



ALBUQUERQUE FIRE RESCUE | ANNUAL REPORT 2020



ALBUQUERQUE FIRE RESCUE

ANNUAL REPORT

2020

ONE
ALBUQUE
RQUE

TABLE OF CONTENTS

| | |
|---|----|
| ALBUQUERQUE FIRE RESCUE EXECUTIVE STAFF | 3 |
| A MESSAGE FROM THE FIRE CHIEF | 4 |
| 2020 ACCOMPLISHMENTS | 5 |
| 2020 RECOGNITION AWARDS | 13 |
| 2020 PROMOTIONS | 15 |
| 2020 RETIREMENTS | 16 |
| ISO & ACCREDITATION | 17 |
| EMERGENCY RESPONSE: STATION DISTRICTS MAP | 18 |
| EMERGENCY RESPONSE: RESPONSE TIMES | 19 |
| EMERGENCY RESPONSE: CALL VOLUME | 20 |
| EMERGENCY RESPONSE: NON-MEDICAL CALLS | 21 |
| EMERGENCY RESPONSE: MEDICAL CALLS | 22 |
| DIVISION UPDATES | 23 |
| PERSONNEL DEMOGRAPHICS | 26 |
| FISCAL DATA | 27 |





PAUL DOW
FIRE CHIEF

The mission of Albuquerque Fire Rescue is to serve the community by providing all hazards planning, prevention, and response that promotes public safety and trust, while ensuring the safety and well-being of its firefighters.

Under the direction of the Fire Chief, Albuquerque Fire Rescue fulfills its mission through the coordinated effort of six divisions, each managed by a Deputy Chief who oversees subordinate programs. The six divisions are Human Resources, Planning and Logistics, Emergency Services, Training and Communication, Field Operations and Fire Marshal's Office.



ADAM EAKES
DEPUTY CHIEF OF
PLANNING/LOGISTICS



SEAN ELKS
DEPUTY CHIEF OF
FIELD OPERATIONS



SEAN FRAZIER
DEPUTY CHIEF OF
HUMAN RESOURCES



GENE GALLEGOS
FIRE MARSHAL/
DEPUTY CHIEF OF
FIRE MARSHAL'S
OFFICE



EMILY JARAMILLO
DEPUTY CHIEF
OF EMERGENCY
SERVICES



DAVID MOWERY
DEPUTY CHIEF
OF TRAINING AND
COMMUNICATION

The Albuquerque Fire Rescue Executive staff operates from an administrative building located within the Fire Training Academy on the Westside of the City with the exception of the Fire Marshal's Office which is located in downtown Albuquerque.

A MESSAGE FROM THE FIRE CHIEF

While 2020 certainly had its challenges, this Department's men and women made substantial progress in many areas. AFR responded professionally to the COVID outbreak and adapted our patient care as the medical community learned more about the virus. Firefighters remained on the front lines and continued to provide services while other areas of government shut down. We kept our firefighters and community safe through a worldwide pandemic by staying ahead of PPE demands, frequent communication regarding best practices, and screening 911 calls before the state's COVID outbreak. By the end of the year, each of our firefighters had an opportunity to receive a COVID vaccine. Although AFR responded to thousands of medical incidents, no Albuquerque firefighter became seriously ill from the virus. We were very fortunate.

This year, we completed the construction of two new facilities. The department opened a new Fleet Facility in the spring and a new Fire Station 9 in the fall of 2020. From just a few years ago, we have tripled the number of mechanics working on our fleet of apparatus. Ladder 9 went into service when the new Fire Station 9 opened, and we now have an aerial ladder apparatus east of Wyoming Blvd. We also replaced more than a dozen frontline apparatuses and purchased a new Airboat for river rescue operations.

One of our most significant achievements was our reduction in call volume. Albuquerque firefighters responded to 15,000 fewer calls in 2020 than they did in 2019. This decrease in calls is attributed to the department receiving our full EMS transport authority in the spring of 2020 and altering our response model with Albuquerque Ambulance and City Security. Working together, we improved the efficiency of our medical response throughout the City. These changes resulted in fewer delays for medical transports and improved response times for higher acuity calls.

While our overall call volume did decrease, the responses to fires in the city remained consistent with years past. Albuquerque firefighters responded to nearly 400 working fires, and a quarter of those were in vacant and abandoned structures. There were several large-scale structure fires during the year, along with several civilians rescued.

The combination of illegal fireworks and dry weather created dangerous conditions in our wildland and open space areas. However, our firefighters quickly contained each wildland fire in the Foothills or Bosque to minimize their impact on the community. Albuquerque firefighters also deployed to wildland fires throughout the southwest and worked over 10,000 hours on the front lines protecting homes and property in other states. We are glad to have them back home and safe.

While the pandemic is not over, we are starting to see some light at the end of the tunnel. 2021 still has some challenges ahead, but Albuquerque firefighters will continue to answer the call and keep our community safe. We are looking forward to implementing a new Computer Aid Dispatch system, radio system, and station alerting system to enhance our communications. We will also relocate several frontline apparatus to improve our response efficiency.

FIRE CHIEF PAUL W. DOW



2020 ACCOMPLISHMENTS

NEW FLEET FACILITY AND DIVISION PERSONNEL

In June of 2020, AFR's fleet division moved into their new facility located at 7601B Los Volcanes Rd NW. This new facility is 13,000 square feet compared to the 5,000 square feet of the previous building. This additional space allowed AFR to add four more mechanics and a Fleet Manager to its staff. New vehicle lifts and equipment were purchased to perform most of AFR's preventative maintenance and repairs in-house instead of paying outside vendors. We now have a robust preventative maintenance plan and the staffing to execute this plan.



FIRE STATION 9

The construction of Fire Station 9 was completed on October 16, 2020. The in-service date for this station was October 22, 2020. This 10,000 square foot facility was initially planned in 2009 with funding accumulation beginning with the 2011 General Obligation Bonds. New Station 9 was designed with cancer prevention in mind to include an interstitial space between the living quarters and apparatus bay. The bunker gear storage room is pressured to ensure vehicle exhaust cannot enter the area. The completion of this station enabled AFR to add Ladder 9 to its' list of emergency response apparatus.



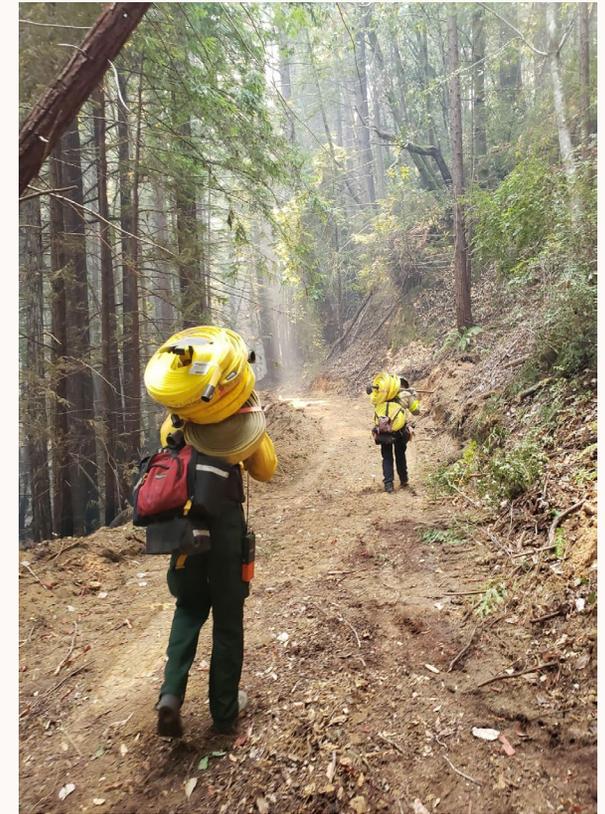
RELOCATION OF APPARATUS AND THE ADDITION OF LADDER 9

During the last Insurance Service Office (ISO) evaluation in early 2020, AFR had seven aerial Ladders in service. AFR received a score of 2.95 out of 4 max. In addition to AFR's ISO score, Ladders are necessary to provide fire suppression services to areas to meet NFPA 1710 criteria (8 minutes) or within a 2.5-mile radius of the fire station. According to ISO, AFR did not have enough Ladders strategically located in the City to meet its requirements. Relocating Ladder 15 from Fire Station 15 to Fire Station 20 was the first step in increasing AFR's Ladder coverage and decreasing response times in the far NE part of the city. The second step was adding an additional Ladder, Ladder 9, to increase Ladder coverage in the foothills and NE heights. These changes improved our ISO score.

2020 ACCOMPLISHMENTS

WILDLAND DEPLOYMENTS

In 2020 AFR's Wildland Division deployed resources to 18 wildland incidents where AFR was able to gain valuable experience and generate funds to be used to purchase apparatus and equipment for AFR. In addition to deploying standard Type 6 and Type 3 wildland resources, this year AFR also added a Rapid Extrication Module (REM) and COVID Response Unit. The REM is assigned to large wildland incidents where it is on standby to respond in the event of an emergency involving the wildland firefighters. They have capabilities similar to our Heavy Technical Rescue Division with tools specific to better operate in a wilderness environment. The REM was deployed on seven different assignments in New Mexico, Arizona, and Oregon. AFR also received a request for the REM to deploy to California but was unable to fulfill the request due to COVID travel restrictions. The COVID Response Unit was created to assist with COVID safe practices such as screening and decontamination on wildland incidents. For the short time the COVID Response Unit was available in 2020, the unit was ordered for seven separate incidents in NM for a total of 51 days deployed.



