire District are ready to take them head-on..

Our public services include emergency medical care and transport, fire suppression, code enforcement and safety education, 9-1-1 dispatch services (as part of a regional co-op) and hazardous materials and technical rescue response. Internally, we provide fleet maintenance, facility services, and education and training programs for our employees as well as our residents.

During 2020, the District employees once again did some amazing things, while dealing with a Pandemic and other issues:

- ❖ The District ended the 2020 fiscal year in June with a balanced budget and adopted a balanced budget for fiscal 2021.
- ❖ The financial audit for 2020, recently completed by the accounting firm of Beach Fleishmann, found the District to be following the requisite accounting principles with the proper controls in place to ensure that money was managed in proper fashion.
- ❖ We moved our Administration to a new facility at 5950 S. Cardinal. The new center will contain multiple classrooms and the general offices of the District.
- ❖ Demolition and construction got underway at Station 401 located at 5030 S. Camino Verde. The old station will be replaced with a new structure compliant with current codes.

Our Purpose

MISSION STATEMENT

To minimize the threat to life and property due to fire, medical or other emergencies through education, prevention, preparedness, prompt response, and effective customer service.

VISION STATEMENT

To consistently provide our community with quality services, in a professional manner, and provide leadership that ensures regional progress and success.

VALUES

The Drexel Heights Fire District will deliver on its promise to the community through the following core organizational values and beliefs. Our values include integrity, commitment, professionalism and dedication.

Integrity—To achieve our mission, through a holistic approach, that focuses on developing and maintaining our strength and maximizing our ability to do the right thing for the internal and external communities we serve.

Commitment—To continuously address the needs of our customers, never turn away from our obligations, or waiver from our desire to deliver efficient and effective service.

Professionalism—To always strive to develop and exhibit the character, skills, positive attitude and helpful approach specifically designed to meet the needs and expectations of our internal and external customers.

Dedication—To exhibit devotion to duty, loyalty to this organization and those who share its mission, and strict adherence to the pursuit of excellence.

