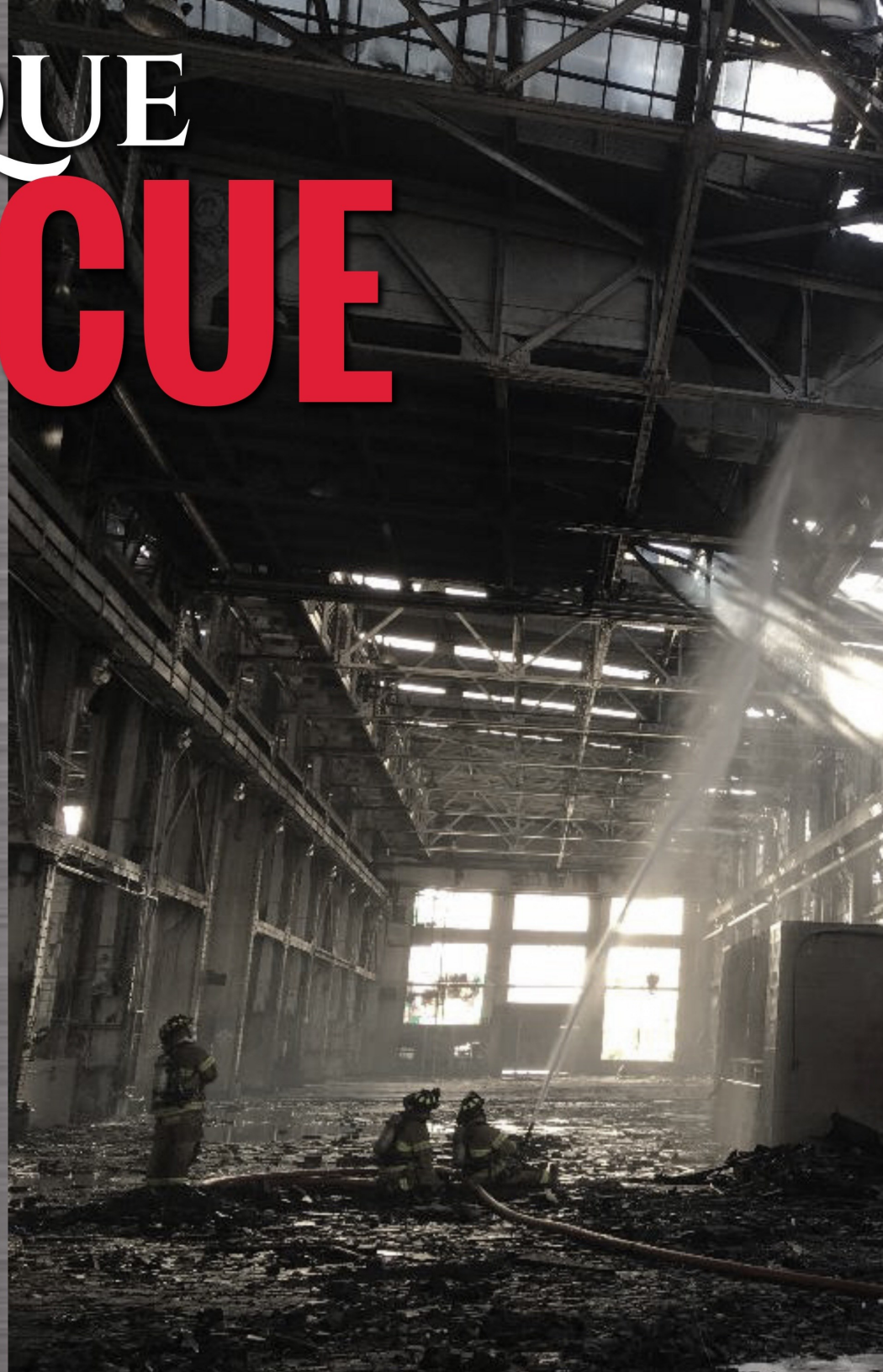


# ALBUQUERQUE FIRE RESCUE

2018  
ANNUAL REPORT



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# A MESSAGE **FROM FIRE CHIEF PAUL W. DOW**

## **A MESSAGE FROM THE FIRE CHIEF**

On January 22, I was appointed by Mayor Keller as the 23rd Fire Chief to serve the City of Albuquerque. Exactly one month later, my appointment was unanimously confirmed by the City Council. I am grateful for the opportunity to lead the men and women of this incredible department. This appointment is indeed the highlight of my professional career. One of my first priorities was the selection and reorganization of an entirely new Fire Administration to improve productivity and span of control. The new administration has worked diligently to provide the leadership necessary to meet the challenges our department faces. Together, we have prioritized the safety of our firefighters, professional development, innovative approaches in emergency medical services delivery, and advocating for the resources necessary to serve our community.

Dysfunctional leadership can kill the soul of any organization. To ensure our continued success, this Fire Administration has cultivated a professional working relationship with IAFF Local 244 leadership. Prosperous relationships are built on trust, mutual understanding and a resolve to find a commonality to serve the greater good. While this teamwork approach may sometimes be challenging and time-consuming, rather than individual decision-making, the dividends paid to successful teams make an effort worthwhile. We will learn from the mistakes of those who came before us and communicate with one another in the best interest of everyone involved. Together we can ensure the success of this department for years to come.

We are firefighters...we never stop.

## **REBRANDING**

The Albuquerque Department has a proud tradition of providing outstanding fire suppression services to this community. For over one hundred years Albuquerque Firefighters have worked to prevent fires from occurring, rescued citizens and saved valuable property from fires. While this is an incredible achievement – firefighting is not the only discipline we excel in. Our Firefighters provide an all-hazardous response to the community that is second to none. This is why we formally changed our name to “Albuquerque Fire Rescue.” This new title is more inclusive of who we are, what we do, and how we want to be perceived.

The term “Rescue” encompasses the number of disciplines that our firefighters are trained in. When the public calls 911 and the emergency is not exclusively a law enforcement issue – Albuquerque Firefighters are the ones who respond. Whether it’s a medical emergency in your home or at your place of work, a lost hiker in the foothills, a child swept down arroyo from a flash flood, a hazardous materials spill or leak, a worker caught in a confined space, an accident on the freeway with someone trapped in the vehicle, a Bosque fire threatening homes, a rope rescue on a building downtown, or a raging structure fire with people still inside – it is the members of the Albuquerque Fire Rescue who respond. We are an all-hazards response for this community. Saving lives and property is what we do.

***Continued on next page.***



## IMPROVING FIREFIGHTER SAFETY IN 2018

One of our primary goals in 2018 was to improve firefighter safety. As cancer is the most dangerous threat to firefighter health and safety, we felt it was appropriate to identify and address any preventable carcinogen exposure and follow industry best practices to decrease our firefighter's risk of cancer. Fortunately, there are several organizations, such as the International Association of Fire Firefighters (IAFF) and International Association of Fire Chiefs (IAFC) that have identified best practices to reduce the risk to carcinogens. The following items were implemented during 2018:

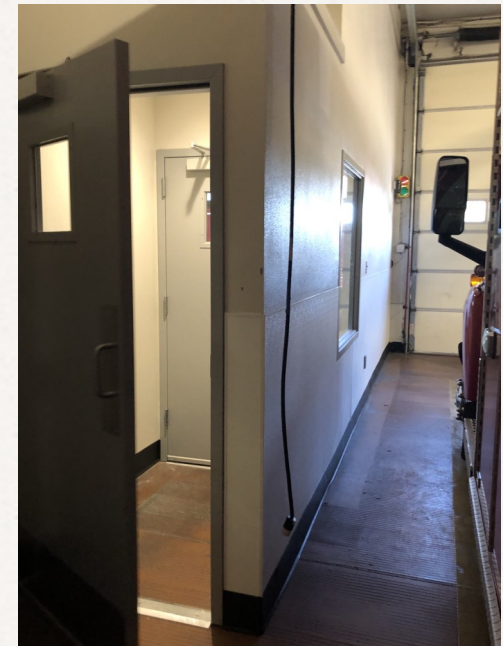


### RED LIGHT/GREEN LIGHTS AND APPARATUS DOOR CONTROLS

In February of 2018, we had the Logistics Division re-install garage door remotes for each fire apparatus. The previous administration felt that using remotes to control the apparatus doors led to additional accidents between the apparatus and the doors and had these remotes removed. Firefighters were forced to open and close the apparatus doors with keys switches outside the fire stations. This resulted in firefighters being exposed to a blast of diesel exhaust when the apparatus was pulling in and out of the bay and delayed response. To lessen the chance of accidents between the apparatus and the doors we installed red and green lights inside the fire stations so the Driver knows when the doors are fully open and closed. A larger safety curtain sensor was also installed on each apparatus door. These changes have resulted in less exposure to carcinogens to our firefighters, a quicker response and no additional apparatus accidents.

### INTERSTITIAL SPACES

We have installed an interstitial space between apparatus bay and living quarters to further contain apparatus exhaust outside of crew quarters. We utilized the money from our 2017 GO Bond allocated for Facility Rehab & Renovation. This project requires two doors to separate the apparatus bay from the area where firefighters live inside the firehouse. Diesel exhaust fumes are a known cancer-causing carcinogen, and this lessens the chance of contamination inside the living quarters. The department has 22 fire stations and each interstitial space was completed in less than eleven months.



## DECONTAMINATION PROCEDURES

Members of fire station 1 B-Shift have developed policy for our members to decontaminate their gear and equipment at the fire scene. The policy outlines procedures to brush off debris and soot from the gear and the process to have it cleaned by our Logistics Division. This will reduce the likelihood of the firefighters tracking carcinogens inside the apparatus and into the firehouse. Each apparatus is also provided with wet-wipes for firefighters to clean the soot from their face and neck.

## NEW FLASH HOODS

We also received the FY19 NM Fire Protection Grant in the amount of \$89,824.50. With this funding, AFR will purchase 800 PGI Cobra Barriare Gold complete particulate flash hoods and 145 structural helmets. Every member of AFR was issued a new flash hood, and the remainder placed into the flash hood exchange program. These new hoods provide an added level of protection from contaminants and are compliant with the most current National Fire Protection Association (NFPA) standards.

## FIREFIGHTER MENTAL HEALTH & WELLBEING

During contract negotiations we made additional provisions to address the mental health and wellbeing of our firefighters. We added an additional \$10,000 (total of \$60,000) to the Members Assistance Program (MAP) which is operated by IAFF Local 244. This program allows for our firefighters to seek out counseling services for on or off-duty issues and allows their families to have access as well. We have seen a dramatic increase in participation over the last few years and we felt it was underfunded.

In 2018, AFR was awarded a \$10,000.00 from the Assistance to Firefighters Grant and helped fund yoga equipment and three Mind Body Fire classes for the AFR cadets and metro area Chiefs. Mind Body Fire (MBF) was created in 2016 with the intent to introduce and cultivate mindfulness and yoga as a tool to address the occupational hazard of post-traumatic stress on firefighters. MBF also strives to optimize performance in an occupation that is performance based and athletic in nature. Using the techniques taught in MBF increases the ability to process the known stresses of firefighting in ways that lead to growth instead of harm, as well as builds physical and mental resilience to the trauma and stress firefighters will likely experience. Under the direction of Carmen Tittmann, MBF has conducted several classes to help develop resiliency for AFR firefighters and cadets.



A handwritten signature in black ink, appearing to read "Paul W. Dow".

**FIRE CHIEF** PAUL W. DOW

# ALBUQUERQUE FIRE RESCUE EXECUTIVE STAFF



## FIRE CHIEF PAUL DOW

*The mission of the 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, the Department 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.*



**SEAN ELKS**  
DEPUTY CHIEF OF  
FIELD OPERATIONS



**GENE GALLEGOS**  
DEPUTY CHIEF OF THE  
FIRE MARSHAL'S  
OFFICE AND  
FIRE MARSHAL



**SEAN FRAZIER**  
DEPUTY CHIEF OF  
HUMAN RESOURCES



**ADAM EAKES**  
DEPUTY CHIEF OF  
PLANNING AND  
LOGISTICS



**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.*

# ALBUQUERQUE FIRE RESCUE

Formerly known as Albuquerque Fire Department, Albuquerque Fire Rescue better reflects the work we do as first responders in our community. Approximately 87% of the 911 calls AFR responds to are medical emergencies. The name change will gradually be applied to buildings, apparatus, and uniforms as they are replaced or need repair. Other changes included an updated logo with the new name and a red Star of Life in the center as well as a Maltese cross patch worn on the left shoulder of the uniform badge shirt.



## OUR MISSION AND VISION

THE PURPOSE OF THE 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 WELLBEING OF ITS FIREFIGHTERS.

AFR IS DEDICATED TO CONTINUOUSLY PROVIDING QUALITY RISK REDUCTION AND EMERGENCY SERVICES TO OUR COMMUNITY.