BALLISTIC PROTECTIVE EQUIPMENT REPLACEMENT AND AFR/APD INTERAGENCY RESCUE TASK FORCE TRAINING

In order to respond safely to Active Shooter incidents, AFR maintains a cache of Ballistic Protective Equipment (BPE) that is strategically located on front line apparatus throughout the city. The current stock of BPE was set to expire this year. AFR was able to secure grant funding, through the State Homeland Security Grant Program, to replace the expiring ballistic protective vests and helmets. The new vests not only maintain the previous level of protection, but they also include plates that increase the protection afforded to AFR personnel responding to the high risk incidents.

With the purpose of preparing for an active shooter event, Albuquerque Fire Rescue and the Albuquerque Police Department conducted joint training on the Rescue Task Force model (RTF) to improve our coordination and communication when responding to these incidents. The training focused on scenarios designed for field crews from both departments to work together during an active shooter event. This was the first time that both departments conducted interagency training on this scale and it was a great example of the teamwork that has been built by both departments.



2020 ACCOMPLISHMENTS

NEW AIRBOAT

Utilizing funds generated by wildland deployments, Albuquerque Fire Rescue purchased an 18-foot airboat to enhance the department's rescue capabilities in and around the Rio Grande River. With the recent uptick in recreational use of the Rio Grande, the airboat will allow AFR to adequately respond to an emergency that may occur in and around the Rio Grande River in a safe manner for the community as well as the first responders. Prior to deploying the airboat, driver/operator training will need to be conducted. With the Albuquerque Police Department's Open Space Division and Bernalillo County Fire Department's help, AFR began operator training for those members who will be responsible for deploying the boat when emergencies occur. Once we have our trained and certified members, AFR will place the airboat in service and available for response.



PRC FULL TRANSPORT AUTHORITY

After over a year of preparation and work with City Legal, Albuquerque Fire Rescue was awarded full EMS transport authority by the New Mexico Public Regulation Commission. Receiving this transport authority means that AFR is no longer tied to a contract with private ambulance dictating when AFR can transport EMS patients. Receiving this transport authority was a catalyst to making operational changes in EMS response, to include working more closely with Albuquerque Ambulance Services to distribute calls between the two agencies to improve efficiency in EMS response and transport. In May of 2020, Albuquerque Ambulance started to take sick calls (26A) and intoxication calls (23B) without an AFR response. AFR began to respond to low acuity falls (17 A/B), assaults (4B), and low acuity motor vehicle accidents (29B) without an AAS response until requested. These changes helped with the reduction in AFR call volume for 2020, while increasing system efficiency benefiting the community.



IMPROVED PLANS CHECKING PROCESS

The Plans Checking Division was able to reduce plan review and final inspection turnaround times drastically. Plan review went from 7–10 days to 2 – 3 days and final inspection times from 7-14 days to 1-3 days. The division added four new inspectors and one captain to help reduce these times. With our senior lieutenants and inspectors' leadership, the new personnel received extensive hands-on training to become self-sufficient in all plan reviews and inspections within six months. One of our biggest compliments came from Land Clark, the city's head building official. He stated, "not only do your guys do a tremendous job with quick turnaround times on plan review and inspections; they are not making any mistakes."



2020 ACCOMPLISHMENTS

IMPROVED FIRE INSPECTION PROCESS

With the implementation of ImageTrend software, iPads, and station districts assignments, the inspection process is more efficient. ImageTrend replaced the antiquated HIPS system and the paper routing process allowing the process to become fully digital. We can now easily send and receive violation reports, permits, and life safety system reports. This eliminates multiple visits to the business for the sole purpose of delivering and retrieving paperwork. While the inspectors are in the field with their iPad, they can remotely access all inspections assigned in their district and easily follow up on any complaints. Utilizing the iPads has removed the redundancy of entering inspection information multiple times and nearly eliminated physical paperwork. Each inspector now operates within defined station districts rather than arbitrary boundaries. Incorporating these districts in ImageTrend makes the process of assigning and routing inspections much more efficient. This change results in shorter wait times once a business has requested an assessment which generally occurs the next business day. We also improved the ease of assigning and responding to complaints received in our office.



HEART SERVICE DOG

During 2020, Lt. Jacob Gray acquired several grants, allowing AFR to develop a program to add a service dog to the HEART team. Because of COVID, there were several delays in getting the program up and running and in December, our service dog Wrigley finally joined the team to complete the training. Moving forward, Wrigley will assist with HEART client visits as well as participate in critical incident stress debriefings for firefighters.



COVID OPERATIONAL PLANNING

The Emergency Services division began planning for COVID in January of 2020, several months before the first case was reported in New Mexico in March. Division leadership took on the role of planning for the EMS response to COVID, COVID management guidelines, acquiring PPE, streamlining the process for exposures, managing firefighter COVID testing and vaccines, as well as numerous guidelines related to keeping firefighters safe during very uncertain times.



2020 ACCOMPLISHMENTS

BRYCER COMPLIANCE

The implementation of BRYCER, The Compliance Engine, has improved inspection and maintenance of life safety systems. FMO Inspectors can quickly verify if a system has been inspected by a licensed contractor, as required by code, and access their reports in Brycer. This has greatly improved compliance and awareness of commercial life safety systems. Brycer compiles contact information associated with each location. We have expanded our use of this resource by making this information available to AFR field personnel. This can be an extremely helpful tool when responding to calls where no responsible party is on site. FMO created a step by step guide to access this contact information.



MEDIA STUDIO/DISTANCE LEARNING MONITORS

AFR has relied upon basic equipment and the efforts of a diverse group to produce and market training and recruitment material. AFR converted the room west of the Academy auditorium into a full-fledged Media Studio. Along with the Studio, Distance Learning Display Boards were installed to allow remote in the seat sessions with any station. This will allow AFR the opportunity to satisfy all EMS CE's without the need to bring units, out of service, to the Training Academy. These boards will also allow the Executive Staff and/or Battalion Chiefs to conduct remote meetings with any station and its personnel.



DEVELOPMENT OF CNM HYBRID PARAMEDIC PROGRAM

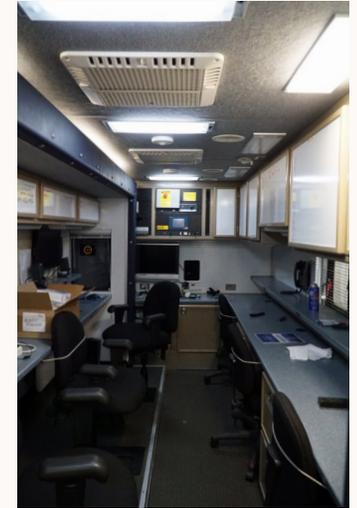
Academy staff worked with CNM to develop a hybrid paramedic program that would allow members to remain assigned to the field and learn remotely while attending labs outside of their normal work shift. This program also shifted the burden of staffing instructors from AFR to the Learning Institution, thus, freeing up Academy Staff to conduct other much needed department training.



2020 ACCOMPLISHMENTS

CV-1 UPGRADE

The communications gap for large scale incidents was reduced by the equipment upgrade in AFR's Command Vehicle 1 (CV1). The NM THIRA indicates that 2-Type II and 3-Type III Mobile Communication Centers are required during complex, coordinated terrorist attacks or catastrophic events. With the upgrades performed, CV1 has moved from a Type IV to a Type III resource allowing for improved communications and has created a sharable resource for our Federal, State, and local partners (SLTT). Large scale incidents require NIMS and ICS compliance to effectively mitigate the incident. This command center is now capable of supporting the incident, first responders and command staff. CV-1 is centrally located in our state and we sit on 2 major transportation corridors; I-25 and I-40 which provides immediate access to our SLTT (State, Local, Tribal and Territorial) partners. This project has created a resource that can be utilized by our SLTT partners and satisfies the NM THIRA and Albuquerque Capabilities Assessment.



CELL PHONES ON ALL FRONTLINE APPARATUS

Each of the sixty frontline apparatus were supplied with a department issued cell phone. While radios remain the main source of communication for our units, the ability to make a phone call, and access medical protocols on a scene is invaluable. The firefighters also use the phones to complete daily apparatus/equipment inspections, access pre-incident plans and other fire service related applications.



2020 ACCOMPLISHMENTS

CEREBRAL PULSE OX / ULTRASOUND IN THE FIELD

In 2020, the AFR EMS Division added new tools for our front line providers to use during their response to cardiac arrests. AFR collaborated with UNMH on a project to begin measuring cerebral oxygen saturation during Out of Hospital Cardiac Arrest using a Masimo device. The device was placed in the response vehicle of our EMS Captains. AFR operates a single EMS Captain for each of our 3 shifts. These field supervisors respond to over 90% of cardiac arrests in the city of Albuquerque or over 600 per year.