2020 Retirements



David Cole 31 Years of Service

2020 Promotions



Elisha Martinez from Firefighter to Firefighter/Paramedic

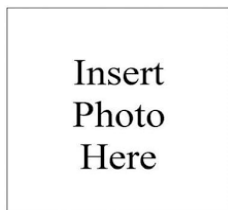


Joe Wilson from Part-time to Full-time Dispatcher

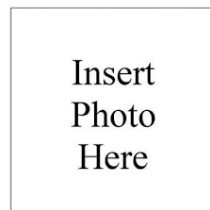
2020 New Hires



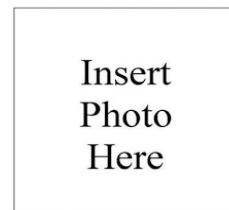
Lisa Creager,
Human Resources



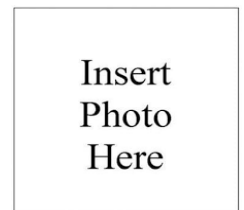
Scott Olson,
Firefighter



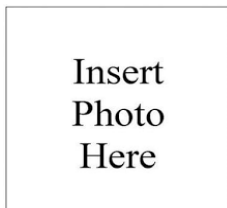
Nathan Cosmos
Firefighter



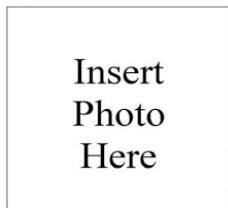
Dylan Vaughn,
Firefighter



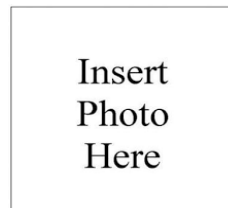
Brianna Bravin
Full-time Dispatcher



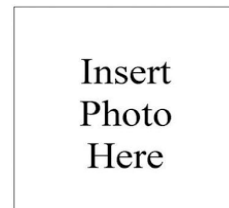
Lois Kirk
Full-time Dispatcher



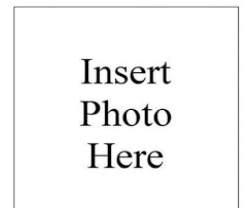
Krystal Riggs
Full-time Dispatcher



Samantha Werts,
Part-time Dispatcher



Brian Dobrolecki,
Part-time Dispatcher



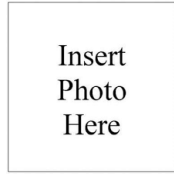
Rebecca Omonde,
Part-time Dispatcher

2020 Anniversaries

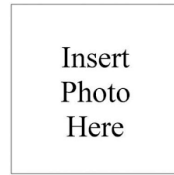
5 Years:



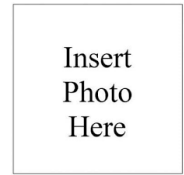
Leah Gomez
VECC Supervisor



Matthew Findley
Firefighter/
Paramedic

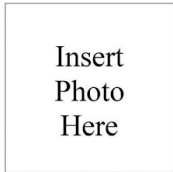


Elisha Martinez
Firefighter/
Paramedic



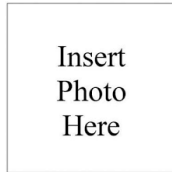
Luis Montano
Firefighter

10 Years:

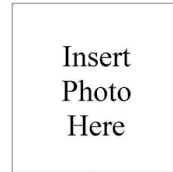


Paterno Cruz
Firefighter/Paramedic

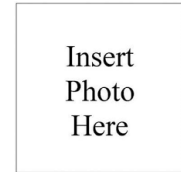
15 Years:



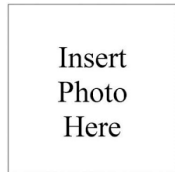
Elias Martinez
Captain/Paramedic



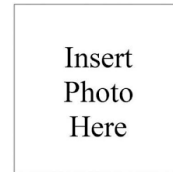
Edward Riesgo
Captain/Paramedic



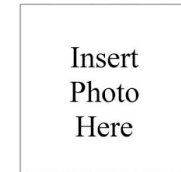
Sam Criner
Captain



Steven Siqueiros
Captain

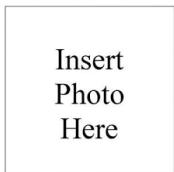


Jeremy Curtis
Logistics Specialist



Ben Salyer
Firefighter

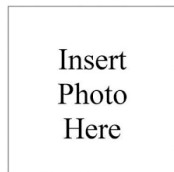
20 Years:



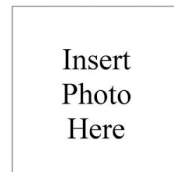
Millie Hum
Assist VECC
Manager



Brian Kelly
Captain/
Paramedic



Frank Mendez
Captain/
Paramedic



Jon Graves
Captain

25 Years:



Michael Dellerman
Captain/Paramedic

Awards

Unit Citation Award:

On June 5, 2020, E423, Squad 443, and PM433 were assigned to a working residential house fire. While working to extinguish the fire, crews noticed a male patient trapped in a bedroom struggling to breath in heavy smoke conditions. Reacting quickly, the crews were able to rescue this victim and continue to extinguish the fire.

The quick actions of these crews certainly saved the life of this trapped victim and reflect positively upon themselves and the Drexel Heights Fire District and are in holding with the highest traditions of the fire service.

E423

Captain Eddie Riesgo
Firefighter Luis Montano
Firefighter Anthony
Duarte Firefighter
Amanda Ratcliff

Squad 443

Firefighter/CEP John Ford
Firefighter Sam McKenzie

PM433

Firefighter/CEP Ian West
Firefighter Noah Coppen

Medal of Valor Nomination:

Firefighter/CEP John Ford has been nominated for the Medal of Valor after pulling the trapped victim(of the June 5th, 2020 fire) from the burning building. At the time of the rescue, there was still heavy smoke throughout the structure and the fire was not fully contained. The interior of the residence was being remodeled and would have drastically slowed an interior rescue. John Ford evaluated the situation and saved the victim despite the risk to himself. This is what firefighters train for and John is a hero for saving the victim and bravely handling a very dangerous situation.