## OUR VALUES

- PROFESSIONALISM
- LEADERSHIP
- INTEGRITY
- FAIRNESS
- RESPECT
- TRUST

**SWORN TO PROTECT OUR COMMUNITY**

# 2018 ACCOMPLISHMENTS

## NEW CBA

In 2018, the City of Albuquerque negotiated a new two-year contract with IAFF Local 244. Several new committees were included in the CBA, additional money for academic incentive pay, and a 3% pay increase each year for the next two years. We also addressed the paramedic recruitment issues the department was having by changing the paramedic incentive pay from \$0.75/hr to a percentage, based on the members rank. Paramedic assignment pay was increased from 5.8% to 8% in FY19 and then to 9.5% in FY20. These changes made a difference and we had several members move back from the suppression division to the rescue division. We also have seen an increase in the number of applicants to our department's internal paramedic school.

## NEW POSITIONS

In the FY/19 Budget we added 19 new positions.

### 13 Paramedics

- (1) Paramedic Lt. Instructor
- (1) Paramedic Dr. Instructor
- (2) Paramedic Lt. HEART. Program
- (2) Paramedic Dr. HEART. Program
- (7) Paramedic Firefighters

### 6 Suppression

- (3) Suppression Lt. Basic Life Support Truck
- (3) Suppression Dr. Basic Life Support Truck

## INCREASED THE NUMBER OF QUALIFIED CANDIDATES

In 2018 we lowered the hiring age for entry-level firefighters from 21 to 18 years old. We also expanded our recruitment activities to include high schools. Another change we made was to hold several lateral firefighter application processes throughout the year. This increased the number of applicants we had to choose from and allowed us to hire and train over 60 new firefighters in 2018.

## NEW RECRUITMENT EFFORTS

Prior fire administrations relied on word of mouth and single page advertisement in the local newspaper, Albuquerque Journal, to announce open enrollment for new firefighter positions. However, a comprehensive report was presented to AFR from the University of New Mexico Small Business Institute and Anderson School of Management. The reports intended purpose was to analyze media plans and evaluate the effectiveness of the departments existing recruitment strategies. By implementing the recommendations in this report, we strengthened our recruitment efforts to attract a more diverse and qualified group of candidates to our department. Some of the new recruitment efforts included posters with women and minorities, videos demonstrating what it is to be a firefighter in Albuquerque, Johnny Boards advertisements and other social media strategies.





# 2018 ACCOMPLISHMENTS

## PROMOTIONAL PROCESS

In 2018, we updated the City of Albuquerque's Personal Rules and Regulations concerning the promotional process for Firefighters. We added additional eligibility requirements for the rank of Deputy Chief and Battalion Chief. As of January 2020, a Bachelors Degree is required to promote to the rank of Deputy Chief and the Fire Chief may select from the ranks of Captain and Battalion Chief for this position. We also updated some of the testing process and certifications required for each rank. These changes reflect our commitment to higher education and professional development in AFR.



## UPDATED JOB DESCRIPTIONS

In 2018, each AFR job description was updated. Many of the department's job descriptions had not been updated in over twenty years. We started with a job analysis completed by members of the department and then assigned specific ranks to each shifts four Battalion Chiefs. They were responsible for completing each job description. We included a position summary, education/training/experience requirements, certification/license requirements, knowledge/skills/abilities, essential functions, physical requirements, and working conditions. These job descriptions were then approved by the City of Albuquerque Human Resources Department and published on the departments Target Solutions website. Each member of AFR was required to read and acknowledge their respective job description.

## INCREASED THE NUMBER OF FIELD APPARATUS

On July 11, 2018, the first Albuquerque Fire Rescue Basic Life Support (BLS) Rescue went into service. This BLS Rescue is assigned to Station 11 and has a promoted Lieutenant and Driver assigned to the truck. BLS 1 was initially in service from 1100-1900 hours Wednesday-Saturday. The schedule was identified through data collection to be high volume times for 23B and 32B. BLS 1 was initially dispatched to low acuity calls, mainly public intoxication, in Districts 11 and 5. Currently, we have two BLS Rescues in service to provide coverage seven days a week. These Rescues are averaging 10 calls in their 10-hour operational period.



## IMPLEMENTED THE H.E.A.R.T. DIVISION

The Home Engagement and Alternative Response Team (HEART) program started on July 9, 2018, and is led by Captain Jimmy Melek. Two Paramedic Lieutenants and two Paramedic Drivers were selected to make up the two teams. HEART team members completed a 100-hour Community Health Worker training provided free of charge by the Department of Health. The initial goals of the HEART program are to identify repeat patients through Image Trend and connect them to appropriate medical and social services to help reduce the reliance on 911, fall prevention, and harm reduction related to opiate overdoses.



# 2018 ACCOMPLISHMENTS

## REAL MEN WEAR PINK CAMPAIGN

This was a very successful campaign, and our firefighters worked together to raise thousands of dollars for a worthy cause. We appreciate the support and leadership of our IAFF Local 244 Executive staff. It was incredible to see all of our Firefighters wearing pink t-shirts during the month of October. We will work to make this an annual tradition, and encourage members to submit a t-shirt design for next year's shirt.



## FIRE STATION 5 HAUNTED HOUSE

This city's Firefighters are a tangible example of this community's compassion for one another. The 2018 Fire Station 5 Haunted House and Carnival was a perfect example of this. Once again, our Firefighters, along with their families and friends, demonstrated to this community that they are willing to share their time and resources to help out those that are less fortunate than they are. While we are always impressed with the work that our Firefighters do every day – their efforts blew everyone away. The hours of planning and organizing resulted in a memorable evening for those who attended. We appreciate everyone's effort to make this happen, including; IAFF Local 244 for their generous donations, the surrounding stations covering for Station 5 to build and operate the event, the APD officers involvement and contributions, the local business donations, the firefighters who constructed sets and games, along with all of the other members of AFR and their families who made this event a success. We also would like to acknowledge the leadership and dedication of Lieutenant Will McMullen, Captain Carlos Otero, Battalion Chief Santos Garcia, and Battalion Chief Zar Horton. You inspire all of us to step outside of our comfort zones and attempt something new. Please continue to challenge yourselves to make this a better department and community.



## NEW ARSON K9

In the spring of 2018, members of the AFR Arson Division approached Fire Administration regarding the need for an accelerant K9. No fire department in the state of New Mexico had one and there was an obvious need for one. Working with the Alcohol Tobacco Firearms (ATF) we identified a program that one of our investigators could apply for and receive both the training and a K9 to start our own program. We met with local ATF agents, signed an MOU and Investigator Ron Gunderson was sent to the east coast for several months to train with his new K9 partner (Wheezy) in the fall of 2018. AFR now has the only accelerant K9 in the state of New Mexico. We have an MOU with both the State Fire Marshal's Office for other fire departments to request the K9's services. So far this year she has been requested several times for fatal fire investigations, once in Farmington, and once in Carlsbad. She has also worked several of our own fires here in Albuquerque.



# 2018 ACCOMPLISHMENTS

## FIREWORKS RESPONSES

Throughout the year AFR receives illegal fireworks calls through either the 911 or 311 systems. Starting July 1st through July 7<sup>th</sup> 2018, all citizen complaints of illegal fireworks were reported via the “ABQ 311 App”, available as a free download on all smart devices. Complaints via the app generate an e-mail received by AFR personnel assigned to the Alarm Room.

While AFR does not encourage the public to possess or discharge unlawful fireworks, it is challenging for us to enforce. Over the last five years, only 1% of the 8,698 illegal fireworks investigation responses resulted in a citation and only a few of the citations issued resulted in fines. The data we have collected shows that our field units do not typically issue citations – FMO usually does. However, most of the citations FMO did issue were dismissed or deferred. No one paid the full fine and no one spent time in jail. The citation is a misdemeanor offense, and the illegal fireworks investigation responses pose a danger to our members. Firefighters do not carry weapons to defend themselves. It would be a tragedy to have a firefighter injured or killed while they were attempting to confiscate illegal fireworks.

We felt the public would be better served if we strengthened our public education campaign regarding the use of illegal fireworks and reallocating resources to other areas. This includes educating the public on reporting the illegal fireworks through the 311 App. In the past, the threat of citations has not been a deterrent for the many members of the public. Therefore, through social media and other media outlets, we improved our efforts to educate the public about the dangers and consequences of illegal fireworks. By not responding to isolated fireworks investigations, our field units were free to respond to the increase in outside fires that result from the illegal fireworks. They also decreased response times to the numerous EMS calls where we know there is a serious need – not the disturbance of an illegal firework. However, in the event that the Alarm Room supervisor was made aware of a significant number of illegal fireworks in a specific area, they deployed the closest fire apparatus and Battalion Chief, along with APD to address the issue.

We made some changes to the way we educated the public, teamed up with APD to enhance our response to illegal fireworks and improved our overall plan to patrol the Bosque and open space areas. All of these efforts paid off, and we had an improved response compared to the previous few years.

The department held several press conferences to inform the public about the safe use of legal fireworks, reporting illegal fireworks via the 311 App and the dangers of fires in our open spaces and Bosque. We also sent these messages out to the public through our social media platforms and engaged with various community groups throughout the city. We asked the public to utilize the 311 App and not inundate our Alarm Room with non-emergency phone calls for illegal fireworks. With the assistance of DTI, we created a new GIS map to track all of the unlawful firework activity as reports came in through 311 and the 311 App. This map assisted us to dispatch Fireworks Enforcement Units (APD & FMO) to the best location to patrol the city for illegal fireworks and issue citations, as necessary.

The Fire Marshal’s Office inspected every single fireworks vendor within the city to ensure that only safe and permissible fireworks were sold within the city limits. We did not find any fireworks vendor who was selling illegal fireworks within the city limits. All of the illegal fireworks were purchased outside the city of Albuquerque.

We also developed and implemented a very aggressive operational plan to protect the Bosque and open spaces areas with additionally staffed Brush trucks. All four of our Brush trucks were staffed with overtime and patrolled the city’s open space and Bosque on the 4th of July. The additional Brush trucks helped decrease the response times to outside fires and ensured these fires were contained before they could spread any further. No firefighters were injured, and with the assistance of APD, we responded more responsibly to reports of illegal fireworks.



**TO REPORT  
ILLEGAL FIREWORKS**  
DOWNLOAD THE OneABQ APP  
OR GO TO  
**abq311.com**

**FOR FIRE AND MEDICAL  
EMERGENCIES  
DIAL 911**



ONE ALBUQUE RQUE

# 2018 ACCOMPLISHMENTS

## LUCAS DEVICE AND ECMO PROGRAM IMPLEMENTATION

In March of 2018, Albuquerque Fire Rescue was able to buy 17 mechanical CPR devices or LUCAS Devices to place on our Paramedic Rescues. Unfortunately, we were short the funding to outfit all 21 Paramedic Rescues. However, with each City Councilor's generous contribution, we were able to equip every Paramedic Rescue in the City of Albuquerque with a LUCAS device. In addition to providing better quality CPR compressions, the procurement of the LUCAS Devices gives us the ability to participate in the ECMO program established by University of New Mexico Hospital (UNMH). ECMO (Extracorporeal Oxygenation) is where blood is removed from the body and oxygenated using an external source. Currently, UNMH is the only local facility providing ECMO to in-hospital patients and is looking to expand partnerships with EMS.

Refractory Ventricular Fibrillation occurs in 5% of the out of hospital cardiac arrests in the country. Albuquerque works approximately 570 cardiac arrests each year and nationally the number is 350,000. Many times, field crews and ERs cannot convert this refractory condition that is actually caused by a blocked artery or other fatal condition. ECMO used on a patient while the patient is still in cardiac arrest will buy them brain time and allow the hospital to solve the core problem, i.e., Cath Lab, etc. After the heart is re-started, and the brain is preserved from ECMO, the patient can transition to an Left Ventricle Assist Device (LVAD) for cardiac support or rehab and could live a very long time after their near-death experience.

Also, transporting patients in cardiac arrest is both dangerous for crews and ineffective when compared to stationary compressions—which is why we work our codes on the scene. And due to sterile fields, tight spaces, etc. we are unable to provide manual CPR in the Cath Lab. This is where mechanical compressions—LUCAS Device—really become a game changer for cardiac arrest patients. Both safe, and efficient, the device is placed on the cardiac arrest patient at the scene and transported to the hospital where the LUCAS continues un-interrupted compressions.

The Lucas allows or is the bridge to everything else. Here is what the current model with AFR and UNMH looks like:

- 10-minute inclusion criteria assessed by AFR (ECMO ALERT)
- LUCAS placed and pt loaded for transport by AFR
- ER waiting with a primed ECMO machine and patient placed on ECMO (LUCAS still compressing)
- Patient transported to Cath Lab where source blockage is solved (stent placed) and heart re-started
- LUCAS removed and returned to AFR and the patient transitions as described above

We believe this scenario could affect 28-30 patients each calendar year in Albuquerque who will typically, most likely, expire due to refractory Ventricular Fibrillation. Nationwide, of the population using ECMO, there has been a 50% survival rate after meeting inclusion criteria. We could potentially have 15 patients walk out of the hospital next year, in Albuquerque, with this program! This is Tip-of-the-Spear EMS!