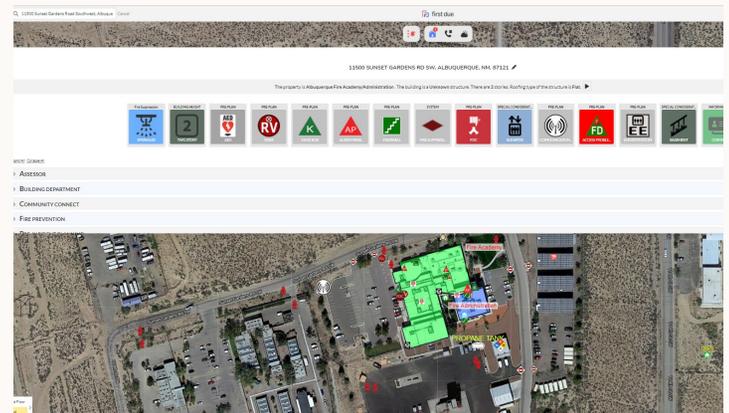
Although our system already has a robust high-performance cardiac arrest resuscitation program, including paramedic driven transthoracic cardiac ultrasound, prehospital ECMO and EMS physician response in about 30% of cases, we knew that we needed more data on brain perfusion. In 2021, we are looking to expand this program into a system wide scientific study with other EMS partners. This study will be groundbreaking and the first of its kind in the prehospital environment.

FIRST-DUE SOFTWARE

In 2020, we have expanded our Pre-Incident Plan (PIP) with the integration of First Due, a database to collect critical occupancy information in a mapping platform. This information is instantly available to all units citywide. Whether responding in district or to unfamiliar areas or businesses, crews will have invaluable PIP information instantly available on their apparatus hardware. They can access locations of FDC's, alarm panels, Knox boxes, know if a building is sprinklered or not and much more. All crews will have access to uploaded imminent dangers and hazards such as the storage of hazardous materials, the presence of a basement or unsafe and structurally comprised structures.

ADAPT

ADAPT has interacted with over 700 properties since July 2019. Through our investigations we became aware of numerous properties throughout the city that have significant amounts of crime but are not considered delapidated. In order to address these crime-only properties, ADAPT instituted an alternate set of requirements for entry into the program, and an alternate procedure to efficiently utilize ADAPT's resources when addressing crime-only properties. Staff had to be trained and procedures needed to be developed and implemented. The Image Trend report writing application had to be reconfigured to support a Crime Only Properties report. 7 APD Crime Prevention Specialists were trained in ARCGIS, Image Trend reports, and APD report verification. Once the training and process development was complete, implementation began with APD report verification. Currently 80 percent of problem properties initially identified have been reviewed. Property inspections have been set and several properties have been assessed.



2020 ACCOMPLISHMENTS

FIRE INVESTIGATIONS DIVISION EXPANSION

The fire investigations Division grew by one full time investigator when it officially added the K9 position. Investigator Gunderson and his better half Wheezy were assigned to the 40 hour work week in order to better utilize their expertise amongst all 3 shifts. Investigator Gunderson in his new position is able to have his finger on the pulse of everything going on in the office and is able to conduct follow up and interviews that was previously very difficult while on the 56 hour schedule. Long term Tac Plans on problem areas throughout the city will now have a devoted investigator to keep track of trends and keep an eye on active fire setters from known areas.



NEW OFFICES

New space was created at the AFR Logistics facility near 4th Street and I-40 when our Fleet Division moved into the new building near Unser and I-40. This gave us the opportunity to relocate our Pharmacy and EMS supply from Silver and 8th Street to the more centralized location within Logistics and created a more efficient process for crews to acquire both EMS and suppression supplies at one location.



When our Pharmacy was relocated, the space was refurbished with new flooring, paint, and the creation of office spaces to accommodate our growing Public Affairs Office. This office is occupied by our Community Risk Reduction/ Recruitment Captain, Public Information Officer (Lieutenant), and two support Drivers. The new office space also provides a suitable environment for media interviews with the AFR PIO.

HEALTH & WELLNESS

2020 was a historic year for AFR and our commitment to firefighter mental health. For the first time in our Department's history, AFR has secured funding for a full-time, licensed Behavioral Health Coordinator. This Coordinator will oversee the AFR Peer Support Program, Chaplaincy, and assorted programs to ensure our firefighters have all the necessary tools available to cope with the unique stressors our first responders face on a daily basis. Additionally, AFR now has a sworn Lieutenant as the AFR Health and Wellness Officer, who will provide direct, day-to-day supervision of the AFR Peer Support Team, which guarantees our members have access to trained, peer support counselors 24 hours a day. Through AFR's partnership with the Public Safety Psychology Group, we have increased the number of the Peer Support Cadre from 14 to 37 trained members, with an additional 9 being trained in January of 2021. AFR remains committed to protecting the most valuable resource we have: our firefighters.



2020 RECOGNITION AWARDS

LEADERSHIP AWARD | BATTALION CHIEF CHRIS ORTIZ

BC Chris Ortiz received the AFR Leadership Award for his ongoing commitment to build and progress the EMS division and services for our department. His outstanding work ethic and dedication to the community and his peers have been recognized throughout Chris' career with AFR. BC Ortiz successfully petitioned the PRC for full transport authority which was critical in making the changes with Albuquerque Ambulance that contributed to the 15,000 call reduction we saw in 2020. He also worked with Metro Security on the Wellness Check program which reduced AFR responses to down and outs by over 2000 calls in 2020. Chris played a critical role in the planning and implementation of the ECMO program, leading to AFR being the first department in North America with a field ECMO response. Chris was the primary contact person for any member exposed, symptomatic or COVID positive. He volunteered to do this knowing that he would end up working 24/7, taking time away from his family so that we could provide consistent and accurate messaging to our members any time day or night. AFR has received several emails from firefighters and their families expressing gratitude in the compassion and professionalism Chris provided in a time when they were worried about a COVID exposure or positive test.



FIREFIGHTER OF THE YEAR | CAPTAIN WILLIAM McMULLEN

The Albuquerque Area Firefighters Association, IAFF Local 244, has awarded Captain William McMullen with the 2020 Firefighter of the Year Award. This award is given to members who perform their duties and job functions to the highest ability at every opportunity, who go above and beyond the normal call of duty, and are an excellent asset to the department and the community alike. Captain McMullen was chosen for his work as the Captain of the training academy. During this trying year, Captain McMullen was able to overcome the hardships of the COVID-19 virus and the uncertainties it created for the Cadets and all other suppression training operations within the department. Also, Captain McMullen was able to work on strengthening the field training officer duties to better the learning process for all up-and-coming probationary firefighters and the crews they work with. Now, Captain McMullen, is one of the Captains on our newest Ladder Unit added to the department. As stated by Captain McMullen's crew, "his poise, determination, and devotion to this fire family is beyond measure. He is a visionary of this department, living and breathing what it means to be a civil servant. He truly never stops."



STATION OF THE YEAR | FIRE STATION 7B

Station 7-B Shift has been selected by AFR Administration for Station of the Year Award for 2020. This crew has been recognized for several accomplishments over the last year as well as exemplary service to their community. "The best crews that I have come across over my short career, work hard together, know each other, have a genuine care for the community, a great attitude and somehow find the energy to perform at a high level under the most difficult circumstances. This is a special crew, one that I am proud of and one that I am proud to be a part of." said Battalion 4 Chief Joseph Lopez. Pictured from left to right: **Battalion Chief Joe Lopez, Driver Nathan Armenta, FF. Scott Barlow, Lt. Adrian Breen, Firefighter Chris Strong Lt. Joaquin Griego, Firefighter Art Trujillo, Lt. Will Manus.**



2020 RECOGNITION AWARDS

SUPPORT DIVISION OF THE YEAR | THE ALARM ROOM

The Albuquerque Fire Rescue Administration has selected the Alarm Room for the Support Division of the Year Award for outstanding performance and commitment to service. Alarm Room personnel were tasked with asking 911 callers three additional Covid 19 related questions in order to give our field units the most pertinent information available. These three additional questions have not impacted call processing times or service levels in any noticeable way. Additionally, Alarm Room dispatchers now dispatch directly to Albuquerque Ambulance and City Security on several different call types. Handling these calls and directing them to the proper agencies has complicated the 911 process, but the Alarm Room has adjusted and is performing with great efficiency on these calls as well. The Alarm Room has recently implemented new options on MDT's to minimize unnecessary radio traffic. The Alarm Room is now involved in the Lieutenant Cert Course process, teaching the MDT portion, which will allow more in-depth training to new and aspiring officers. The Alarm Room, along with Tech Services, recently implemented a program with AAS to allow them to have a Toughbook with MobileCom, which allows AAS to see pertinent information and notes on every call AFR is being sent on. This will lead to safer operations for AAS, and less radio traffic overall between AAS and AFR. The Alarm Room officers met with all 66 field crews to open lines of communication and address concerns, which has led to higher morale in the dispatch center as well as in the field. The Alarm Room continues to improve and is on the horizon of radio and CAD upgrades which will benefit the department greatly, but also comes with the stress of learning an entirely new dispatching system and new options on the radio system.