Written Commendation Nomination:

Firefighter/CEP Ian West has been nominated for a Written Commendation after his continued fire suppression efforts during the June 5th, 2020 fire. These suppression efforts kept the fire from spreading to the victim and his fellow firefighters. Ian West's efforts greatly supported the rescue of the victim and helped his fellow firefighters to remain safe and unharmed during a dangerous situation.

Fire Stations



STATION 401
5030 S. Camino Verde
Built 1989
Engine 421
Ambulance 431



STATION 402
6340 S. Mark Road
Built 1987
Ambulance 432



STATION 403
5960 S. Cardinal Ave
Built 1974
Replaced 2009
Battalion 415
Engine 423
Ambulance 433
Squad 443



STATION 404
3255 S. Kinney
Formerly Tucson Estates
FD
Replaced 2004
Engine 424
Ambulance 434



STATION 405
7200 S. Wade Road
Built 2010
Engine 425

ADMINISTRATION
5950 S. Cardinal Avenue
(520) 571-8700
www.DrexelFire.org



**VALLEY EMERGENCY
COMMUNICATION
CENTER**
www.VECCAZ.org

INCIDENT RESPONSE



We Are Always Ready

Ready to Respond

Drexel Heights Fire District responds to emergencies twenty four hours a day, seven days a week. Our Firefighters are also trained as emergency medical professionals and are equipped to respond to any emergency situation. That's why you may see both fire engines and ambulances responding to incidents.

Ready for Any Emergency

We are honored to serve our residents in many other capacities besides firefighting and medical emergencies. We respond to hazardous materials incidents, desert pest relocation, high angle rescues, swift water rescues and much more.



A Drexel Heights Firefighter extinguishes a trailer fire.

2020 Incident Response Summary

Call Statistics:

Total: 7,867 calls

Fire: 233 calls

EMS: 5,670 calls

Hazardous Condition: 83 calls

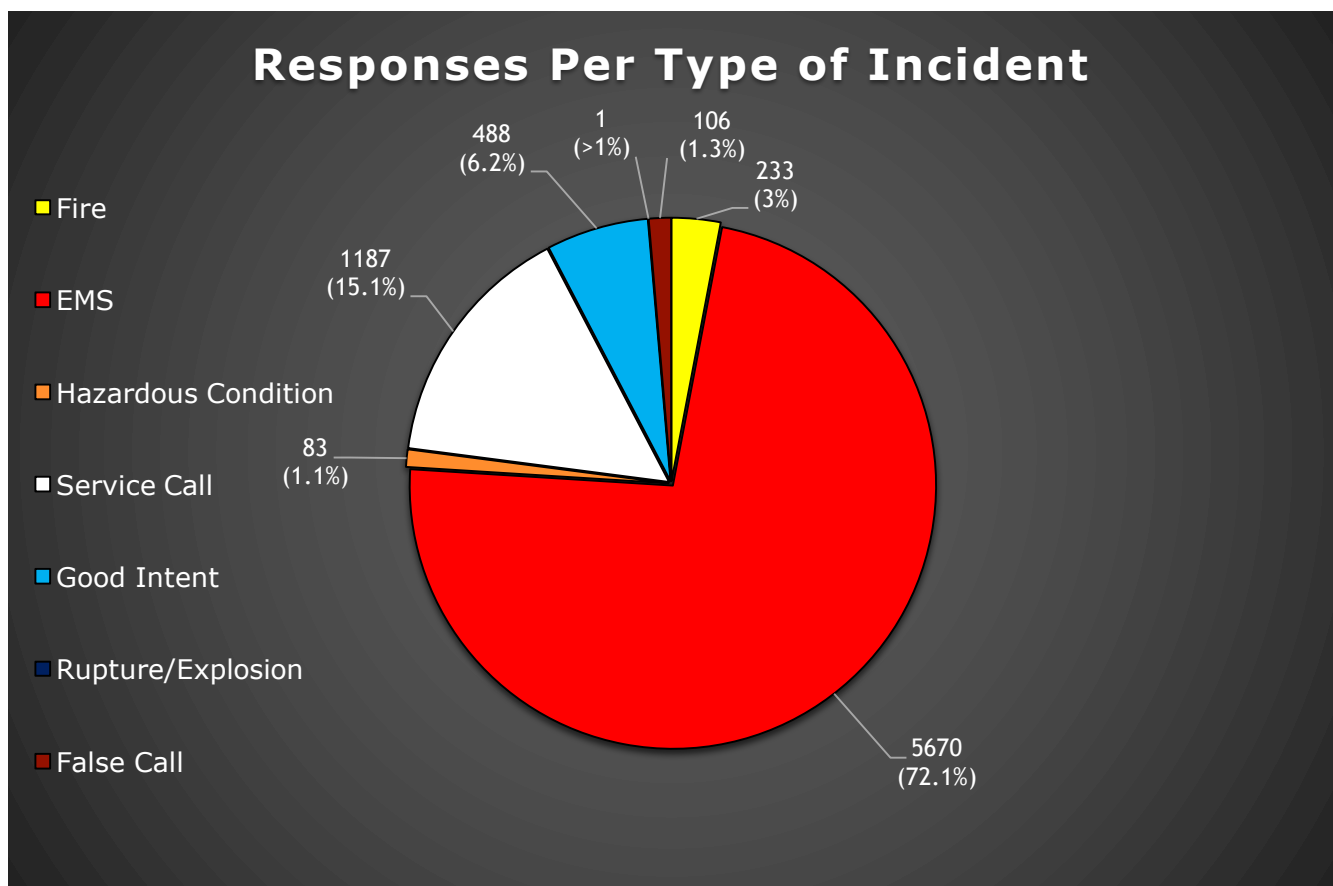
Service Call: 1,187 calls

Good Intent: 488 calls

Rupture/Explosion: 1 call

False call: 106 calls

Our Overall Average
Response Time is:
**7 minutes and 8
seconds!**



LOGISTICS



Facilities

Fire Station 403 and 405 are now over 10 years old and the desert environment has taken a toll on the outside appearances. So, in 2019, both fire stations received new paint jobs! Both stations look brand new again and we changed the color scheme at St. 403 to match St. 405. Also, we used a high quality paint that will continue to provide protection to our stations for years to come!



Fire Station 403



Fire Station 405

Risk Management

Roadway incidents are one of the most dangerous environments for all first responders. We have added measures of additional safety for all roadway workers that respond to emergency incidents.

A special thanks to the Governor's Office of Highway Safety, DHFD received grant assistance and placed into service fluorescent pink 4'x4' "Emergency Scene Ahead" rapid deploy roadway signs.

These signs will be placed on the right-hand shoulders of the road ahead of incidents and before any visual obstructions. These signs warn drivers to slow down and a change in driving pattern is up ahead. Also, all personnel have been issued their own personal traffic vests that are the highest level of visibility and safety.



A team from the Drexel Height Fire District quickly transfers a victim to receive medical care.

Special Teams

Hazardous Materials Team:

District personnel continue to be actively involved in the Pima County Regional Team training. The training is spread out over the year and is comprised of joint multi-jurisdictional classroom education and multi-jurisdictional drills and evolutions. The training cycle is designed to help the hazmat technicians maintain the required amount of continuing education in a given subject matter to maintain their certifications. The team also develops Standard Operational Guidelines that are used regionally that helps everyone operate the same on incidents where multiple agencies respond.