*Continued on next page.*

# 2018 ACCOMPLISHMENTS

*Continued from previous page.*

The cost for one machine (\$16,184.85), and its service agreement (4 years at \$5,263.20) is \$21,447. There is also a small additional cost for the replacement of the CPR suction cups. We were able to purchase 17 devices with service agreements using impact fees to place on our Paramedic Rescues. However, since we have 21 Rescues, this left us four devices short of equipping every Rescue with a LUCAS device. We spoke with each of the nine City Councilors and asked them to use their GO Bond set-aside money to offset the cost. All nine Councilors contributed the remaining funds to purchase the additional devices and outfit each Rescue in the city with a LUCAS device.

During the summer months, our Academy staff provided training to our members on how to apply and operate the LUCAS device. While this was occurring, we outfitted our Quality Assurance Paramedic Captain Unit with one of the devices. The QA Unit responds to the majority of cardiac arrests in the city. Each member of Albuquerque Fire Rescue has now received training on these new devices, and they are on our 21 Paramedic Rescues and QA Paramedic Captains unit. Recently, AFR crews used the LUCAS device on a retired APD officer who was in cardiac arrest. The retired officer is now alive and recovering at home.

The next step in this incredible program is for a physician to meet the AFR Paramedics while they are still working the code on scene and apply the ECMO equipment sooner. We have had several meetings with UNMH and offered their staff an AFR vehicle to park at the hospital and respond to patients, with the ECMO equipment, who meet the criteria. This will give even more citizens a greater chance of survival.



## **STATION TOUR BAGS AT EACH FIREHOUSE**

We recognized that placing civilians/children in firefighting gear during station tours and community events exposed them to carcinogens. Therefore, a Station Tour bag was assembled and assigned to each firehouse. This bag contains, plastic lightweight helmets similar to our own, clean but expired turnout coats, pants and boots. The gear is clearly marked and is not in-service. The community can now safely don the same gear our firefighters wear without being exposed to harmful chemicals.

## **RELOCATED APPARATUS**

We have relocated several apparatus throughout the city; a Brush truck to Station 18, a BLS Truck to Station 11, the Air Truck to Station 7, and the Rehabilitation Truck with trailer to Station 2. Aside from increasing on-scene availability and reducing reflex time when these units are needed, this relocation has the added benefit of increasing our State Fire Fund revenue stream.



# 2018 ACCOMPLISHMENTS

## PURCHASED NEW APPARATUS

We were able to purchase a new Engine 5 through the Housing and Urban Development, Community Development Block Grant. This program replaced the apparatus and all of its equipment at a total cost of \$770,000. A new truck for Engine 17 was ordered using the contract that was set-up with Ferrara for Engine 5. Engine 17 was purchased at a cost of \$575,000. Utilizing money from the 2017 General Obligation Bond, a new ladder truck was ordered for Ladder 5 at a cost of \$1.1 million. AFR also ordered six new rescue units as well as purchasing vehicles for the HEART program.



## SHARP PROGRAM

Albuquerque Fire Rescue, along with several other city departments developed a new program to address the issue of discarded needles found in public places, including our parks. This new program is called S.H.A.R.P. (Safe Handling and Routing of Paraphernalia). When members of the public find a discarded needle in a public place, we now ask them to call 311 or utilize the new "One ABQ" App on their smartphone. This App is free to download on any smartphone. Within the App, the citizen can provide additional details as to the location of the needle and even take a picture of the needle so it can be found and disposed of by a city employee. Monday through Friday, 8 am – 5 pm, AFR, APD, Transit, Solid Waste, DMD and Parks & Rec. will be placed on a monthly rotating schedule with the responsibility of needle pick-ups, with Solid Waste covering the weekends. AFR will also cover holidays and after hours needle pickups too.

We also updated the city website to include other information regarding sharps. The site identifies how to report discarded needles, safe handling of household needles and lists locations to drop off household needles.

Research shows that there are many communities across the countries that are dealing with discarded needles in public spaces. The simplest and most cost-effective solution that cities are turning to is the use of secure drop boxes or kiosks in public areas. We obtained several kiosks and installed them in regions of the City with the greatest. As of July 1, 2019, the SHARP Program is now under the Parks & Rec Department.



## HIRED A NEW MEDICAL DIRECTOR

As of August 1, 2018, AFR will welcome our new medical director, Dr. Kimberly Prueff. Dr. Prueff comes to AFR with an extensive military background, serving as an active duty intelligence officer for the Air Force. After an honorable discharge from the military, she returned to Albuquerque and worked as an EMT-I until she graduated from UNM school of medicine. She completed her emergency medicine residency training at Vanderbilt University Medical Center in Nashville, TN, and most recently completed an EMS fellowship with the EMS consortium at UNM where she was the AFR C shift fellow.



Kimberly Prueff, MD

# ALBUQUERQUE FIRE RESCUE *EMERGENCY RESPONSE*

First Responders are meeting the demands of a 35% call volume increase over the past 5 years. Results of an increased call volume has increased response times by 52 seconds for life threatening emergencies. The City plans on a coordinated effort from multiple agencies to adopt new strategies that have been proven to work in other cities and customize them to fit the needs of Albuquerque and its citizens. Mayor Keller stated “Through our operating and capital budget as well as a demonstration of leadership prioritizing these initiatives, we believe these programs will complement the programs already in place to help reduce or more effectively handle the types of 911 calls we see each and every day.” Albuquerque Fire Rescue for example takes more calls than many other cities of similar size, often with fewer resources.

- Albuquerque - 109,816 calls (22 stations)
- El Paso - 78,000 calls (34 stations)
- Oklahoma City - 75,554 calls (37 stations)
- Tucson - 92,088 calls (22 stations)
- Colorado Springs - 68,260 calls (22 stations)

**ALBUQUERQUE FIRE RESCUE RESPONDED TO 109,816 CALLS IN 2018. 96,399 OF THOSE CALLS WERE MEDICAL EMERGENCIES AND 13,347 WERE FIRE AND NON-MEDICAL CALLS.**

## APPARATUS STAFFING

**BATTALION CHIEF** 1 BATTALION CHIEF  
TRUCK

**RESCUE** 1 PARAMEDIC LIEUTENANT  
1 PARAMEDIC DRIVER

**ENGINE** 1 LIEUTENANT  
1 DRIVER  
2 FIREFIGHTERS

**LADDER** 1 CAPTAIN  
1 DRIVER  
1-2 FIREFIGHTERS

**HAZMAT SQUAD** 1 CAPTAIN  
1 DRIVER

**HTR SQUAD** 1 CAPTAIN  
1 DRIVER  
2 FIREFIGHTERS

**QI TRUCK** 1 PARAMEDIC CAPTAIN



# 2018 PART 2 National Run Survey By Kevin Roche **FIREHOUSE**

## TOTAL CALLS

DEPARTMENT	TOTAL CALLS	FIRE CALLS	EMS CALLS	FALSE CALLS
24. St. Louis, MO	119,055	58,786	60,269	1,521
25. Denver, CO	118,257	2,335	77,725	7,655
26. Albuquerque, NM	109,816	13,177	96,638	3,388
27. Fairfax County, VA	105,297	20,985	75,882	9,488

## BUSIEST ENGINE

DEPARTMENT	BUSIEST ENGINE	RUNS	DEPARTMENT	BUSIEST ENGINE	RUNS
1. San Francisco, CA	E3	9,242	56. Prince George's County, MD	PE842	3,872
2. Los Angeles County, CA	E38	8,029	57. Worcester, MA	E4	3,832
3. New York, NY	E290	7,073	58. Fairfax County, VA	E410	3,810
4. Washington, DC	E10	7,057	59. Cambridge, MA	E2	3,808
5. Los Angeles City, CA	E64	6,981	60. Richmond, VA	E5	3,795
6. Spokane, WA	ARU1	6,812	61. Sanford, FL	E31	3,684
7. Stockton, CA	E9	6,726	62. Corpus Christi, TX	E10	3,638
8. San Bernardino County, CA	ME224	6,678	63. Reading, PA	E1	3,625
9. Orange County, FL	E51	6,428	64. Vancouver, WA	E8	3,621
10. Denver, CO	E8	6,248	65. Compton, CA	E42	3,605
11. Albuquerque, NM	E11	5,950	66. Wilmington, DE	E1	3,588
12. Chula Vista, CA	E51	5,916	67. Lincoln, NE	E1	3,578

**AFR RANKED 26th BUSIEST FIRE DEPARTMENT  
OF THE 248 DEPARTMENTS IN THIS SURVEY**

**ENGINE 11 RANKED 11th BUSIEST FIRE ENGINE**



**Almost half of AFR  
Engines and Rescues  
are responding at or  
above full capacity.**

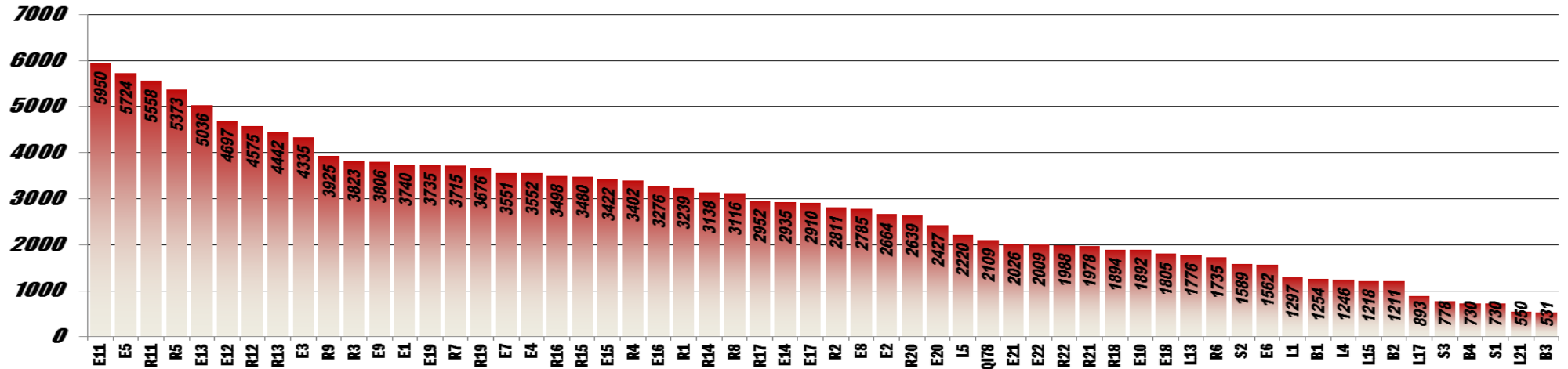


The Commission on Fire Accreditation International's (CFAI) has identified 3,850 annual calls for a single fire apparatus as the 110% threshold value. According to the CFAI, exceeding the threshold value indicates there is an immediate need for new resources to assist with the high call volume within the apparatus response area. In 2018, AFR had 10 apparatus above the 110% threshold and 12 other units near or above the 100% threshold. Almost half of AFR Engines and Rescues are responding at or above full capacity. The more calls a fire apparatus responds to, the less often they are available for other calls in their district and therefore apparatus from surrounding districts must respond resulting in increased response time to emergencies.

In order to reduce 911 calls and increase availability, AFR has implemented several programs and solutions that are showing great promise. Along the Central corridor, AFR is placing BLS Rescues to respond to public inebriate or down and out calls. The Home Engagement and Alternative Response Team (HEART) launched in 2018 and focuses on providing better resources for high utilizers of the 911 system. AFR is streamlining current dispatch practices to better utilize apparatus as well as providing innovative options in how and when crews are placed out of service for training, health physicals, or vehicle maintenance. Another strategy AFR hopes will help is educating the public on when 911 is best utilized and offering 244-FIRE as an option for non-emergency calls. Regardless of the challenges they face, our Albuquerque Firefighters continue to provide outstanding professional fire and EMS services. We are fortunate to have such motivated and professional firefighters serving this community. They respond to more calls with fewer resources than many larger cities throughout the country.



# TOTAL 2018 ANNUAL CALLS BY APPARATUS



## TOP 5 PRIORITY RESPONSES

<b>SICK CALLS</b>	<b>12,179</b>
<b>OVERDOSE/POISONING</b>	<b>10,175</b>
<b>UNKNOWN PROBLEM</b>	<b>9,124</b>
<b>FALLS</b>	<b>8,757</b>
<b>MOTOR VEHICLE ACCIDENT</b>	<b>8,278</b>

## NON-MEDICAL CALLS

<b>ALARMS</b>	<b>4,510</b>
<b>OUTSIDE FIRES</b>	<b>2,142</b>
<b>EXPLOSION/FIREWORKS</b>	<b>1,368</b>
<b>STRUCTURE FIRES</b>	<b>874</b>
<b>CITIZEN ASSISTS</b>	<b>716</b>

## 2018 AVERAGE RESPONSE TIMES

<b>ADVANCED LIFE SUPPORT</b>	<b>00:08:35</b>
<b>BASIC LIFE SUPPORT</b>	<b>00:10:27</b>
<b>FIRE CALLS</b>	<b>00:07:01</b>

THESE TIMES REFLECT THE MOMENT A 911 CALL IS RECEIVED IN THE DISPATCH CENTER TO A UNIT ARRIVING ON SCENE.