CIVILIAN EMPLOYEE OF THE YEAR | ZACH POWELL, FLEET MECHANIC

The Albuquerque Fire Rescue Administration has selected Zach Powell for the 2020 Civilian Employee of the Year Award for his dedication to the Fleet Division and AFR. Zach has been with AFR for several years and was promoted to Lead Mechanic in 2019. Zach is a reliable employee who is committed to this department. Not only does he exemplify a great employee, he regularly goes above and beyond. In addition to his commitment to quality customer service, he is a team player in the shop. He is always the first to step up when others need help. He helps his fellow mechanics, is motivated to learn, and routinely gets the job done. 2020 was a year that brought in quite a few new apparatuses. Zach was an integral part of that process from start to finish. He participated in the Fleet and Equipment committee for the development of specifications on several different builds. He attended countless meetings on and off the job to be sure our apparatus specifications were as solid as possible. Participation in the various specification committees meant Zach also had to sacrifice personal and family time to travel for various apparatus inspections throughout the year. Zach's commitment to the process has improved the apparatus and helped to combine the needs of the field with the needs of fleet maintenance for better, more reliable apparatus. Fleet has been through drastic change in the last year. Often times change is met with resistance. Zach has embraced the change and has shown strong leadership to co-workers in the process.



BATTALION CHIEF

Melek, James A

CAPTAIN

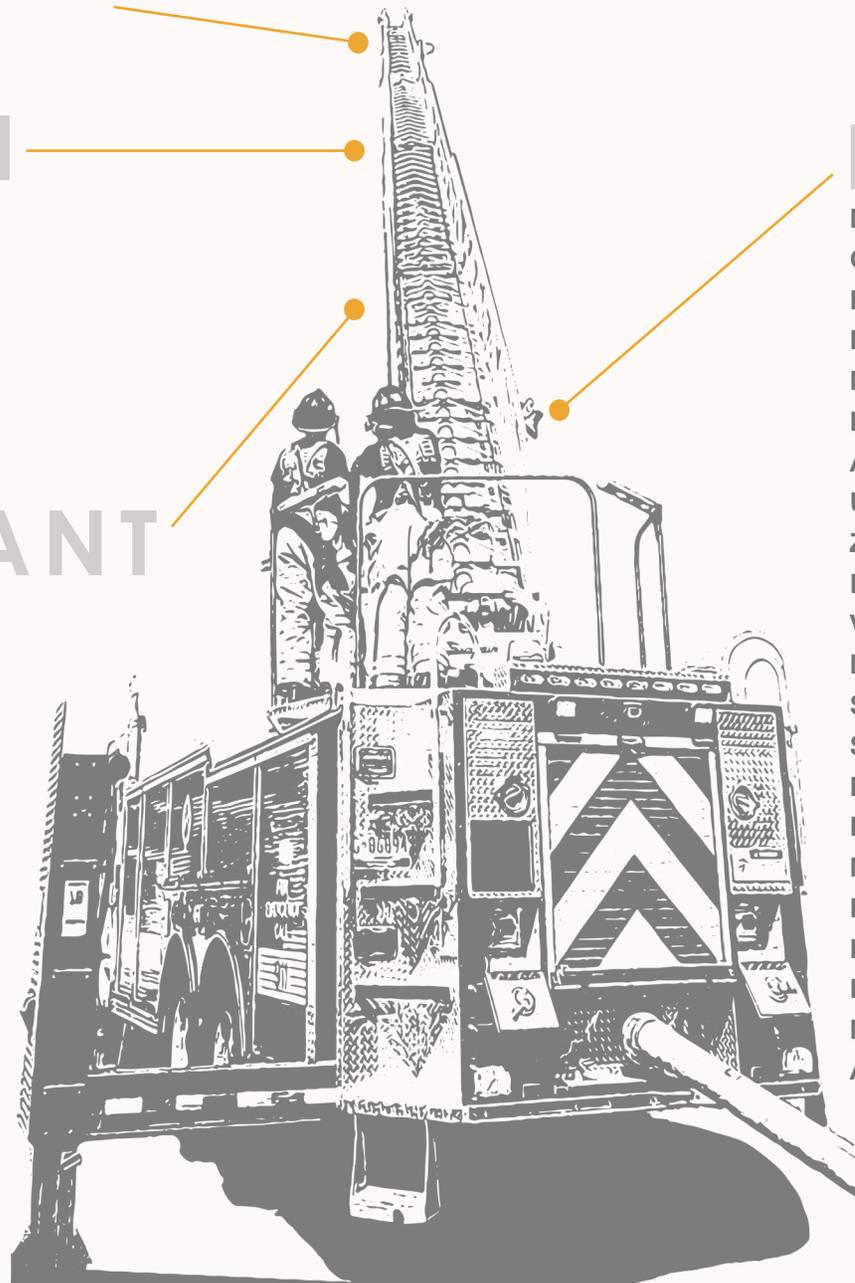
Epley, Christopher J
Fox, Brian S
Mowery, Vincent R
Buck, Paul J.
Jacks, Donovan A
Montoya, Gregory J.

LIEUTENANT

Lucero III, Samuel J
Ortiz, Stephen A
Romero, Mario
Watts, Adam M
Trujillo, Ricardo A
Doan, Tuan T
Kenney, Kevin L
Ortega, Miguel R
Harris, Johnathon S
Gray, Jacob B.
Lovato, Clifford J
Hearon, Douglas H
Andes, Quentin J
Watkins, Matthew J
Leverett, Benjamin J.
Christian, Kyle S
Estrada, Bernabe

DRIVER

| | |
|------------------------|------------------------|
| Martinez, Manuel G | Putelli, Michael J |
| Gonzales, Salomon S | Ward, Jason A |
| Reeves, Jared A | Enriquez, Erik |
| Dowdican, Marcus F | Ezzard, Matthew T |
| Martin, Jerry W | Lopez, David E. |
| Duran, Marc J | Garcia, Joseph G |
| Adams, Tyler Lee | Padilla, Brian D. |
| Underwood, Kyle R | Maestas, Adam M |
| Zanon, Thomas A | Tingey, Celynda |
| Land, Cory Michael | Rougemont, Kris W |
| Van Meir, Shannon M | Montes, Jose L |
| Marquez, Jerrid | St. Denis, Ryan T |
| Saiz, Victoria A | Miranda, Carlos J |
| Sanchez, Joshua M | Guzman, Jenna L |
| Edens, Mark R | Wieber, Daniel M |
| Kamm, Seth S | Goodyear, Jerry M |
| McConnell-Hand, Lane | Martinez, Martin Mateo |
| Payan, Christopher J | Olivas, Jeremy X |
| Raimondi, Dominic John | Herrera Jr, Martin |
| Kelsey, Michael J | Rodolph, Michael B |
| Murillo, Patrick | Martinez, Juan M |
| Adame, David | |



2020 RETIREMENTS



**BATTALION CHIEF
ROBERT W. LUJAN**



**CAPTAIN
PATRICK F. MENDOZA**



**CAPTAIN
CARLOS A. MONTOYA**



**CAPTAIN
CHRISTOPHER N. OTERO**



**LIEUTENANT
STACEY K. BLAKEMORE**



**LIEUTENANT
CHRIS R. CARLSEN**



**LIEUTENANT
ERIC A. KNIGHT**



**LIEUTENANT
DERRICK L. ROSS**



**LIEUTENANT
TIMOTHY C. WOODARD**



**DRIVER
PATRICK D. BACA**



**DRIVER
ANTHONY L. VALENCIA**



**DRIVER
VINCE D. CLARK**



**DRIVER
SHANDA L. FERRY**



**DRIVER
RICHARD E. LOVATO**



**FIREFIGHTER
KEITH A. QUINONES**



**ADMIN. ASST.
BRIAN PIERCE**

ISO

Insurance Service Office (ISO) creates ratings for fire departments and their surrounding communities. The ratings calculate how well-equipped fire departments are to extinguish fires in their community. The ISO provides this score, often called the “ISO fire score,” to homeowner’s insurance companies. The insurers then use it to help set homeowners insurance rates. The more well equipped your fire department is to put out a fire; the less likely your house is to burn down. In addition, that makes your home or business less risky, and therefore less expensive to insure.

An ISO fire score, also referred to as a Public Protection Classification (PPC), is a score from 1 to 10 that indicates how well-protected your community is by the fire department. In the ISO rating scale, a lower number is better: one is the best possible rating, while a 10 means the fire department did not meet the ISO’s minimum requirements. AFR received an ISO rating of 1 in 2015 and was reevaluated by ISO in November of 2018. After the evaluation was complete and the results were published in 2019, AFR was placed in a retrograde status. A corrective action plan was drafted and implemented in an attempt to solidify the previous ISO Class 1 status. These changes were evaluated in 2020, and AFR was notified that its ISO Class 1 status was reinstated. The new PPC score AFR received was a 92.50, surpassing the previously held Class 1 score of 90.17. This is an incredible achievement and demonstrates the professionalism of this department and its members.