Technical Rescue Team (TRT):

The Technical Rescue Team continues training regionally like the Haz-Mat Team involving multiple jurisdictions. Like with the Haz-Mat Team, this type of training will ensure personnel from participating agencies are on the same page when a TRT event occurs and multiple agencies are involved. The training has evolved in size and complexity and recently received grant funding for instructors and equipment.

Emergency Medical Services (EMS):

Emergency Medical Service requests continue to be the number one reason 911 is called. The District personnel continue to provide and attend EMS Continuing Education classes, seminars and exercises to sharpen skills and keep abreast of the most current information as it relates to providing excellent care to the residents and visitors of the District.

The Training Division has collaborated with Carondelet Health Network to streamline the American Heart Association class/ certification process. These efforts have served to expand the instructor pool to serve the EMS Providers of the District and our partners in the region. The Training Division has also partnered with other agencies in the region to enhance all aspects of EMS training and increase the instructor cadre. The District deployed the 12 Zoll cardiac monitors it received from the AFG grant last year. The new monitors have enhanced the capabilities of the paramedics and have had a positive impact on patient outcome.

TRAINING

In the months of February and November District suppression personnel participated in live fire training at Davis Monthan Air Force Base. The training simulated a 2 story residential fire with victims. This was a multi agency training with personnel from Drexel Heights Fire, Davis Monthan Fire, and Green Valley working together to accomplish the training objectives. This was a great opportunity for multiple agencies to work together and become familiar with each agency's equipment and personnel.

Drexel Heights and Green Valley combined resources to run an entrance level academy with 15 recruits July through August. This academy was the largest academy the two agencies have run together. It was a very successful collaborative effort that was a cost savings to both Districts.

"Although 2020 was a difficult time for most, this did not slow down Drexel's training program. Drexel continued to strengthen its inter-agency bonds as it participated in multiple fireground drills with Pasqua Pueblo, Three Points, Tubac, and Green Valley Fire Departments. Drexel in 2020 was able to participate in two live fire drills, VEIS, fire ground survival and continue to provide regional EMS training. Drexel's new training center became a regional asset do to it's size and location and was able to meet the social distancing guidelines allowing us to provide essential EMS training to internal and external providers. Drexel had the pleasure of hosting it's first transitional academy in the new training center and graduated 11 recruits with the help of Green Valley Fire. We continue to be apart of our regional hazardous material and technical rescue teams and regularly participate in regional exercises."

-Joseph D. O'Brien

This Year Our Trainers Accomplished the Following:

- Graduated 11 recruits in transitional academy 20-01
- 11 BLS classes including 8 in the Month of December
- 2 ACLS classes
- 2 PALS classes
- 2 AMLS/PHTLS classes
- 4 Airway Labs
- 12 Base hospital CE
- 2 Live Fire Drills

2020 Pandemic Specific Logistics

The District formally instituted a Logistics Group in 2020 which has responsibility for the following:

Fleet- Repair and maintenance of all Fire Apparatus, Ambulances, Special Operations and staff vehicles.

Facilities- Maintenance and upkeep of District Fire Stations and Administrative Center.- Buildings, grounds, A/C and heating, lighting, etc.

Information Technology- Emergency Deployment

- In vehicle Mobile Data Terminals (MDT)
- Electronic Patient Care Report (e-PCR) tablets
- Two-way radio equipment

Supplies and Equipment-

- Personal Protective Equipment (PPE)- Protective clothing used by personnel during fires, medical incidents and general safety equipment.
- Equipment- Tools used during emergency incidents such as Jaws-of-Life, saws, hoses, ladders.
- Emergency Medical System (EMS) supplies- Items used by responders during medical related incidents.
- Stations supplies- Daily use supplies such as cleaners, soaps, paper goods, etc.

The Logistics group hit the ground running with the main priority being acquiring COVID-19 related PPE. As reported by the media, this equipment was in very short supply nationwide which required accessing supplies from non-traditional sources. Fortunately, we have been able to keep all crews in safe and appropriate PPE so that they are able to continue providing the excellent services our residents have grown accustomed to.