**AFR responded to 2,818 more calls in 2018 than the previous year.**

# BATTALION CHIEFS

Battalion Chiefs manage the daily operation of firefighting battalions—each consisting of several fire stations and multiple fire companies. A Battalion Chief has command over each fire station's officers, and each company or unit's officers, as well as the uniformed firefighters. They also provide incident oversight and strategic command at working fires or other large-scale emergency incidents. AFR's response jurisdiction is broken out into four districts, each serving a different area of the city. To accommodate the most timely and efficient response, Battalion Chiefs are housed at district Headquarter stations.

## BATTALION 4



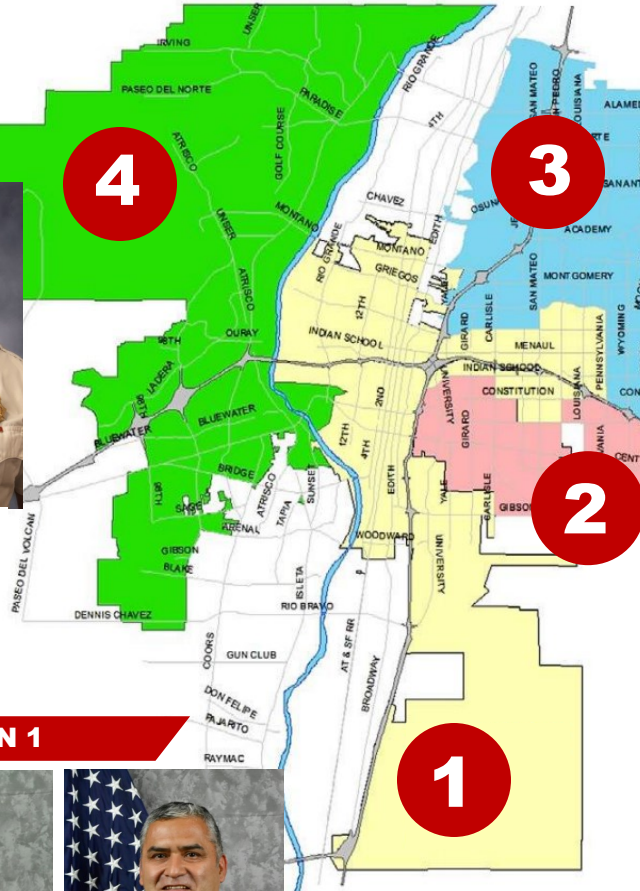
PASQUALE GALLUCCI



CHAD KIM



ROBERT LUJAN



## BATTALION 3



JASON GARCIA



CHRIS VENGAUS



RYAN STRACENER

## BATTALION 2



JAMES BLEA



SANTOS GARCIA



ZAR HORTON

## BATTALION 1



EMILY KANE



KEVIN O'BRIEN



ALEX MONTERO

# FIRE STATION INFORMATION



## STATION 1

**724 Silver SW  
Downtown  
City Council District 2  
Acquired in 1956  
Covers 3.4 square miles  
Engine / Rescue / Ladder / Wildland Brush Truck**



## STATION 5

**123 Dallas NE  
International District  
Council District 6  
Acquired in 2005  
Covers 3.4 square miles  
Engine / Rescue / Ladder / Batt. 2**



## STATION 2

**2401 Alumni Dr. SE  
Gibson Corridor  
Council District 2  
Acquired in 2013  
Covers 30.9 square miles  
Engine / Rescue / Rehab Truck HQ**



## STATION 6

**623 Griegos NW  
North Valley  
Council District 2  
Acquired in 1951  
Covers 5.9 square miles  
Engine / Rescue**



## STATION 3

**141 Girard NE  
University  
Council District 6  
Acquired in 1972  
Covers 4.5 square miles  
Engine / Rescue / Heavy Rescue Squad 2**



## STATION 7

**5715 Central NW  
Southwest Mesa  
Council District 1  
Acquired in 2013  
Covers 5.9 square miles  
Engine / Rescue / Air Truck**



## STATION 4

**301 McKnight SW  
Near North Valley  
Council District 2  
Acquired in 1961  
Covers 3.9 square miles  
Engine / Rescue / Ladder / Squad 1 / Batt. 1**



## STATION 8

**1400 Indian View NE  
Foothills  
Council District 9  
Acquired in 1992  
Covers 6.1 square miles  
Engine / Rescue**

**Albuquerque Fire Rescue has 22 stations that cover 189.5 square miles of the metro area and provide mutual aid response with multiple agencies that border the Albuquerque metro area. Our department provides an all hazards response including high angle and foothill rescues, wildland fires, medical calls, and water rescue.**

# FIRE STATIONS



## STATION 9

**9601 Menaul NE**  
**Mid-Heights**  
**Council District 7**  
**Acquired in 1954**  
**Covers 5.5 square miles**  
**Engine / Rescue**



## STATION 13

**4901 Prospect NE**  
**Midtown**  
**Council District 7**  
**Acquired in 1987**  
**Covers 6.1 square miles**  
**Engine / Rescue / Ladder / Squad 3**



## STATION 10

**2841 Rio Grande NW**  
**North Valley**  
**Council District 2**  
**Acquired in 1956**  
**Covers 5.0 square miles**  
**Engine**



## STATION 14

**9810 Eucariz SW**  
**West Gate / SW Mesa**  
**Council District 1**  
**Acquired in 1998**  
**Covers 10.7 square miles**  
**Engine / Rescue**



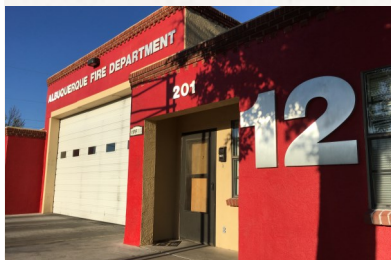
## STATION 11

**5403 Southern SE**  
**Midtown**  
**Council District 6**  
**Acquired in 1956**  
**Covers 3.3 square miles**  
**Engine / Rescue**



## STATION 15

**6600 Academy NE**  
**North Albuquerque**  
**Council District 4**  
**Acquired in 1974**  
**Covers 7.2 square miles**  
**Engine / Rescue / Ladder**



## STATION 12

**201 Muriel NE**  
**East Gateway**  
**Council District 9**  
**Acquired in 1961**  
**Covers 8.1 square miles**  
**Engine / Rescue**



## STATION 16

**4727 Juan Tabo NE**  
**North Albuquerque**  
**Council District 8**  
**Acquired in 1975**  
**Covers 10.5 square miles**  
**Engine / Rescue / Wildland Brush Truck**

*Albuquerque Fire Rescue utilizes 48 hour shifts for field crews. Responding to 911 calls, training, exercise, and community involvement keep our first responders busy the entire shift. These firefighters eat, sleep, and live at the fire station in addition to daily duties such as keeping the station and fire trucks clean.*

# FIRE STATIONS



## STATION 17

3630 Yucca NW  
West Side  
City Council District 1  
Acquired in 1976  
Covers 8.6 square miles  
Engine / Rescue / Ladder / E317 / Batt. 4



## STATION 20

7520 Corona NE  
North Albuquerque  
Council District 4  
Acquired in 2002  
Covers 11.1 square miles  
Engine / Rescue / Batt. 3



## STATION 18

6100 Taylor Ranch NW  
Taylor Ranch  
Council District 5  
Acquired in 1983  
Covers 21.7 square miles  
Engine / Rescue



## STATION 21

10400 Cibola Loop NW  
Northwest Mesa  
Council District 5  
Acquired in 2005  
Covers 6.8 square miles  
Engine / Rescue / Ladder



## STATION 19

3520 San Andres NE  
Mid-Heights  
Council District 7  
Acquired in 1994  
Covers 4.6 square miles  
Engine / Rescue / QA Captain



## STATION 22

10005 Lyons NW  
Paradise Hills  
Council District 5  
Acquired in 2015  
Covers 29.5 square miles  
Engine / Rescue / Wildland Brush Truck

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*"I have no ambition in this world but one, and that is to be a fireman. The position may, in the eyes of some, appear to be a lowly one; but we who know the work which the fireman has to do believe that his is a noble calling. Our proudest moment is to save lives. Under the impulse of such thoughts, the nobility of the occupation thrills us and stimulates us to deeds of daring, even of supreme sacrifice."*

- FDNY Fire Chief Edward F. Croker

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# REGIONAL RESPONSE PARTNERS

Within the fire service, the notion of mutual aid is one in which formal agreements are made that allow emergency services to lend assistance across jurisdictional boundaries. This is often the case when the needs of an emergency incident exceed the capability of local resources, such as at a multiple-alarm fire or large-scale disaster. Mutual aid may be requested when an emergency occurs, or it may be a standing agreement and a continuing basis.

Automatic aid agreements ensure that resources are dispatched from the nearest fire station, regardless of jurisdictional boundaries. Inter-agency agreements are those cooperative compacts between government agencies and other organizations, designed to promote cooperation for the mutual benefit of all partner agencies. AFR is proud to maintain agreements with our regional response partners.

## RESPONSE CATEGORIES

### **AUTOMATIC AID PARTNER**

- Bernalillo County Fire Department

### **CONTRACTED TRANSPORT AGENCY**

- Albuquerque Ambulance Service

### **MUTIAL AID PARNERS**

- Albuquerque Mountain Rescue Council
- Kirtland Air Force Base Fire Department
- Los Lunas Fire Department
- Rio Rancho Fire Rescue
- Sandoval County Fire Department
- Santa Fe Fire Department
- Village of Corrales Fire Department
- Village of Tijeras Fire & Rescue



### **INTER-GOVERNMENTAL AGREEMENTS**

- Albuquerque/Bernalillo County Water Authority
- Albuquerque Job Corps
- Albuquerque Metropolitan Arroyo Flood Control Authority–Ditch Safety Program
- Bureau of Alcohol, Tobacco, and Firearms
- Federal Bureau of Investigation
- Interstate Mutual Aid System
- Middle Rio Grande Conservancy District
- National Nuclear Security Administration–Joint Information Center
- New Mexico Army National Guard–Helicopter Firefighting Program
- New Mexico Department of Energy, Minerals, and Natural Resources–Forestry Division
- New Mexico State Fire Marshal’s Office
- University of New Mexico
- US Department of Energy–Office of Secure Transportation
- US Department of Interior–Petroglyph National Monument
- US Department of Veterans Affairs
- US Forest Service–Cibola National Forest



# ALBUQUERQUE AREA FIRE FIGHTERS IAFF LOCAL 244



Strength through united action, guided by intelligence, is the hallmark of trade union organization. Believing such unity essential for the mutual protection and advancement of the interests and general welfare of fire fighters everywhere, Local 244 has the following objectives: to organize firer fighters; to secure just compensation for their services and equitable settlement of their grievances; to promote as safe and healthy working environment for fire fighters as is possible through modern technology; to promote the establishment of just and reasonable working conditions; to place members on a higher plane of skill and efficiency; to promote harmonious relations between fire fighters and our employer; to encourage application to our Local; to promote the research and treatment of burns and job-related health problems common to fire fighters; to promote sick and death benefits for fire fighters; to encourage the establishment of schools of instruction for imparting knowledge of modern and improved methods of fire fighting, prevention, EMS, and rescue technology; and to cultivate friendship and fellowship among our members.

## ACCOMPLISHMENTS

2018 was a year of many successes for Local 244. A hard fought battle to earn back pay, lost due to broken contracts, was settled. Affected members, both retired and active, were issued settlement payments to help offset lost wages.

The union continued to fight for members' benefits, health, and retirement by putting boots on the ground and electing politicians at every level who understand the dangers firefighters face every day.

Many of these politicians, along with other leaders from across New Mexico, took part in the 2018 Fire Ops 101, sponsored by NMPFFA and hosted by IAFF 244. Fire Ops 101 was the first of its kind in New Mexico, and provided leaders a chance to "feel the heat" by having a hands on experience that provided meaningful insight into the real exposures firefighters endure and the complex issues they face.



## IAFF 100TH YEAR

The International Association of Fire Fighters celebrated 100 years of continued activism for firefighters and their families on February 28, 2018. The IAFF is a 313,000 member trade union protecting and advancing the interests of career firefighters and fire-based paramedics in the United States and Canada. With over 3,300 local affiliates, the IAFF represents over 85% of professional firefighters and fire-based paramedics. While overall union participation is, unfortunately, showing a decline in our country, the IAFF has continued to grow in participation.