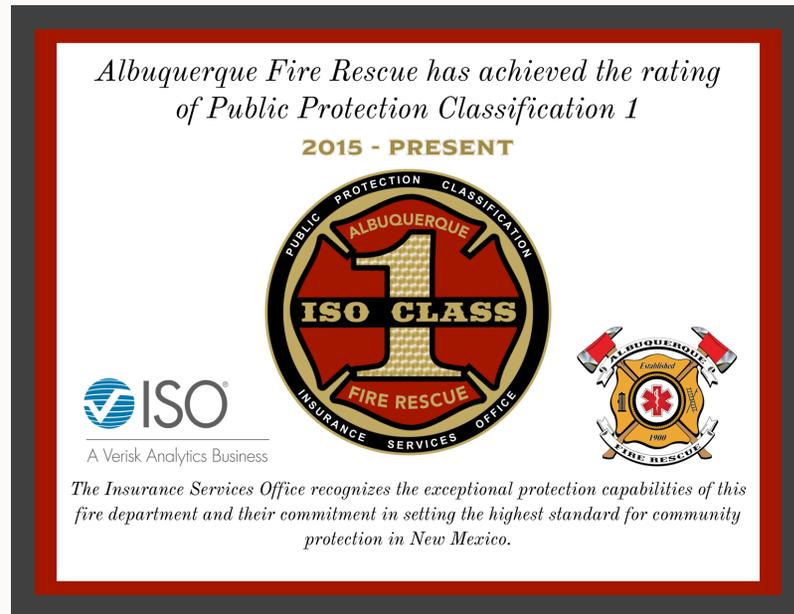
ACCREDITATION

In June of 2018, Albuquerque Fire Rescue renewed our registered agency status with the Center for Public Safety Excellence (CPSE). CPSE is a nonprofit organization that promotes the continuous quality improvement of fire and emergency service agencies that serve communities worldwide by providing training and career resource information. Less than 200 fire departments in the country have an ISO Class 1 rating, AFR is one of those departments. Only 250 fire departments in the country have a CPSE accreditation. However, only a small subset of 48,000 fire departments in the U.S. have both. Albuquerque Fire Rescue has made it our goal to achieve this accreditation in conjunction with remaining an ISO Class 1 department. In order for AFR to grow as an organization and to meet the needs of the community that we serve, we must have a Strategic Plan. This living document is not only a requirement for the accreditation process; it also allows us to identify community needs and a means to measure our performance.

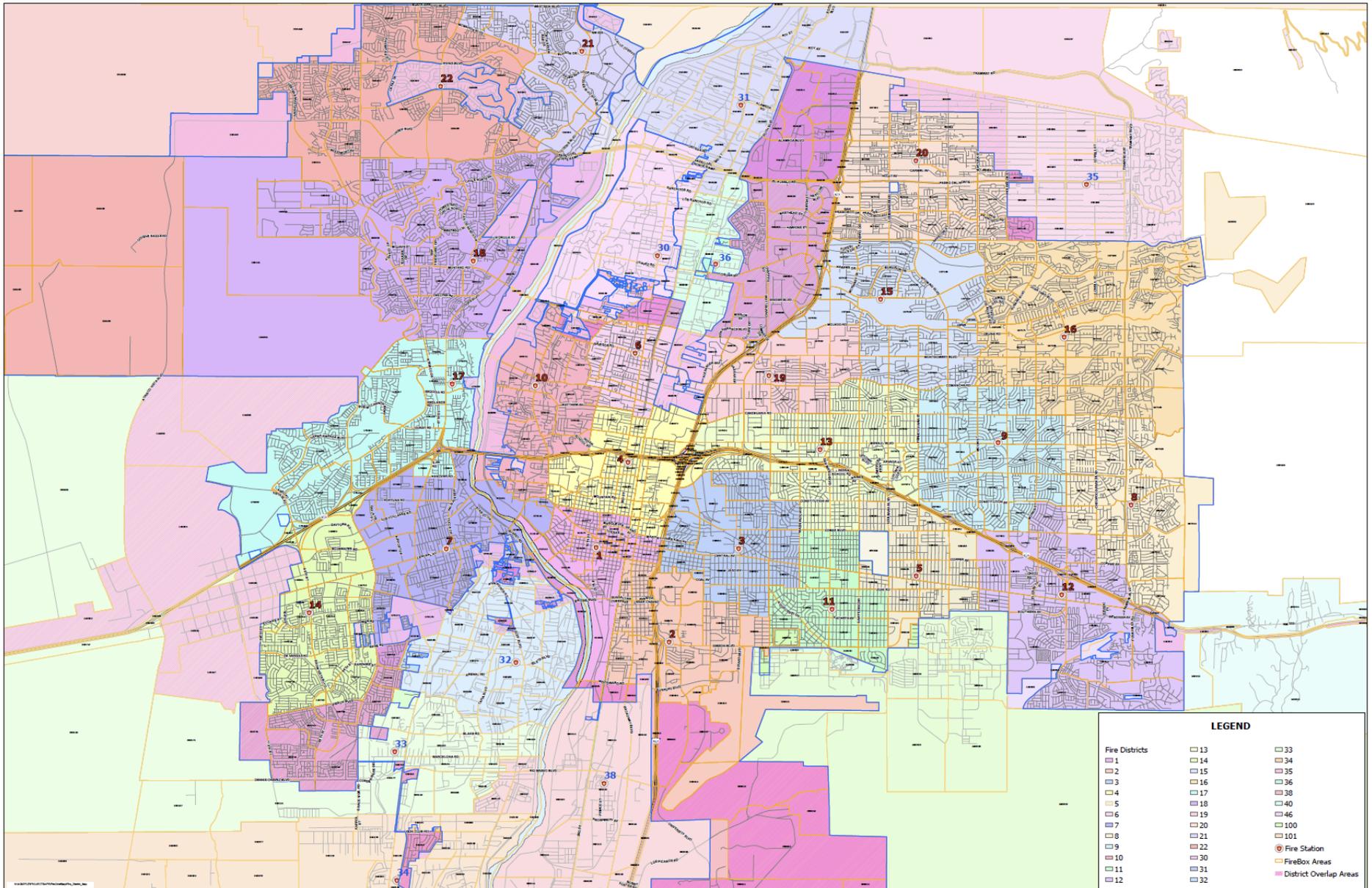
AFR identified a team of members willing to dedicate their time to complete this process. Deputy Chief Adam Eakes will lead this team. The strategic plan must be stakeholder driven. Stakeholders will provide input through survey and group interactions. This input will guide the plan’s structure and identify the goals that AFR will strive to meet. Data analysis will identify the current level of performance for these goals. The team will draft strategic objectives on how to meet AFR’s goals.

AFR ISO Accreditation Team

Deputy Chief Adam Eakes
Deputy Chief Sean Elks
Battalion Chief Nathaniel Meisner
Battalion Chief Justin Staley
Battalion Chief James Melek
Captain Kris Romero
Captain Clint Wensley



ALBUQUERQUE FIRE RESCUE | FIRE STATION DISTRICTS



EMERGENCY RESPONSE RESPONSE TIMES

AFR RESPONSE TIMES

STRUCTURE FIRE RESPONSES

| | NFPA GOAL | AFR GOAL | 2019 AVERAGE | 2020 AVERAGE |
|---|-----------|----------|--------------|--------------|
| ALARM ANSWERING TIME | 0:15 | 0:15 | 0:05 | 0:05 |
| ALARM PROCESS TIMES | 1:46 | 1:46 | 2:12 | 2:13 |
| TURNOUT TIME (DAY) | 1:20 | 1:45 | 1:02 | 1:02 |
| TURNOUT TIME (NIGHT) | 1:20 | 2:30 | 1:42 | 1:43 |
| TRAVEL TIME (1ST ENGINE ARRIVES) | 4:00 | 4:00 | 3:54 | 3:54 |
| TRAVEL TIME (BALANCE OF ASSIGNMENT ARRIVES) | 8:00 | 8:00 | 7:59 | 7:58 |

ALS INCIDENT RESPONSES

| | NFPA GOAL | AFR GOAL | 2019 AVERAGE | 2020 AVERAGE |
|------------------------------------|-----------|----------|--------------|--------------|
| ALARM ANSWERING TIME | 0:15 | 0:15 | 0:05 | 0:05 |
| ALARM PROCESS TIMES | 1:46 | 1:46 | 2:06 | 2:07 |
| TURNOUT TIME (DAY) | 1:00 | 1:00 | 1:19 | 1:20 |
| TURNOUT TIME (NIGHT) | 1:00 | 1:45 | 2:06 | 2:07 |
| TRAVEL TIME (1ST BLS UNIT ARRIVES) | 4:00 | 4:00 | 4:29 | 4:30 |
| TRAVEL TIME (1ST ALS UNIT ARRIVES) | 8:00 | 8:00 | 5:05 | 5:06 |

BRAVO INCIDENT RESPONSES

| | NFPA GOAL | AFR GOAL | 2019 AVERAGE | 2020 AVERAGE |
|------------------------------------|-----------|----------|--------------|--------------|
| ALARM ANSWERING TIME | 0:15 | 0:15 | 0:05 | 0:05 |
| ALARM PROCESS TIMES | 1:46 | 1:46 | 1:54 | 1:55 |
| TURNOUT TIME (DAY) | 1:00 | 1:00 | 1:16 | 1:16 |
| TURNOUT TIME (NIGHT) | 1:00 | 1:45 | 2:00 | 2:00 |
| TRAVEL TIME (1ST BLS UNIT ARRIVES) | 4:00 | 4:00 | 5:28 | 5:28 |

ALPHA INCIDENT RESPONSES

| | NFPA GOAL | AFR GOAL | 2019 AVERAGE | 2020 AVERAGE |
|--------------------------------|-----------|----------|--------------|--------------|
| ALARM ANSWERING TIME | 0:15 | 0:15 | 0:05 | 0:05 |
| ALARM PROCESS TIMES | 1:46 | 1:46 | 2:08 | 2:09 |
| TURNOUT TIME (DAY) | 1:00 | 1:00 | 1:21 | 1:21 |
| TURNOUT TIME (NIGHT) | 1:00 | 1:45 | 2:08 | 2:08 |
| TRAVEL TIME (1ST UNIT ARRIVES) | 4:00 | 4:00 | 6:13 | 6:13 |

ALARM PROCESS TIMES

The time from when a 911 call is received until the information is gathered and the call is dispatched.