Another area we have focused on is the upkeep of an aging fleet of fire apparatus. By working with the Fleet Services Coordinator, the District has been able to more efficiently and timely complete necessary repairs and preventative maintenance tasks to assure the fleet is ready for response.

There are several more projects that being worked on to help the District reduce costs and gain efficiency. These include researching programs that allow the District to more effectively track fleet, facility, supply and inventory resources. By having a program that can compile and provide a comprehensive report will help us identify areas for improvement and where expenditures can be reduced.

Another task that is near completion is the implementation of a new Records Management System for fire and EMS reporting. The current system is near it's end of support life and has not met the needs of the District for some time. The new system is one that is used by a large portion of the Districts and cities in the state. It is friendlier to the providers in the field as well as provides the information the District will use to better serve our community. This program should be in use by March of 2021.

COMMUNITY RISK REDUCTION



What is Community Risk Reduction?

Community Risk Reduction or CRR, is a process to identify and prioritize local risks, followed by the integrated and strategic investment of resources to reduce their occurrence and impact. In other words, it is a process to help communities find out what their risks are and develop a plan to reduce the risks viewed as high priority. Emergency situations include fires, severe weather, home and work place accidents, and more. Efforts to reduce risks and help the community prepare for emergencies include permitting, inspections, public fire and life safety education, and community outreach.



A team of Drexel Heights Firefighters hold a CPR class.

FIRE PREVENTION

Fire Code

Drexel Heights Fire District adopted the 2018 International Fire Code (IFC) on June 22, 2018 with a set of amendments. This year DHFD's Governing Board adopted an amendment to clarify Section 110.4.

New Construction

The District had several new construction business projects which were completed in 2019. These included Subway, Dairy Queen, Dominoes, and the remodel of Circle K.

Residential new construction projects opened up this past year. They include two new subdivisions: Dakota Vista (32 new homes) and Rancho Cascabel (65 new homes). The Star Valley Community opened up an additional 7 new blocks of about 800 residential homes. Diablo Ranch Estates also opened up about 600 home sites.

Lock Box

When a medical emergency strikes, help is only a call away. However, for those individuals who live alone or who may have special mobility issues, what happens when they can't get to the door to let in the fire department personnel. Unfortunately, entry has to be made by breaking the door/ jamb assembly, which in turn is costly to the owner who is being helped. With a lock box like the Knox Rapid Entry System, barriers are no longer an obstacle for first responders during an emergency. The

Knox Box is keyed ONLY for the Drexel Heights Fire District's use. No other agency or law enforcement can gain access into the Knox Box without the proper key. Every key we have is accountable and secured. In almost all cases when the fire department is responding to a 911 call, Pima County Sheriff's Department Deputies are responding as well. Contact DHFD's Fire Marshal for more details about this program.

Burn Permits

The Pima County Department of Environmental Quality (PDEQ) has developed a permit process for all Open Burning in Pima County. In an effort to make the applications more readily available, the DHFD has obtained copies and is making them available to the public. The Fire District cannot issue permits but we are able to distribute the application forms to make it easier for our residents to obtain them.

If you are interested in conducting Open Burning, you must complete the application form and submit the form and the applicable fees described on the back of the form to the following location either in person or by mail to:

Pima County Department of Environmental Quality Air Program
33 N. Stone Avenue, Suite 700
Tucson, AZ 85701

Once the Pima County Department of Environmental Quality receives the application and applicable fees, that office will review the application prior to the issuing of permits. If you are unclear of the format or have any questions, you should contact their office directly at (520) 724-7400. More information is also available at their website; www.deq.pima.gov

PUBLIC EDUCATION PROGRAMS

Babysitter Training

Offered to 12-16 year olds during the summer. Includes CPR, first aid, child care, fire extinguishers, poison prevention and resume classes.

Bicycle Helmet Fittings

Free bike helmet with fitting for kids in the District.

Booster Seats

Free booster seat for ages 5-8 years who live in the District.