## LMC COOPERATIVE SPIRIT

Through the spirit of cooperation between labor and management, a 26 month contract was negotiated and ratified which provided pay increases for all members and protected many member benefits. Executive board members and administration worked with City Administration and Council to secure 19 additional staffing positions to help with the ever growing call volume.



## FIREFIGHTER OF THE YEAR

Matt Blanchfield was awarded firefighter of the year for his dedication to his craft at Station 11, but more so for his generous donation of time. Firefighter Blanchfield worked 614 trade hours over a six month period for another brother in need, without any expectation of repayment. Matt Blanchfield demonstrated what it means to be part of the firefighter family.



## MDA

For more than 60 years, members all over the country have been working hard for MDA, filling the boot on behalf of this great charity. In 2018, IAFF L0244 raised approximately **\$59,000**. Representing Albuquerque Area Firefighters as well as AFR, Bryan Breeswine, Charles Sanchez, Sam Mitchell and Vincent Clark attended the annual MDA summer camp in the Manzano Mountains where Brother Breeswine was awarded top male councilor.



## SURVIVORS FUND

Our sisters and brothers and the local community came out to support members in need through fun. IAFF 244 hosted the Swing for Survivors Golf Tournament, the Public Safety Basketball Tournament, the 2nd Annual Fire Muster, and the 244 Challenge. We are proud of the support our members provide to each other and their families during times of need as well as each and every day.



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*There is no greater calling than to serve your fellow men. There is no greater contribution than to help the weak, and no greater satisfaction than to have done it well. - Walter Reuther*

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# ALBUQUERQUE FIRE DEPARTMENT RETIREES' ASSOCIATION



The Albuquerque Fire Department Retirees' Association, AFDRA, was formed on June 6<sup>th</sup>, 2000, and we recently celebrated our 18<sup>th</sup> anniversary. On June 3<sup>rd</sup>, 2018, we dedicated a new memorial flagpole with name tags honoring our deceased members, the memorial flagpole is located at 2721 San Mateo, NE. AFDRA held its annual picnic in August, and we had another great turnout this year. In September, AFDRA participated in the annual Blue Mass ceremony, and assisted AFR and IAFF Local 244 with the Muscular Dystrophy fund drive. We held our annual Christmas Dinner in December, and our Honor Guard remained active at our deceased members funeral throughout the year. AFDRA also continues to improve the exhibits at the AFR museum, this is a continuing process, and we never consider this task complete.



The Albuquerque Volunteer Fire Department was formed in 1882, following a population boom brought in by the railroad. The early hook and ladder company and hose carts were hand drawn until Albuquerque's first horse team was purchased in 1900. On June 6th, 1900, the Albuquerque City Council established the first paid department, appointing Bernard Ruppe as the first paid Fire Chief. Tony Ortiz and Eugene Southerland were appointed the first paid firemen. The city kept 40 on-call volunteer firemen for fire responses. In 1908, the city opened the second fire station in the Highland neighborhood. In 1912, the city purchased its first motorized fire apparatus, an American La France fire pumper, with a second motorized pumper being purchased in 1914. The last fire call run with horse drawn wagons was in 1918, although horses were kept for a short time as spares in case the motorized units were out for service. Albuquerque's third station was not opened until 1936, and at that time the department had about 36 paid members.

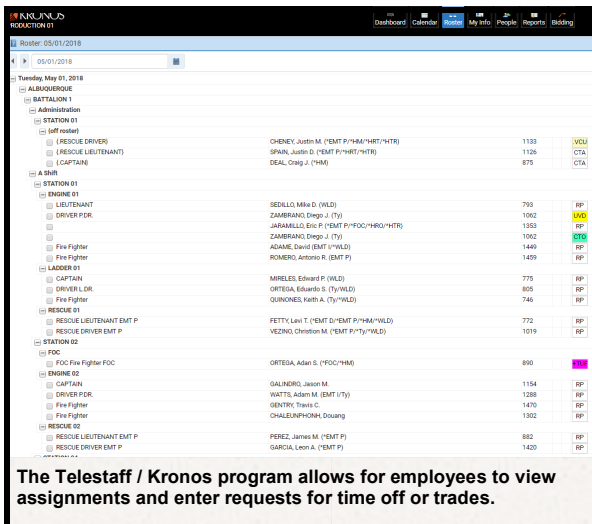
## HUMBLE BEGINNINGS



# FIELD OPERATIONS CENTER

The Field Operations Center is charged with staffing both Emergency Response and Support programs for the Department. It is staffed 24 hours a day, seven days a week. The FOC uses AFR staffing policies to assign appropriate personnel to each fire station and emergency response apparatus, each of which has minimum staffing levels. Many of the assignments have specialty training requirements. When firefighters call off sick, use vacation, or have trades, the FOC accommodates the moves to ensure that all staffing requirements are properly met.

The FOC uses a comprehensive staffing software application to assist with staffing and tracking all Department personnel. The application Telestaff allows for positive accountability and consistent staffing of the all Department employees, across three emergency response shifts and multiple support assignments. The FOC maintains a total of nine program-certified firefighters, three on each shift, with one assigned to the FOC and two in the Operations Division. An additional eight personnel, from the rank of Driver to Battalion Chief, are trained within the program. Monthly meetings are held to ensure consistency across the board, and to guarantee adherence to Staffing, Sick Leave, and Trade Time policies. A web version of the Department's staffing software was implemented to migrate from a central Telestaff server that allows for more versatile access. Daily "Summary Reports" are created so the Fire Chief and Executive Staff can be briefed to assist with the tracking of Leave and Overtime.



The Telestaff / Kronos program allows for employees to view assignments and enter requests for time off or trades.

*Members of the FOC are tasked with delivering and operating the Incident Rehab truck and trailer to an incident which is stored at fire station 2 where the FOC is also located.*



# SPECIAL OPERATIONS

The Albuquerque Fire Rescue Special Operations program – within the Emergency Operations Division- provides a wide array of specialized services to the Albuquerque community. The program encompasses the **Wildland Task Force**, the **Heavy Technical Rescue Program**, and the **Hazardous Materials Team**. Special Operations also provides the emergency services required for Special Events held within Albuquerque's jurisdiction. Additionally, the program manager serves and the AFR liaison to various organizations across a number of jurisdictions and operational disciplines.



**JUSTIN STALEY**  
SPECIAL OPERATIONS  
BATTALION CHIEF



## PROGRAMS OVERSEEN

- **HYDRANT INSPECTION PROGRAM**
- **SPECIAL EVENTS PLANNING / OPERATIONS / EVENT ACTION PLAN (EAP) DEVELOPMENT**
- **INTER-AGENCY EXERCISE COORDINATION**
- **AFR LIAISON TO THE OFFICE OF EMERGENCY MANAGEMENT (ESF 4 FIRE, ESF 9 URBAN SEARCH & RESCUE AND ESF 10 HAZMAT)**
- **FIELD STAFFING**

## ACCOMPLISHMENTS

- **EVENT ACTION PLANNING FOR 16 CITY OF ALBUQUERQUE SPONSORED EVENTS**
- **EVENT ACTION PLANNING AND OPERATIONS FOR THE 9 DAY ALBUQUERQUE INTERNATIONAL BALLOON FIESTA**
- **ASSIGN AND COORDINATE AFR MEDICAL ASSISTANCE FOR THE 2018 NEW MEXICO SENIOR OLYMPICS**
- **IMPLEMENT THE USE OF ARCGIS FOR THE 2018 HYDRANT INSPECTION PROGRAM**
- **MANAGE THE HYDRANT INSPECTION PROGRAM- AFR CHECKED OVER 15,000 HYDRANTS WITHIN THE CITY OF ALBUQUERQUE AND BERNALILLO COUNTY**

## 2018 CHANGES

- **BATTALION CHIEF JUSTIN STALEY WAS ASSIGNED AS THE SPECIAL OPERATIONS PROGRAM MANAGER.**
- **AFR AND THE ABCWUA STARTED USING ARCGIS FOR ALL HYDRANT DATA ENTRIES. THE USE OF ARCGIS PROVED TO BE A MORE EFFICIENT AND EFFECTIVE WAY TO TRACK AND MANAGE THE HYDRANT INSPECTION PROGRAM, AFR WAS ABLE TO GET THE HIGHEST PERCENTAGE OF HYDRANT COMPLETIONS TO DATE.**
- **THE FIELD OPERATIONS CENTER IS NOW UNDER SPECIAL OPERATIONS.**

# HAZARDOUS MATERIALS RESPONSE

The Hazardous Materials Response Program operates under a task force concept, consisting of 8 emergency response companies. Squad 1 and Squad 3 are the lead company of the task force, housed at Fire Stations 4 and 13. Each has a Captain and Driver assigned.

Firefighters assigned to the Hazardous Materials Task Force attended extensive training involving classroom sessions and practical scenarios. Each firefighter receives 24 hours of specialized rescue training annually. All training is OSHA 29 CFR 1910.120 and/or NFPA 472 compliant. To operate at a Hazmat technician level, firefighters receive 120 hours of training.

The primary function of this company is to respond to all specialized hazardous materials incidents that occur within the City of Albuquerque and to neighboring communities within the metro area in the form of mutual aid response to include incident responses involving the releases or potential releases of hazardous materials that present a chemical, biological, radiological, and explosive or health hazard to the community.

In addition to the above listed incident types, the task force may also respond to Multiple Causality Incidents and assist with other agencies to include the FBI, 64<sup>th</sup> CST Army National Guard, and KAFB.



*The Hazardous materials program is part of the Special Operations Division and is currently supported by the Hazardous Materials Program Manager. Due to the specialized capabilities of the task force, there is a substantial training and logistical requirement that necessitates the need for a staff position for support during the normal work day with off hour opportunities to include nights and weekends.*



## HAZARDOUS MATERIALS TRAINED PERSONNEL:

118 TECHNICIAN LEVEL

582 AWARENESS & OPERATIONS LEVEL

*All AFR Squads are equipped with hazardous materials equipment that include monitors for measuring dangerous gases and chemicals.*



## GRANTS

AFR received two grants in 2018. The Andeavor (Marathon Oil) provided \$50,000 to the department. With that funding, the hazmat program was able to purchase new 5 gas monitors for both hazmat squads and more equipment for our new technical decon. For HTR, Lt. Chris Carlsen was able to get 4 gas monitors for Squad 2. The second grant of \$130,000 was used to purchase new Flir Isotope monitors which identifies radioisotopes, mass spectrometry and a gas chromatography. With this equipment, AFR will upgrade from a Hazmat Type II team to a Type I team under homeland security guidelines.

## TRAINING

- Chemistry of Hazardous Materials (February, August, September 2018)
- Hazardous Materials Technician (October, November 2018)
- Introduction to WMD Sampling Course Instructed by LSU NCBRT ( October 2018)
- Participated Anthrax release with Postal Inspector – Main Post Office (May 2018)
- Attend the IAFC's Hazmat Response Teams Conference in Baltimore Maryland (June 2018)
- FBI training at New Mexico EXPO
- "When Cows Fly" training with the Albuquerque Sunport and State agriculture
- Hazardous Materials Technician Refresher with BNSF Regional Hazmat Coordinator and BNSF training rail car props (December 2018)
- 91st & 92nd Cadet Class Hazardous Materials Awareness and Operations
- Instructed APD 119th Cadet Class Hazardous Materials Awareness (July 2018)
- LSU Sampling Class (October 2018)



# WILDLAND / URBAN INTERFACE FIREFIGHTING

In support of AFR's goal to deliver the highest caliber of emergency service to the Albuquerque community, the Department has trained and equipped all operational firefighters to meet Wildland Fire Qualifying standards. The Department provides urban and wildland fire protection for a large portion of the Rio Grande Valley State Park, the Petroglyph National Monument, and all of the City's Open Space areas of the West Mesa and Sandia Foothills.

AFR's Wildland Division has four Wildland Stations that are strategically located around the City of Albuquerque to respond to wildfires within the 37,000 acres of Open Space lands. These areas include the Foothills, Bosque and West Mesa. There are a total of 24 personnel on duty each day that have an advance level of training that will respond in specialized apparatus that is designed to fight wildfires. AFR has 4 Type - 6 engines and 1 Type - 3 engine. During the peak of fire season AFR implements Open Space Patrols which consists of AFR wildland resources patrolling the Foothills, Bosque and West Mesa. This is in an effort to respond to wildland fire dispatches quicker than usual by having crews in the area already wearing their wildland PPE and being in their specialized apparatus to suppress the fire in the early stages preventing it from becoming catastrophic.

Station 22 will be added to the WLD Division in January 2019 thanks to a new brush truck purchased by City Councilor Cynthia Borrego. Our Wildland Division also writes and coordinates the Open Space Patrol plan with 7 other agencies in the ABQ metro area each year. AFR implemented patrols in May through July of 2018.



## PUBLIC EDUCATION

In an effort to educate the public on wildfire safety, AFR began doing public outreach in 2014 with the IAFC Ready Set Go program. Each year AFR goes out to multiple HOA's and Neighborhood Associations and teaches homeowners how to prepare their home(s) against wildfires as well as how react in the event of a wildfire in the areas they live in.