TURNOUT TIME

The time a station is alerted until the apparatus is en route.

TRAVEL TIME

The time from apparatus en route to arrival at the incident.

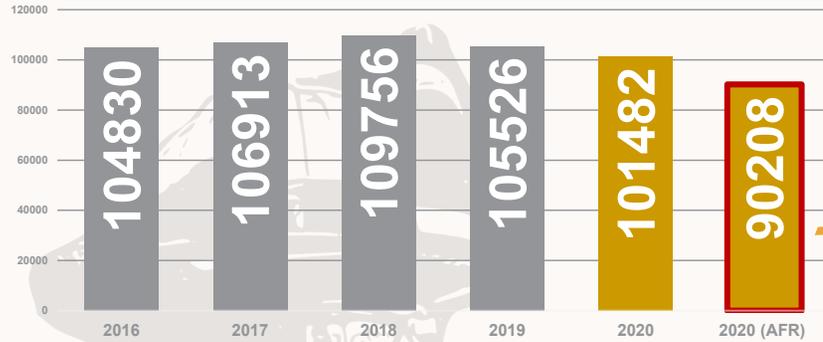
NFPA GOAL : **MET** | **NOT MET**



EMERGENCY RESPONSE CALL VOLUME

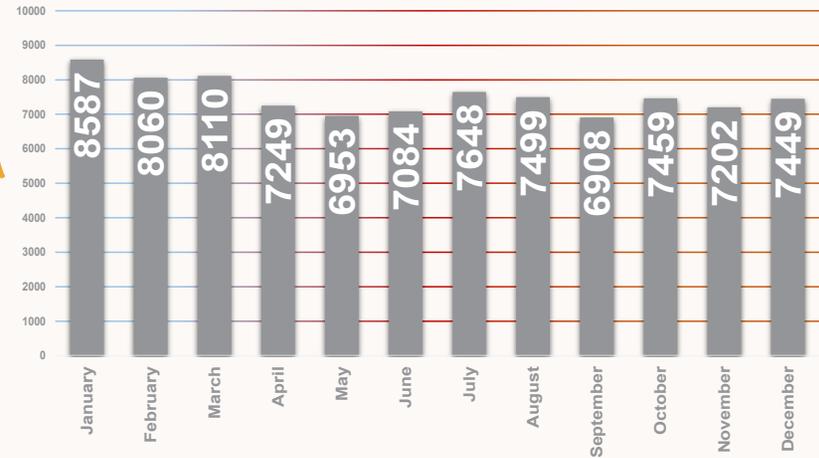
In order to improve our response efficiency, AFR, Albuquerque Ambulance and City Security split up specific calls for service in May 2020. This dramatically reduced the total number of AFR responses for 2020. While the AFR Alarm Room still dispatched 101,482 calls in 2020, our AFR firefighters responded to only 90,208 calls in the field. The reduced call volume translates into improved response times and increased availability for other emergencies.

ANNUAL CALL VOLUME

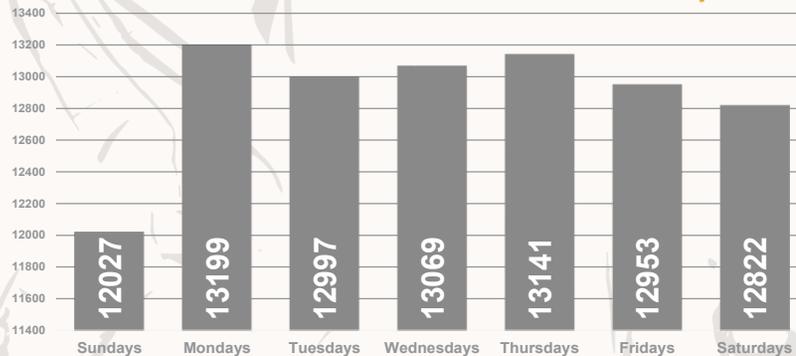


- Total Dispatched includes all 911 calls through AFR Alarm (AAS, BCFD, CS)
- AFR Call Volume includes an AFR response

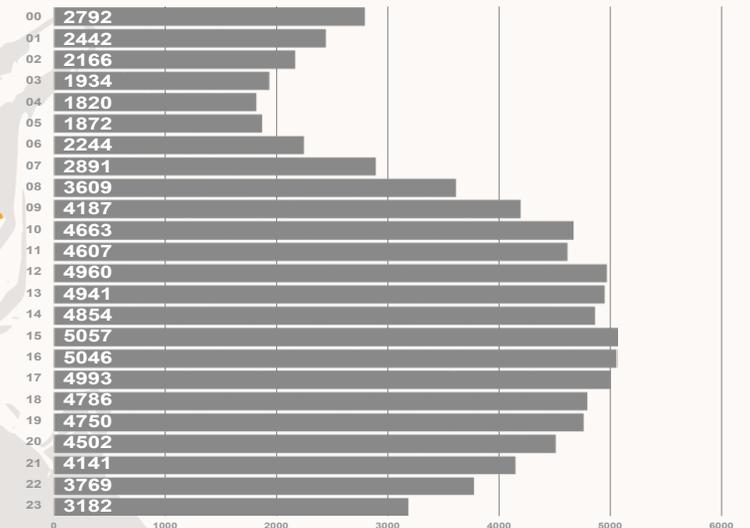
MONTHLY CALL VOLUME



DAILY AVERAGE CALL VOLUME FOR 2020

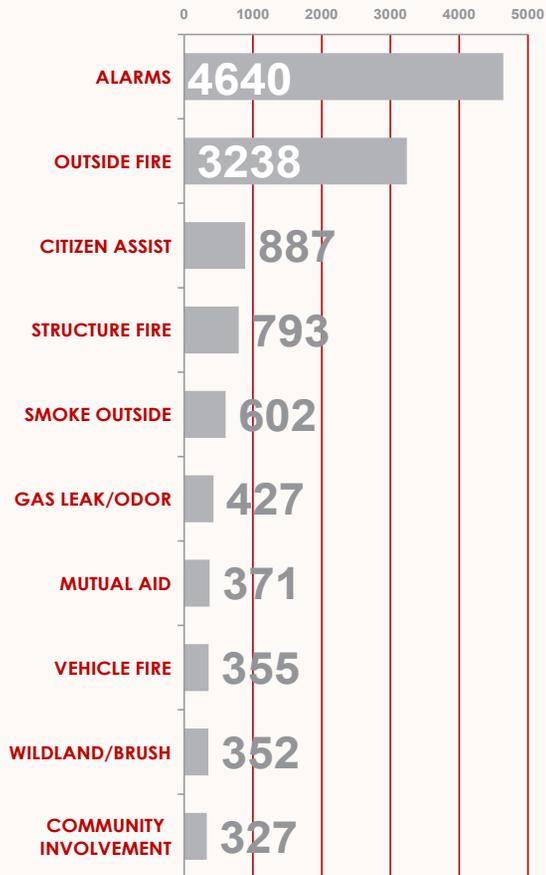


HOURLY AVERAGE CALL VOLUME FOR 2020



EMERGENCY RESPONSE NON-MEDICAL CALLS

TOP 10 NON-MEDICAL CALLS



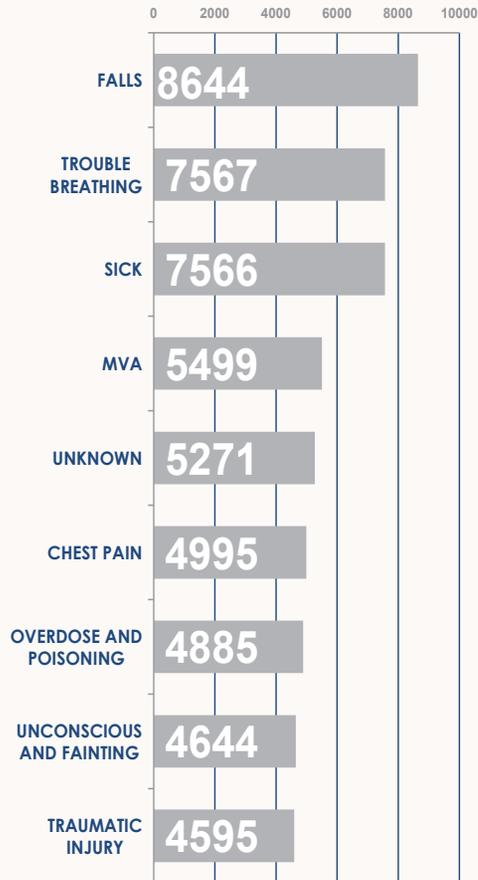
FIRE STATISTICS

| | |
|------------------------------------|-------|
| STRUCTURE FIRE DISPATCHES | 764 |
| WORKING FIRES | 396 |
| VACANT/ABANDONED STRUCTURE | 103 |
| CIVILIAN DEATHS | 4 |
| CIVILIAN INJURIES | 21 |
| FIREFIGHTER INJURIES ON FIREGROUND | 3 |
| WILDLAND/BRUSH FIRES | 352 |
| TYPE 6 RESPONSES | 359 |
| TYPE 3 RESPONSES | 81 |
| WILDLAND 1 RESPONSES | 49 |
| WILDLAND 2 RESPONSES | 23 |
| ARSON DIVISION INVESTIGATIONS | 126 |
| NATURAL | 0 |
| ACCIDENTAL | 17 |
| UNDETERMINED | 25 |
| INCENDIARY | 84 |
| YOUTH FIRE AWARENESS PROGRAM | 5 |
| VEHICLE FIRES | 355 |
| FIRE ALARMS | 4,640 |