CPR/AED/First Aid Trainings

Offered to the public on a monthly basis for a small fee.

Drowning Prevention

Partnered with KVOA New 4 Lifesavers to bring attention to drowning prevention. Co-hosted water safety expo at Manzanita Pool. Participated in August's Drowning Impact Awareness Month purple ribbon campaign.

Home Safety Checks

Free home fire safety check for residents with installation of smoke alarm, fire extinguisher, and carbon monoxide detector.

Mini-Musters

Free field event for second graders at area schools.

School Safety Presentations

Fire and life safety presentations for area schools.

Senior Safety Academies

Free academy for older adults. Covers fire safety, falls prevention, medication safety. Includes some safety resources.

Vial of Life

Free vial and form to record medical information and have available for emergencies.

Drive Through Water Safety Event:

Held in partner with Pima County Natural Resources Parks and Recreation, Drowning Prevention Coalition of Arizona (DPCA), Safe Kids, TMC through the Vest IT Up program, nearly 500 youth sized life jackets and 200 goody bags with additional water safety info/resources were given away.



The Drexel Heights Firefighters show an elementary school how to put out a fire(before Coronavirus).

Public Education Program Statistics:

Item/Service Provided	Number of Receivers
Vial of Life	Given Out as Needed
Helmets	5
Booster Seats	9
CPR/AED/First Aid Training Completion	22 People
Mini-Musters	649 People
Home Safety Checks	47 Homes
Senior Safety Academy Completion	34 People



Education

Grant Support

For this year, the Drexel Heights Fire District's Family Safety Program was approved by the Pima County Board of Supervisors for federal Community Development Block Grant (CDBG) funds.

Public Education Volunteers

DHFD's Volunteer Program continues to sustain public education programs throughout the community. The volunteer team is made up of eight older adults and combined they donated 1,170.25 hours. Per the Arizona volunteer rate of \$24.83, they gifted the District \$29,057.31 in service time. Fire

Prevention Program

For the sixth year, joint multi agencies alongside DHFD produced a fire prevention month characterization program. The program was held at the AVA Amphitheater, where 1,400+ kids were bused to learn about fire and life safety. Pre/post testing results yielded a knowledge improvement of 78%.