## FIREFIGHTER EDUCATION

- 30+ WLD personnel completed S133 – Look Up, Look Down, Look all Around
- 25+ WLD personnel completed S290 Intermediate WLD Fire Behavior
- 102 WLD personnel completed S131
- 13 WLD personnel completed WLD Engine Academy (S211 and PMS419)
- 1 Captain Certification course (WLD)
- 1 BC Certification courses (WLD)
- 2 BC WLD Incident Command Courses
- 3 AFR Academy Classes - WLD FFT2 level – S130, S190, L180, IS 700, IS 800
- WLD fire awareness class for COA Open Space volunteers that patrol (40

# ACCOMPLISHMENTS

- In 2018, personnel and equipment from the WLD Division deployed to several wildland fires around the nation under the New Mexico State Forestry Resource Mobilization Plan and the Emergency Management Assistance Compact generating funds. for our department.
- WLD Division provided fire suppression for all fireworks displays during Balloon Fiesta and Freedom 4<sup>th</sup>.
- Fuels reduction project – behind Bosque School (8 acres)
- 3 Community presentations on Ready Set Go! Teaching homeowners how to make their homes safe against wildfire.
- Worked with High Desert HOA to rewrite convenience to allow homeowners to harden their homes against wildfires after the High Desert Fire. The WLD Division received recognition for this by the HOA at a City Council meeting.
- WLD Rapid Extraction Module proposal approved by Fire Chief Dow. This has been implemented in 2019.

# DEPLOYMENTS

**Indian Valley Fire – Colorado**

**Stone Fire – California**

**Carr Fire – California**

**Mariposa Fire – New Mexico**

**Aragon Fire – New Mexico**

**Laja Fire – New Mexico**

**Mendocino - California**

**Venado Fire – New Mexico**

**Woolsey Fire – California**



# HEAVY TECHNICAL RESCUE

The Heavy Technical Rescue program is one of the three specialty divisions within the Special Operations Division and is currently supported by the HTR program manager. Due to the specialized capabilities of the task force, there is a substantial training and logistical requirement that necessitates the need for a staff position for support during the normal work day with off hour opportunities to include nights and weekends.

The Heavy Technical Rescue program operates under a task force concept, consisting of 3 emergency response companies. Squad 2 is the lead company of the task force, housed at Fire Station 3, along with Engine 3 and Rescue 3.

Firefighters assigned to the HTR task force attends extensive training involving classroom sessions and practical scenarios. Each firefighter receives over 200 hours of specialized rescue training. All training is OSHA and/or NFPA compliant.

*The primary function of this company is to respond to all specialized rescue incidents that occur within the City of Albuquerque and to neighboring communities within the metro area in the form of mutual aid response.*

## HTR TRAINED PERSONNEL

49 TECHNICIAN LEVEL

47 OPERATIONS LEVEL



## TYPES OF HEAVY TECHNICAL RESPONSE

**Confined Space Rescue**- rescue from vessels, tanks, vents, sewer lines and similar industrial processes and usually involves a hazardous material and/or atmosphere

**Rope Rescue** – rescue of persons from an elevated natural or man-made location that cannot self-rescue.

**Structural Collapse** –rescue of persons from a building that has collapsed as a result of a passenger vehicle or truck collision, a natural gas explosion or an act of terrorism.

**Trench Collapse** - rescuing a worker from a collapsed trench. The victim can be completely or partially buried by soil.

**Swift Water Rescue** – rescue/recovery of persons trapped in rivers and ditches.

**Flood Channel Rescue** - most often involves rescuing a person/child, which has entered a flood channel/arroyo during flood conditions and cannot self-rescue.

**Vehicle Extrication** - most often involves rescuing persons from a vehicle accident whereas the victim is pinned or trapped by crushed metal.

**Machinery Extrication** - most often involves rescuing a worker who is caught, trapped or pinned by a machine or industrial process.

**Elevator Rescue** - most often involves rescuing persons from a stalled elevator.

**Multiple Causality Incidents**

**All commercial, high-rise, high occupancy, and high life risk structure fires**

**Firefighter Rescue/Rapid Intervention Team**



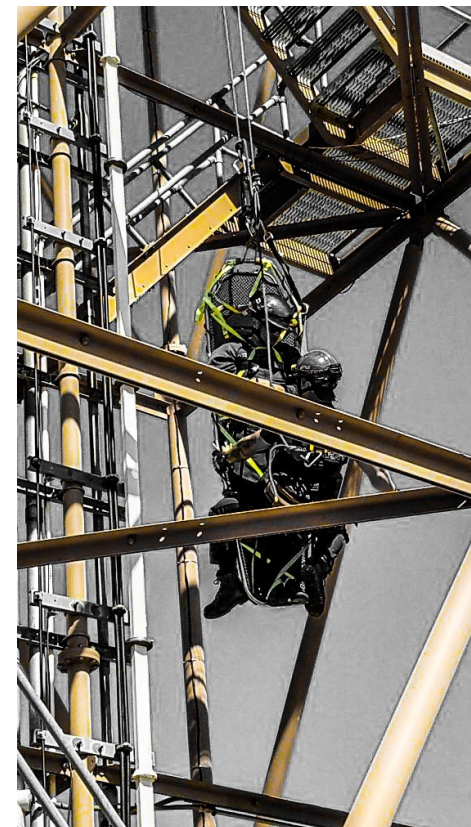
# OUTREACH

- Presented SCBA orientation and use training for ABCWUA personnel.
- Fire Extinguisher safety and use training for ABCWUA personnel.
- Fall Protection and Emergency Response presentation for Urban Tree Care Conference at Crowne Plaza.
- Participated in filming water safety PSA “Ditch the Ditches”
- Assisted with planning phase of “Flood Channel Warning System”



# TRAINING

- Vehicle Extrication Training for Paramedic Class
- High Angle Rope Rescue Refresher for all HTR assigned personnel.
- Coordinated and developed exercise with National Weather Service personnel utilizing their Doppler radar tower.
- Vehicle Extrication Training for new cadets.
- Trained FOC personnel on Firefighter Rehab Truck.
- Recertified all HTR Swift Water Rescue Technicians.
- HTR academy for UNM Emergency Medicine Fellowship Interns.
- Training included Ropes, confined space, and vehicle extrication.
- HTR members participated in and instructed at the regional Advanced Vehicle and Machinery Extrication Course in Las Cruces, NM.
- Rope Rescue Operations initial training course.



# COMMUNITY RISK REDUCTION

Albuquerque Fire Rescue is constantly striving to find solutions for increasing safety and public awareness that results in a safer city for our citizens and firefighters. AFR offers educational resources and training for people of every age and we continue to find new innovative programs that will succeed in our mission to provide quality risk reduction. Our most utilized public engagement opportunities are fire station tours and show-and-tell events where our firefighters can demonstrate and discuss hazard safety. Our risk reduction programs list will evolve as we determine which ones are working well, changing what is not working well or adding new programs.

## 2018 RISK REDUCTION PROGRAMS

- All-Hazards Risk Assessment
- Community Involvement Program/ AFR Station Tour
- Public Information Office
- LIFESAVER Training
- CNM Emergency Medical Technician-Basic Course
- Career Enrichment Center (APS) EMT-Basic Course
- Hands Only CPR
- HEART Home Engagement and Alternative Response Team
- Fall Prevention Program
- Harm Reduction
- Ready! Set! Go! Preparing for Wildfire
- Self Contained Breathing Apparatus Refresher
- Confined Space Awareness
- Fall Protection Awareness
- Household Hazardous Products and Hazardous Waste
- Fire Extinguisher Training
- Fire Warden and Evacuation Training
- Senior Citizen Fire Safety
- Youth Fire Prevention
- Pre K Fire Prevention, Story Time
- General Fire Safety and Risk Reduction
- CERT (Citizen Emergency Response Team) Fire Extinguisher
- Active Shooter Training (Run,Hide,Fight)
- See Something, Say Something/ Suspicious Activity Reporting



# PUBLIC AFFAIRS OFFICE

The Public Affairs Office consists of the Deputy Chief of Human Resources, Captain of Community Risk Reduction/Recruitment, Lieutenant Public Information Officer, and two support members at the rank of Driver. This division is responsible for representing the Albuquerque Fire Rescue to the media and public through several distinct methods and helping to increase public safety through education and outreach. The PAO is responsible for handling media requests and press conferences, interviews, significant event updates, facilitating community outreach through multiple avenues, helping to coordinate AFR graduation and promotional ceremonies, managing social media accounts and publishes a monthly informational report that highlights significant calls and special events.



## 2018 COMMUNITY INVOLVEMENT

- AFR was asked to lead the Martin Luther King Jr. parade in downtown Albuquerque.
- Station 5 crews were recognized by City Council for their creation of a community oriented Haunted House that donated costumes to children and provided a safe and fun Halloween experience for the citizens of Albuquerque. In addition, Station 5 crews orchestrated a visit from Santa to a child development center in district that entailed handing out presents that were bought specifically for each child.
- AFR Engine 15 and Ladder 1 participated in the 2018 Twinkle Light Parade after spending hours decorating the trucks with lights. AFR won 1st place in the Government Category.
- For the month of October, AFR and IAFF Local 244 designed and printed pink shirts to support the breast cancer awareness month and sold them to members of AFR and the public with proceeds donated to the American Cancer Society.
- Station 17 crews and the FMO division collected money and purchased presents for children from the Western Trail Early Head Start Program.
- Every AFR station and support members participated in the 2018 National Night Out and were able to engage with citizens from neighborhoods throughout Albuquerque.
- AFR participated and helped promote the 2018 Battle of the Badges Blood Drive. Team Fire beat out Team Law Enforcement and won the trophy for most votes from the blood donors that participated.



# HOMELAND SECURITY AND EMERGENCY MANAGEMENT

The Homeland Security and Emergency Management Division (HSEM) is a new and integral component of Albuquerque Fire Rescue. The mission of the AFR HSEM is to enhance collaboration with Federal, State, local and tribal partners to prioritize safety and security while reducing the vulnerabilities and consequences of the threats in our community. The HSEM promotes an all-hazards approach to preparedness and resilience across multiple projects and programs which include NIMS compliance, Federal grants, risk assessments and training.

## 2018 ACCOMPLISHMENTS

- Overhauled NIMS compliance for the department.
  - NIMS compliance with the State is vital to our Departments Typed Resources.
  - NIMS Compliance is also imperative in collecting Federal funding from Typed Resource deployments.
- Created Community Risk Reduction Application to track all department outreach programs.
  - Built to track all 24 community risk reduction programs for our department.
  - This information is used for program development and success.
  - This data is also utilized for grant applications and Federal funding.
- Created the Risk Assessment program.
  - Risk Assessments are an all-hazards approach to preparedness and resilience.
  - Completed 16 assessments in 2018.
  - Reached over 6000 students, teachers and city employees.
- Developed policies and procedures for the Community Risk Reduction and Risk Assessment programs.
- State Homeland Security Grant Submitted
  - Hazmat Project- \$116,806 to purchase 3 monitors: Gas Chromatograph, Mass Spectrometer, Handheld Radiation Detection and Identification Device. Awarded
  - Communications Project- \$337,175 to purchase a new Zetron Dispatch system for the department. Denied
- Hazardous Materials Emergency Preparedness Grant Submitted
  - Hazmat State-wide Training Exercise-\$36,127 to conduct a week long training scenario at the AFR academy and Kirtland Air Force Base. Denied
- Fire Prevention and Safety Grant Submitted
  - Fire Marshalls Office- \$170,500 to purchase an Inflatable Fire Education House, Interactive Fire Education Trailer and new Sparky Costume. Pending
  - Youth Fire Awareness Program- \$47,799 to purchase Office Supplies and Education Materials. Pending
  - Fire Investigation Equipment-\$156,000 to purchase Trail Cameras, Mobile Solar Camera Systems and 3D Camera. Pending
- Created 19 Intelligence Briefs and Alerts for department personnel's safety and situational awareness.
- Conducted Active Shooter training for all AFR cadets.



**JACKIE WHITE**  
CAPTAIN OF HSEM

*HSEM operations require a collaborative effort of multiple AFR personnel, Federal, State and local partners.*



# FISCAL MANAGEMENT PROGRAM

The Fiscal Management program provides a full-range of accounting, budgeting, and fiscal management services to the Department. In addition, the program staff represents the Department in all financial matters with city, state, and federal financial agencies; and develops and coordinates grant applications, contracts, City Council resolutions, executive communications, and adherence to reporting requirements. Program staff provides departmental integration of grants and contracts with various administrative agencies, and originated financial reports for both internal and external uses. In addition, they also work with department program managers to control internal expenditures, provide special audits, and the research and development of technical documents and surveys. Most importantly, the fiscal program coordinates compliance with all city, state, and federal regulations, such as the State Purchasing Act and the Fair Labor Standards Act.