EMERGENCY RESPONSE MEDICAL CALLS

TOP 10 MEDICAL CALLS 2020



EMS STATISTICS

| | |
|------------------------------|-------|
| CARDIAC ARREST W/CPR | 610 |
| ROSC PRIOR TO TRANSPORT | 145 |
| LUCAS DEVICE USED | 516 |
| SUCCESSFUL I/O ACCESS | 564 |
| SUCCESSFUL CPAP ADMINISTERED | 151 |
| AFR TRANSPORTS | 456 |
| BARIATRIC | 3 |
| COA ON DUTY EMP/AFR MEMBER | 56 |
| DELAY OF AAS UNIT | 270 |
| PEDIATRIC PSYCH | 1 |
| BLS TRUCK TRANSPORT | 124 |
| ECMO | 2 |
| AAS RIDE-IN ASSISTS | 1,695 |



MEDICAL RESPONSE BY CODE

| | |
|---------|--------|
| ECHO | 1,176 |
| DELTA | 15,628 |
| CHARLIE | 17,661 |
| BRAVO | 21,854 |
| ALPHA | 20,462 |
| OMEGA | 641 |
| TOTAL | 77,421 |

↑
LEVEL
OF
EMERGENCY



DIVISION UPDATES

COMMUNITY RISK REDUCTION PROGRAMS

Members of Community Educated **36,536**
 HEART engagements **1,068**
 LifeSaver Training: Civilians **231** COA Employees **522**
 Risk Assessments Completed **40**

FIRE MARSHAL'S OFFICE

Inspection Office

Educational Facility Inspections **359**
 Existing Building Inspections Conducted **4,276**
 Firework Cease and Desist Notices **1,049**
 COVID Visits **6,485**

Plans Checking

Plans Reviewed **2,156**
 New Building Permits Issued **823**
 New Building Inspections Conducted **1,175**
 Tent Inspections **73**
 Outdoor Dining Permits **285**

ADAPT

Inspections Completed **317**
 Properties Completing the Program **22**

TRAINING

FIREFIGHTER TRAINING HOURS

| TRAINING TYPE | DRIVER | OFFICER | HAZMAT | FACILITIES | COMPANY | TOTAL |
|---------------|--------|---------|--------|------------|---------|-------|
| FIREFIGHTER | N/A | N/A | 8 | 18 | 192 | 218 |
| DRIVER | 12 | N/A | 8 | 18 | 192 | 230 |
| OFFICER | N/A | 12 | 8 | 18 | 192 | 230 |

FIREFIGHTER EMS TRAINING HOURS

| LICENSURE | HOURS |
|-----------|-------|
| EMT-B | 18 |
| EMT-I | 22.5 |
| EMT-P | 24 |

PROFESSIONAL DEVELOPMENT

| COURSE | NUMBER OF PEOPLE |
|-------------------------------|------------------|
| DRIVER CERTIFICATION | 28 |
| LIEUTENANT CERTIFICATION | 17 |
| CAPTAIN CERTIFICATION | 12 |
| BATTALION CHIEF CERTIFICATION | 3 |
| TOTAL OF 60 | |



Albuquerque Fire Rescue Paramedic School Graduates of 2020 included 9 AFR students and 10 students from outside agencies.



Albuquerque Fire Rescue graduated two Cadet classes. The 95th Cadet Class on 6/19/2020 and the 96th Cadet Class on 12/4/2020.



DIVISION UPDATES

FIREFIGHTER PHYSICALS AND INJURIES

2020 FIREFIGHTER INJURIES

| NATURE | # | NON-EMERGENCY | EMERGENCY RESPONSE | FIRE SCENE | TRAINING |
|------------------|------------|---------------|--------------------|------------|-----------|
| Bruise/Contusion | 9 | 3 | 4 | 1 | 1 |
| Cut/ Laceration | 10 | 7 | 2 | 0 | 1 |
| Dermatitis/Skim | 1 | 1 | 0 | 0 | 0 |
| Fracture/Break | 4 | 2 | 0 | 2 | 0 |
| Hernia | 1 | 0 | 0 | 1 | 0 |
| Illness- Other | 11 | 7 | 0 | 1 | 3 |
| Injuy, Other | 4 | 3 | 0 | 1 | 0 |
| Puncture | 1 | 0 | 0 | 1 | 0 |
| Scratch/Abrasion | 3 | 0 | 2 | 1 | 0 |
| Sting/Bite | 4 | 1 | 3 | 0 | 0 |
| Strain/Sprain | 54 | 26 | 13 | 9 | 6 |
| Covid + | 106 | 106 | 0 | 0 | 0 |
| Total | 208 | 156 | 24 | 17 | 11 |



1,484 MASK FIT TESTS COMPLETED

659 TB TESTS GIVEN

659 PHYSICALS COMPLETED

APPARATUS AND EQUIPMENT

NEW APPARATUS PLACED IN-SERVICE



LADDER 13
LADDER 21
SQUAD 3
ENGINE 8
ENGINE 9
ENGINE 11
ENGINE 12
ENGINE 14
ENGINE 15
RESCUE 3
RESCUE 9
REM 2
BATTALION 1
BATTALION 3
BATTALION 4
HTR 1
HAZMAT 1
MDI



EVERY NEW APPARATUS IS WELCOMED WITH A TRADITIONAL PUSH-IN CEREMONY.