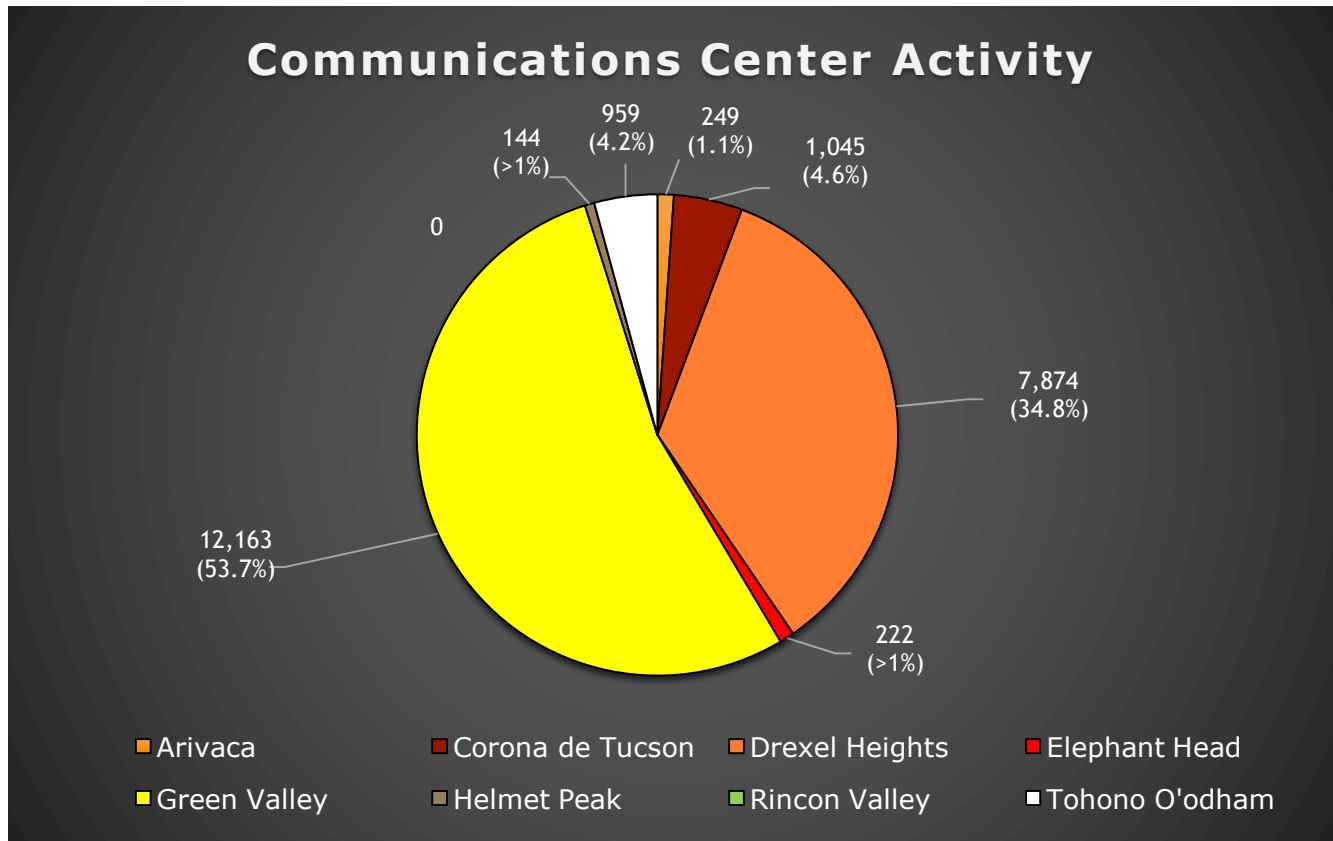


Drexel Heights Fire District conducts a seminar on fire safety.

COMMUNICATIONS



Communication Center Activity



Total Calls Dispatched: 22,656

Valley Emergency Communications Center— (VECC)

In 2020, the VECC processed 16,271 emergency (9-1-1) calls and 41,822 non-emergency calls. As a result, 22,656 incidents were dispatched. Responding to these events --in a COVID-19 environment-- proved challenging, but the VECC staff was able to meet the challenge to keep area responders, and other community members, safe. New protocols were created, and every caller was asked whether anyone at an incident scene was experiencing COVID-like symptoms. If the answers were affirmative, we told callers what to do to keep responders safe upon their arrival.

In addition to the operational challenges brought on by COVID-19, VECC staff experienced significant issues regarding the RapidDeploy Nimbus CAD. As was reported last year, the three-month pilot test was successful; but, the vendor never could get the “production” platform stabilized enough to meet the demands of an operational environment. Additionally, the Microsoft Azure Government Cloud also proved unstable, and the four 9s (99.99 percent uptime) reliability promised proved unsustainable. The VECC has rolled back to the legacy DispatchNow platform until a suitable replacement can be found.

Aside from the two aforementioned major projects, VECC personnel also worked on several other projects in 2020 as well. Those projects included the:

- ❖ Refresh of the veccaz.org website
- ❖ Implementation of Text-To-911 service
- ❖ Upgrade of the DispatchNow CAD to Windows 10
- ❖ Implementation of significantly enhanced Pima County GIS Support
- ❖ Planning for ImageTrend RMS integration with CAD
- ❖ Planning for USDD G2 Station Alerting CAD and PCWIN integration

It should also be noted that all VECC personnel worked incredibly hard to ensure the success of all the District’s objectives in 2020. We appreciate everyone’s patience as we worked to make the District’s operations as efficient and effective as possible. That is our commitment for 2021, and future years, as well. We have a great team, and we know that we’re an integral part of even larger teams.