## BUDGET AND ACCOUNTING

The fiscal staff assists the Chief's Executive staff in the preparation and proposal of the Department budget to the Mayor, the City's Office of Management and Budget, and the Albuquerque City Council. Accounting services to the Department include the processing of payroll; purchase orders; fixed asset accounting; accounts payable and receivable; the monitoring of, and adjustment to, various budgeted accounts; and the administration of reimbursement funds. Fiscal staff also tracks financial data, and ensures that the Department stays within its allocated budget.

## TRUST AND AGENCY FUNDS

The management of trust and agency funds is another function of the Fiscal program. The program supports several labor union and management pay directives, such as Tuition Assistance and Academic Incentive pay, the local Emergency Planning Committee, all financial activities that occur during an activation of the Emergency Operations Center, reimbursement forms processing, and financial reports for those deployments of AFR personnel during extra-jurisdictional incidents.

## RECORDS MANAGEMENT

As records custodians for the Department, the fiscal program maintains university transcript records for the tuition assistance and academic incentive pay program, and coordinates the appropriate tuition reimbursement and incentive pay - based on those records. Other records management functions include the gathering of information related to claims for damages filed by and against the department.



**DR. AMANDA VIGIL, DBA**  
**FISCAL MANAGER**

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*The Fiscal Management Program supports the department's overall mission by providing fiscal accountability for its general and grant funded appropriations, expenditures, and financial reporting requirements.*

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# AFR FY19 BUDGET

Albuquerque Fire Rescue's Fiscal Year 2019 Budget is **\$86,978,000**. This is an **increase of \$6,945,000** from the previous year's original Budget. We received nineteen new firefighter positions to start new programs and increase staffing levels in the field. The City and IAFF L244 also negotiated a 3% raise for all members and an increase in Paramedic Assignment pay from 5.8% to 8%.

## PARAMEDIC SCHOOL

AFR received the funding necessary to ensure that our Paramedic School Program is solvent and does not rely on the Operations Budget to survive. This new funding includes two new Paramedic instructor positions, and the money to backfill seven students each year while they attend Paramedic School. This is an incredible achievement for us. Before this year, we were never funded for all of our Paramedic School instructors or for students to attend Paramedic school. We have established a solid foundation on which to build our Paramedic School Program.

## COMMUNITY EMS PROGRAM

The FY19 Budget also includes four additional paramedic positions to start our new Community EMS Program. The funding also added a \$13K add-on feature for us to track data through Image Trend for the new Community EMS Program, which we will refer to as the HEART (Home Engagement & Alternative Response Team) Program. HEART will begin a proactive approach to provide routine healthcare services to underserved populations. These 40-hour work week positions help educate the public as to which conditions require transport to the local emergency room, and which complaints should be addressed through alternative channels. They focus on injury prevention, education, and resolution through the residents' primary care physician or urgent care.

## BLS RESCUE PROGRAM

Six new positions were added to staff our new BLS Rescue Program. These Rescues will respond to low acuity calls in our busiest districts to free up other resources to respond to more life threatening calls for service. Each new BLS Rescue is also transport capable.

## FIELD STAFFING

Seven additional firefighter positions were also added into the FY19 Budget.

## 19 NEW POSITIONS IN FY19

### 13 Paramedics

- (1) Paramedic Lt. Instructor
- (1) Paramedic Dr. Instructor
- (2) Paramedic Lt. HEART. Program
- (2) Paramedic Dr. HEART. Program
- (7) Paramedic Firefighters

### 6 Suppression

- (3) Suppression Lt. BLS Truck
- (3) Suppression Dr. B.L.S. Truck

# FLEET MAINTENANCE

The AFR Fleet division is made up of a fleet manager, three fleet mechanics, one service writer and a clerical assistant. Fleet personnel are responsible for the repair and maintenance of all fire apparatus. All are trained, certified, and experienced in mechanical diagnostics, repair and maintenance of front-line emergency apparatus, and the complementary systems with which today's fire apparatus are equipped. Fleet personnel provide 24-hour coverage, so that units needing attention are back in-service as soon as possible. Apparatus are serviced in the AFR Fleet maintenance facility, located in Albuquerque's downtown area. The shop owns four portable lifts, each with the lifting capacity to work on the heaviest of trucks. The large parking area provides for storage of spare units and the ability to accomplish our annual pump testing of all certified pumpers. The program provides an outstanding service resource to keep AFR's emergency fleet in full readiness.

## 2018 PURCHASES

- 2 HEART SUVs
- 2 HEART Sedans
- 3 new Rescues
- 1 new truck for K9 unit
- 1 Ladder
- 2 Engines



## ACCOMPLISHMENTS

- Completed Specification for future engine purchases using "clean cab" concept
- Completed specification for future ladder purchases
- Grant awarded for 1 new Pumper from federal HUD grant (to be assigned to station 5)
- Application in to City for doubling mechanic staff to begin shift work to increase output.
- Received NMFA loan for new Fleet facility.
- 1,140 Repairs and services performed at 4<sup>th</sup> street yards for 2018
- AFR maintains 92 front-line, Spec. Ops and spare/reserve fire apparatus. This does not include support units (i.e. Air and Rehab Trucks/trailers, FMO, Academy trucks) or the sedan, Administration and pickup truck fleet. Also, assisted with completed ISO annual inspection.
- Pump tested all pumpers
- Provided vehicles, equipment and support to each City of Albuquerque sponsored event including: Summer Fest (3 locations), Balloon Fiesta (10 days), Twinkle Light parade and the Freedom 4<sup>th</sup> Event
- Conducted aerial ladder study to determine where improvements can be made in increasing consistent safety results during annual required testing.



# LOGISTICS

The AFR Logistics Program serves the entire department with one manager and two warehouse employees who manage: purchases, inventory, distribution, and retirement of all consumable goods, tools, equipment.

Major purchases are accomplished internally; the manager establishes specifications, develops contracts and places orders. The team receives and inventories shipments, and stocks delivered product in a central warehouse. The manager maintains contracts for vendors who service and supply AFR facilities.

Responsible for providing all necessary fire equipment, tools, station supplies, and personal protective equipment, Logistics delivers most items to the requesting stations on a weekly basis, allowing emergency units to stay in-service and available for incident response. Logistics is responsible for all bunker gear that is issued to fire fighters, including laundering, inspections, and the coordination of outsourcing of needed repairs.

The program and its personnel have proven to be a critical resource to field personnel in the execution of emergency services to the community.

## 2018 ACCOMPLISHMENTS

### **Significant Purchases:**

- Evaluated and specified turnout gear, 100k of Bunker Gear fitted and purchased for firefighters assigned along the Central corridor.
- Full complement of PPE, Equipment and Supplies for the 91<sup>th</sup> and 92<sup>th</sup> Cadet Classes.

### **Contracts:**

- Annual hose testing service
- Annual aerial testing service
- Annual fire extinguisher inspection
- Uniform contract management  
Fire equipment

### **New and updated training:**

- NFPA 1851 PPE advanced cleaning.
- General Industry refresher training.



**JARRED BALDWIN**  
CAPTAIN OF  
LOGISTICS DIVISION



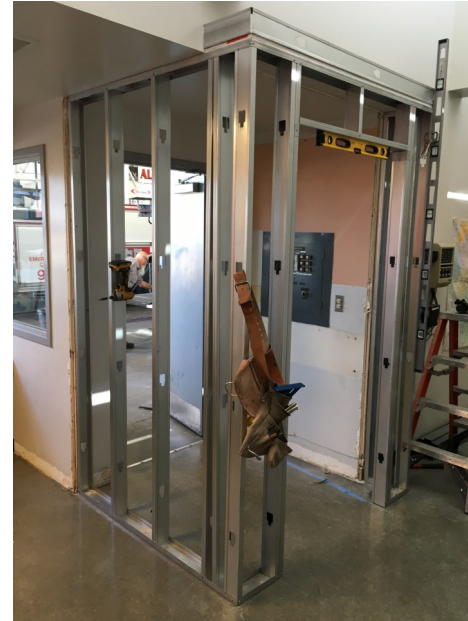


# FACILITY MAINTENANCE

The Facility Maintenance program plays a crucial role in keeping the departments facilities running 24/7. The team consists of one Fire Rescue Lieutenant and three civilian employees that respond to both repair work requests and planned construction projects. Every station was updated with interstitial spacing that provides a barrier from the apparatus bay to the living areas to reduce harmful exposure to exhaust particulates. The “CIP crew”, as affectionately referred to, is vital in providing exceptional living/working conditions for those who serve the citizens of Albuquerque.

## 2018 STATION PROJECTS

<b>STATION 1:</b> -Vestibule remodel -Façade design and development -General repairs	<b>STATION 10:</b> -Vestibule remodel -General repairs	<b>STATION 18:</b> -Vestibule remodel -Office renovation for “Main Station” Credit -Solar system installation -General repairs
<b>STATION 2:</b> -Vestibule remodel -General repairs -AFR rebranding	<b>STATION 11:</b> -Vestibule remodel -Exterior storage -Bunker gear storage racks -General repairs -HVAC replacement -Partial roof replacement for solar installation -Solar system installation	<b>STATION 19:</b> -Vestibule remodel -General repairs
<b>STATION 3:</b> -Vestibule remodel -General repairs	<b>STATION 12:</b> -Vestibule remodel -General repairs	<b>STATION 20:</b> -Vestibule remodel -General repairs
<b>STATION 4:</b> -Vestibule remodel -Fencing security project -General repairs	<b>STATION 13:</b> -Vestibule remodel -General repairs	<b>STATION 21:</b> -Vestibule remodel -Roof replacement -General repairs -Solar system installation
<b>STATION 5:</b> -Vestibule remodel -General repairs -Solar System installation	<b>STATION 14:</b> -Vestibule remodel -General repairs	<b>STATION 22:</b> -Vestibule remodel -General repairs -Water heater replacement
<b>STATION 6:</b> -Vestibule remodel -General repairs	<b>STATION 15:</b> -Vestibule remodel -General repairs	<b>FIRE MARSHALS OFFICE:</b> -General repairs
<b>STATION 7:</b> -Vestibule remodel -General repairs	<b>STATION 16:</b> -Vestibule remodel -Water heater replacement	<b>PLANS CHECKING:</b> -General repairs
<b>STATION 8:</b> -Vestibule remodel -General repairs	<b>STATION 17:</b> -Vestibule remodel -General repairs	<b>FIRE INVESTIGATIONS:</b> -General repairs
<b>STATION 9:</b> -General repairs -Design and development for Fire Station 9 replacement		<b>LOGISTICS:</b> -Apparatus door replacement -General repairs



# AIR MANAGEMENT

AFD's Air Management Systems are maintained by an in-house, full-time technician, working out of the Department's Logistics warehouse responsible for all maintenance and repair work on all 275 SCBA Air-Paks, Ska-Paks, and breathing air compressors within the department. The technician provides annual testing, and complete inspections of all SCBA equipment. Replacement SCBA equipment and delivery of breathing air compressor systems to critical fire scenes is available 24 hours a day.

The program is supported by five 6000 psi breathing air compressors. Three are stand-alone units, at the Fire Academy and Stations 13 and 17. Two units are mobile; one is housed at Fire Station 7 and the second is housed at Logistics. Two squads are also equipped with cascade systems.

## 2018 ACCOMPLISHMENTS

- Hydrostatically tested 530 SCBA air cylinders
- Breathing air support for Firefighter Cadet Classes
- Annual SCBA flow testing.
- AFR's long time SCBA technician retired —solicitations for SCBA tech position in process.



# PHARMACY

The AFR Pharmacy is a component of the EMS Division and provides all medications, pharmacy regulatory direction, and EMS specific equipment for the Department. The office works directly with a contracted Pharmacist in order to meet all Quality Assurance Medication reviews, Rescue inspections, and fire station EMS supply inspections. Currently staffed with a Paramedic Lieutenant and a Suppression Driver, the office is responsible for the purchasing, stocking, and delivery of all EMS supplies and medications, through the SharePoint Web System, using the Inventory Management System (IOS).

## ROLES AND RESPONSIBILITIES



- **Fills EMS/Oxygen orders from all 22 Fire Stations and any support divisions that require supplies.**
- **Coordinates with the on duty QA officer to replenish used narcotics and any equipment the QA may have given out.**
- **Collection and coordination of the disposal of Medical Bio waste at all AFR facilities.**
- **Overview of the digital proof of use forms that are completed by an AFR unit whenever a narcotic is used and is need of replacement.**
- **Collection of expired medication and or equipment.**
- **Annual New Mexico Board of pharmacy licenses renewal.**
- **Annual inspection by the P.R.C on AFR and ensuring those units have all of the equipment needed to pass the inspection.**



# QUALITY ASSURANCE OFFICER

The Quality Assurance Officer position worked on many aspects of modifying and improving the position within AFR to truly affect quality assurance with regard to EMS field operations throughout 2018. Highlights from among these activities were the LUCAS implementation, introducing the special skill of cardiac ultrasound for the on-duty 78's to deploy in cardiac arrest callouts, and aiding with finishing touches and input to roll out the new Bernalillo County Guidelines along with the development of an app for all organizations to use for reference.