10 AERIAL APPARATUS TESTED

34 PUMP TESTS COMPLETED

6,178 HOURS OF VEHICLE REPAIRS

863 VEHICLE REPAIRS COMPLETED

217 SCHEDULED PREVENTATIVE MAINTENANCE COMPLETED BY FLEET

63 APPARATUS ACCIDENTS

36 DEEMED PREVENTABLE (DOWN FROM 59 IN 2019)

20 WERE HITTING A STATIONARY OBJECT (CAR, TREE, ECT.)

10 WERE HITTING THE STATION OR BAY DOORS

3 WERE INVOLVING INTERSECTIONS

2 WERE DUE TO CLEARANCE JUDGMENT ISSUES.

1 WAS FROM NOT SECURING COMPARTMENT DOORS/TAILGATE

27 DEEMED NON-PREVENTABLE

2 WERE HIT WHILE RESPONDING CODE 3

4 WERE REAR ENDED AT INTERSECTIONS

8 WERE HIT BY ANOTHER VEHICLE WHILE PARKED ON SCENE

5 WERE HIT WHILE DRIVING IN TRAFFIC

3 WERE DUE TO UNEVEN TERRAIN

2 WERE DUE TO COMPARTMENT DOOR OPENED OR EQUIPMENT FELL OFF

1 WAS DUE TO A NEIGHBORHOOD GATE CLOSED ON UNIT

1 WAS PARKED IN A PARKING LOT

1 WAS DUE TO USCG STRINGING A LOW WIRE OVER RIVER WITHOUT PROVIDING NOTIFICATION



500 FACILITY REPAIRS COMPLETED

4,186 FEET OF GROUND LADDERS TESTED

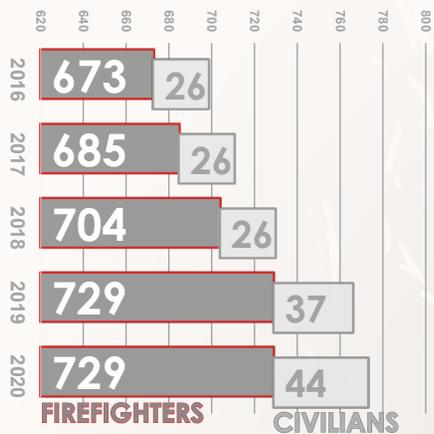
97,705 FEET OF FIRE HOSE TESTED

441 SCBA REPAIRS COMPLETED



PERSONNEL DEMOGRAPHICS

AUTHORIZED STAFFING



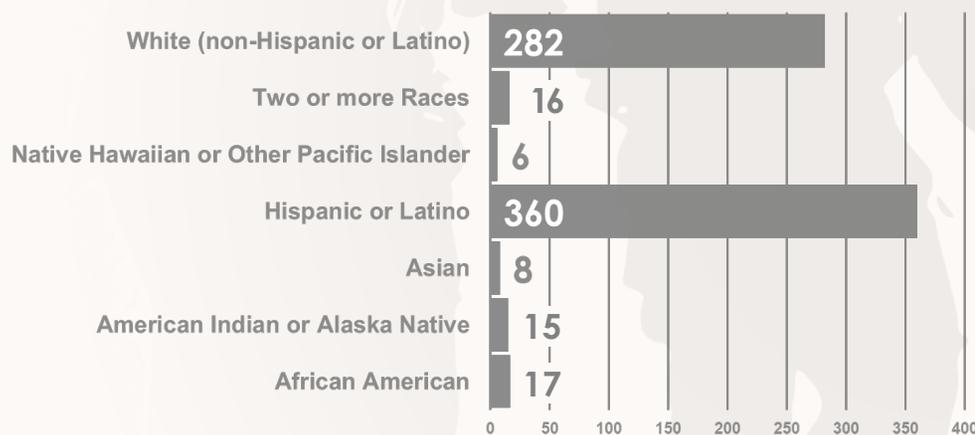
FIREFIIGHTERS BY AGE



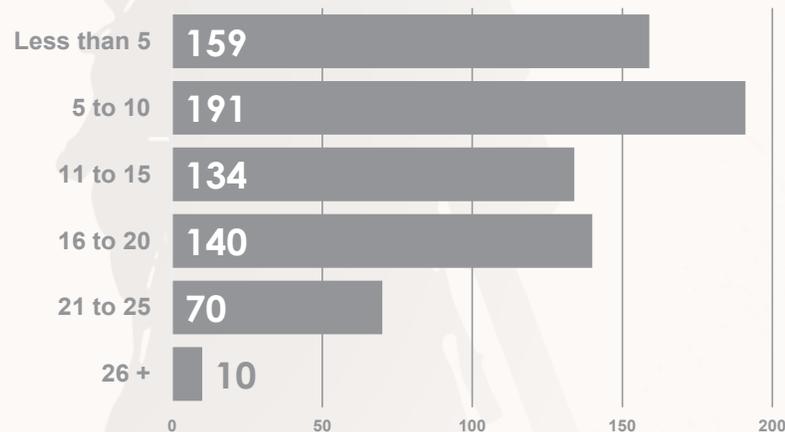
FIREFIIGHTERS BY GENDER



FIREFIIGHTERS BY ETHNICITY



FIREFIIGHTERS YEARS OF EXPERIENCE



200

FIREFIIGHTERS WITH SPECIALIZED TRAINING



PARAMEDIC

104



TECHNICAL RESCUE

135



HAZMAT TECHNICIAN

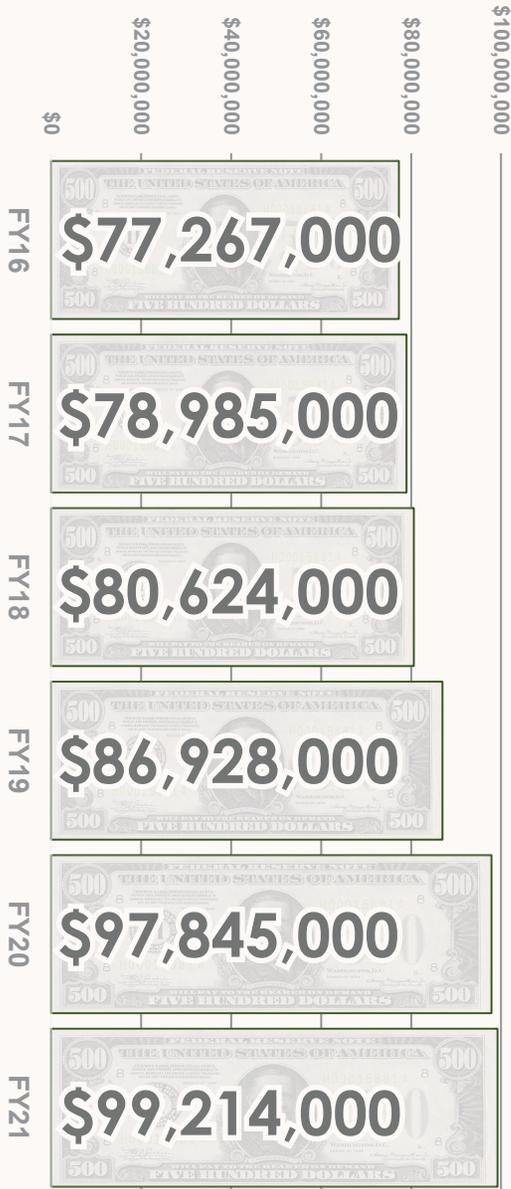
140



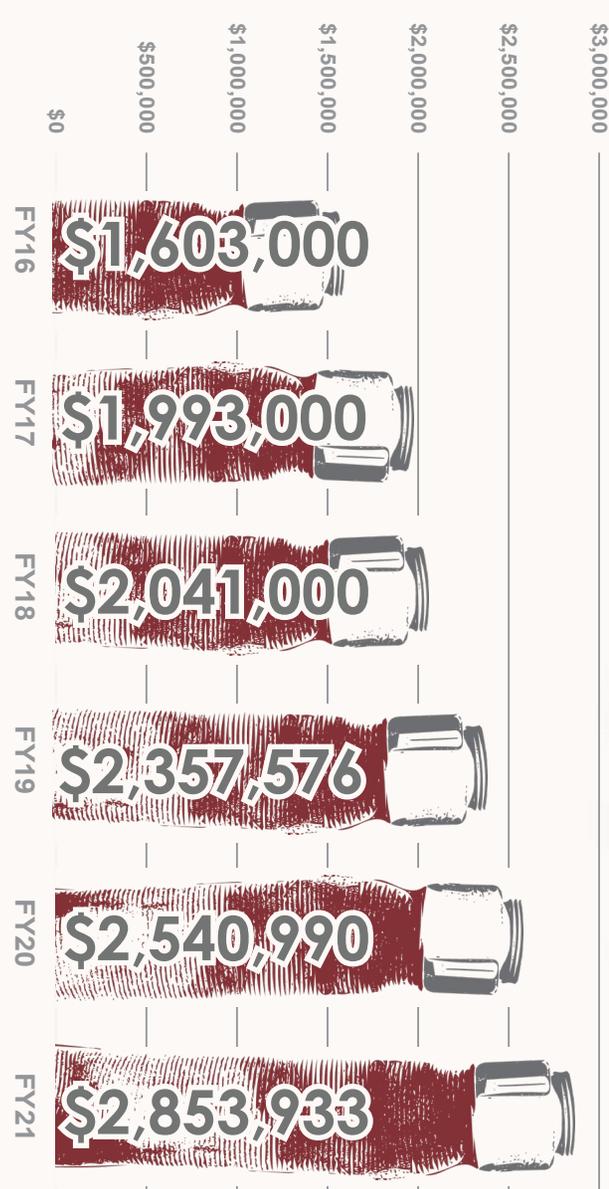
ADVANCED WILDLAND

FISCAL DATA

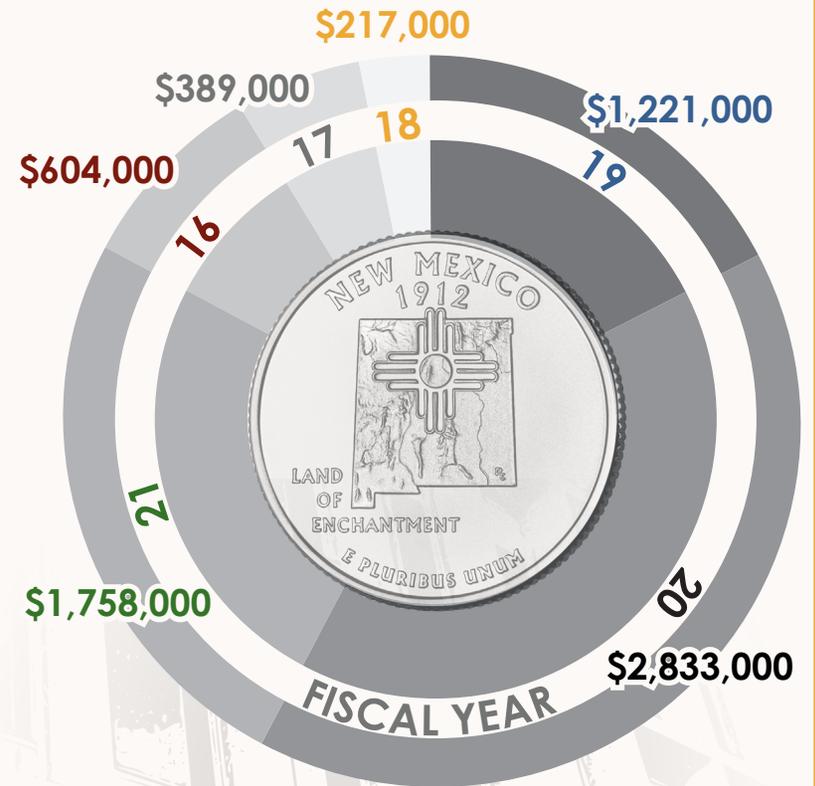
OVERALL BUDGET



NM FIRE FUND



GRANTS





FOLLOW US!



VISIT US
ONLINE AT
cabq.gov/fire