The LUCAS implementation was a large undertaking. Initially spearheaded by Captain Robert LaPrise, funding was secured and devices purchased for AFR's new automatic CPR device. All AFR members were put through LUCAS training as part of EMS refresher classes prior to using the device in the field. Between the months of April and August, a soft rollout of the device was started where it was only carried by the Quality Assurance Officer and used by the 78's during cardiac arrests to show AFR crews the efficiency, ease of use, and to answer any questions they might have. Shortly after this, a LUCAS device was added to the equipment of every AFR rescue in the city (21 total) to be deployed as the primary CPR method on all cardiac arrest events. For our system, the LUCAS device has improved the quality of chest compressions in CPR, improved provider safety during emergency transport, and allowed for a seamless transition to hospital advanced cardiac care.

2018 saw the introduction of cardiac ultrasound by the 78 officers during cardiac arrest events for improved diagnostic/imaging capabilities. UNMH EMS Consortium physician Dr. Jenna White was able to obtain a field cardiac ultrasound device through Philips Healthcare Products for a field trial. EMS Battalion Chief Ortiz and Dr. White worked together to get this ultrasound approved as a special skill by the state for the Quality Assurance Officers. Dr. White provided a course on cardiac ultrasound for the 78's and each 78 officer began to use the new device to improve early detection of cardiac activity during a cardiac arrest event, augmenting field unit capability and improving patient care. In addition to this, AFR Records Management aided in providing a method to attach these images to patient care reports where Dr. White is able to review the proficiency of the new skill.

The Quality Assurance Officers also used 2018 to lend assistance in the development, refining and the final implementation of the new Bernalillo County EMS Guidelines. AFR Medical Director Dr. Kim Pruet and Albuquerque Ambulance Medical Director Dr. Ian Medoro worked extensively through the year, developing a new system to create guidelines that provide for improved situational flexibility in using the good judgment of our EMS providers when helping those that call 911 for various medical/traumatic emergencies. The 78 officers provided insight, suggestions and general guidance in constructing these guidelines so that our frontline units have the best ease of use when accessing them. Along with the new guidelines, an app was created just for our system (with hyperlinks for easier navigation) that our providers can utilize in all emergencies. Big changes noted in

the new guidelines include our approach and management of trauma arrests, numerous new medications introduced for improved patient care, and improved treatment guidelines for special patient/illness populations. All of the changes have contributed to improved patient care within our system.

In 2018 the 78 officers made a concentrated effort to increase training at the crew level for various target areas such as capnography, trach emergencies, protocols, and new medication implementation. These micro trainings offered individualized attention to rescue and engine companies. We also accomplished this through battalion-wide emails concerning problem areas or to help address trends we noticed in the system.

## PARAMEDIC CAPTAIN QA 78 OFFICERS



ROBERT LaPRISE



CLINTON ANDERSON



KEVIN FERANDO



## BASIC LIFE SUPPORT RESPONSE

The Albuquerque Fire Rescue has identified several response districts with high numbers of Basic Life Support (BLS) responses. The Commission on Fire Accreditation International (CFAI) establishes threshold values for unit responses. The CFAI considers any unit responding to over 3,850 calls for service in a year to be working at 110% of their threshold value. The BLS Rescues will respond to calls in districts with call volumes close to or above this threshold. The goals of this implementation are to reduce front-line unit responses and to provide more efficient medical services to the community. Three separate BLS apparatus will be placed at stations 5, 7 and 11.



**CHRIS ORTIZ**  
EMS BATTALION CHIEF

## HOME ENGAGEMENT ALTERNATIVE RESPONSE TEAM

During 2018, AFR formed its first community EMS program in the history of the department. The Home Engagement Alternative Response Team (HEART) is a team of AFR Paramedics certified as Community Health Workers. The team attended Community Health Worker Training in July and began making home visits in August with just two Paramedic Lieutenants. The team was reinforced with two additional Paramedic Drivers in November.

HEART makes home visits in a non-emergency setting to help people in the community with a variety of medical and social needs. The patients that HEART works with are identified through our internal database and from AFR field unit referrals. HEART works in a variety of ways to help some of our most vulnerable citizens obtain resources so that they are not dependent on emergency services.

The focus of HEART efforts were on the highest utilizers of 911. HEART received over 150 referrals from 911 crews, made over 260 patient visits, and assisted over 70 community members in 2018. HEART was successful in reducing 911 responses to enrolled patients by 59%.

HEART received universal support from City Administration, Fire Administration, IAFF 244, and many other community organizations that were excited to see AFR thinking outside of the box. The program made several local and national media publications for their efforts. HEART was also awarded Support Division of the Year in 2018.

We look forward to 2019 for more challenges and opportunities to positively impact our community while reducing the need for emergency services for some of Albuquerque's most vulnerable populations.



**NATHANIEL MIESNER**  
HEART PROGRAM CAPTAIN



# AFR TRAINING ACADEMY

The mission of the Albuquerque Fire Rescue Academy is to provide and facilitate training opportunities to firefighters, the citizens of Albuquerque, and to surrounding communities – in an effort to maximize preparedness for community emergency needs. The goal is to ensure that all Department personnel maintain the core knowledge and practical skills needed to provide efficient, professional care and service to the citizens of Albuquerque. The Academy also serves to assess and coordinate all new technical information that is disseminated to Department personnel. It tests new equipment and procedures, facilitates fire company and individual performance evaluations, oversees Safety, Technical Rescue, Hazardous Materials, and Wildland Training Programs. All personnel holding rank and/or special qualifications or certifications are required to meet the training and Continuing Education requirements pertinent to those specific endorsements or accreditations. Included in this are: EMT basic, intermediate, and paramedics; Code Inspectors; HazMat technicians; wildland firefighters; Emergency Medical Dispatchers; Heavy Rescue technicians; Firefighters; and Fire Officers.



**FRANK SANCHEZ**  
BATTALION CHIEF OF  
TRAINING

*The Training Division had many accomplishments and changes in 2018. One thing that made this even more challenging was the transition that took place with Fire Administration; this transition included a new Deputy Chief over the Division and a new Battalion Chief.*



**TONY JUSTINIANO**  
SUPPRESSION/CADET  
TRAINING CAPTAIN



**MARTIN SALAZAR**  
EMS TRAINING  
CAPTAIN

## EMS AND FIRE REFRESHER

Over six months of 2018, the Paramedic staff organized and instructed Day 1 and Day 2 of EMS refresher for all members of Albuquerque Fire Rescue.

The Academy also organized and facilitated three months of Suppression Refresher for all members of the department.

## PROMOTIONAL PROCESS

The Training Division along with City HR conducted a promotional process for each of the ranks during 2018, with the Captain and Battalion Chief process including an Assessment Center.



The AFR Academy also provides space for outside and local agencies, such as the New Mexico Fire Training Academy, National Fire Academy, University of Texas, FEMA, and other departments within Albuquerque City Government.

## PROFESSIONAL DEVELOPMENT

For 2018 there were six certification classes.

2 Driver Certifications – 24 firefighters certified

2 Lieutenant Certifications – 11 Drivers certified

1 Captain Certification – 7 Lieutenants Certified

1 Battalion Chief Certification – 2 Captains Certified

Also, it is now required for all Suppression Training staff to have IFSAC Fire Instructor II. Four of the Suppression staff completed Fire Instructor II in 2018; the remaining suppression staff will receive this class by March 1, 2019.

# PARAMEDIC SCHOOL



AFR Academy is a UNM Paramedic School satellite, where AFR provides the facility and the majority of the instruction. For 2018 the program graduated 15 students, with ten of those AFR members. The other five were from AAS and Santa Fe County Fire. Also in 2018, another class was started with 7 AFR members. Other agencies representing this class were AAS, Santa Fe County Fire, and Rio Rancho Fire. The turnaround time for AFD is just under one year to train an EMT-Basic to the licensed EMT-Paramedic level. The only other alternatives are through the University of New Mexico's four year Bachelors program or CNM's two year associates program.



## RECRUITING

The Academy staff played a large role in updating AFR the recruitment process. All materials were updated, which incorporated fliers and posters to include a QR reader linked to the City Fire website. The City Fire website was also completely overhauled and updated. Academy staff have also developed a close relationship with the CEC EMT-B program to assist us in recruiting 18 year olds.

## HIRING PROCESS

During 2018, the Training Division was able to reduce the Hiring Process by over 2 months. This was accomplished by consolidating testing dates and not conducting the CPAT. Instead of testing 2 different groups in the morning and the afternoon for the written portion, then bringing them back on another day for the pack test, we now test one group a day with the written test in the morning and the pack test in the afternoon. This has two benefits, reducing time needed for testing, and reducing the demand on candidates having to come to the Academy on two separate occasions. As for the CPAT, candidates are now required to acquire their CPAT on their own before entering the hiring process.

The Training Division also organized, facilitated, and conducted two hiring processes, one for a 91<sup>st</sup> Lateral Cadet Class, and one for a 92<sup>nd</sup> Traditional Class. This process includes a written test, physical fitness test, and interview.

## CADET PROGRAM

The Training Division graduated three cadet classes during 2018, the 90<sup>th</sup>, 91<sup>st</sup> (Lateral), and the 92<sup>nd</sup>. This equated to 50 new FF2c, and four FF2c Paramedic Laterals hitting the field during the year. The Academy staff also conducted the 11-month evaluations for the 90<sup>th</sup> Cadet Class.



# COMMUNICATIONS CENTER

AFR Communication Center, or Alarm Room, is staffed 24 hours a day 7 days a week. It is the entry point for all emergency and non-emergency medical and fire-related requests for service in the City of Albuquerque. It is staffed by twenty-eight highly trained uniformed firefighters who are certified in Emergency Medical Dispatch (EMD) and Emergency Fire Dispatch (EFD) and accredited by the International Academies of Emergency Dispatch (IAED). Additional staffing includes one Quality Assurance Officer, one Training Officer, one Captain, all supervised by a Deputy Chief.

Communications Center operates a Medical Priority Dispatch System (MPDS) and Fire Priority Dispatch System (FPDS) based system that uses caller interrogation protocols to provide symptom-based information to prioritize calls and allocate resources. This software guides the dispatcher through a series of structured questions and algorithms after which the system determines whether the emergency call is immediately life threatening. Dispatchers are cross-trained on answering incoming emergency or non-emergency calls. The protocol includes answering and confirming the location of the emergency, the caller's phone number, and determination of the nature of the emergency. Dispatching the calls include informing responding units of where they are to respond, the type of emergency, and the appropriate tactical radio channel. They also provide pre-arrival care and instructions to the caller, if needed. Additional responsibilities include handling all radio traffic of working incidents, ensuring that additional resources are dispatched if required; and ensuring vacancies in the City are filled during large-scale events or department-wide training.

In 2018, AFR Communication Center hit another record breaking year with calls created. 109,816 calls for emergencies were created, while the number of emergency and non-emergency calls processed was 192,429. More than 300,000 calls between emergency, non-emergency calls, and radio transmissions came into the alarm room. With cell phones, many incidents such as fires and car accidents will increase the workload during a short period of time. Many callers will make a call for the same incident with different and conflicting information. The dispatchers will work together to verify the information and send the correct resources. Many of these emergencies require the dedication of a dispatcher to ensure the safety of the callers and the safety of firefighters on the units. On an average day, AFR dispatchers average 300 calls for service that are created and dispatched.

The Communications Center works closely with the Albuquerque Police Department, Bernalillo County Sheriff's Office, Bernalillo County Fire Department, Kirtland Air Force Base, and other entities, to provide the best customer care to our citizens and firefighters in the field. The concept of Automatic Aid erases jurisdictional boundaries for all participating agencies. This means that any time a call for service is made; the closest appropriate emergency response vehicle will be dispatched, regardless of where the caller is located inside the dispatch area. This ensures that everyone receives the highest level of care available, in the shortest amount of time. This seamless and cooperative effort ensures that the closest, most appropriate, resources are dispatched without a time or distance delay. AFR also maintains Mutual Aid agreements with surrounding jurisdictions to help fulfill the needs of our neighboring agencies.



## ACCOMPLISHMENTS

- 109,816 emergency calls were created and dispatched
- 192,429 emergency and non-emergency calls processed.
- More than 300,000 calls processed between emergency, non-emergency, and radio transmissions.
- Promotion of Rob Candelaria from the rank of Driver to Lieutenant
- Pro QA v13.0 upgraded to ProQA v13.1.
- Teamed up with Albuquerque Police Department dispatchers for our second celebration of National Public Safety Tele-Communicator Week from April 8 – April 14, 2018
- 3 new dispatchers: Driver Ryan Medford, Driver Isidro Griego, Driver Richard Funaro.



## QUALITY ASSURANCE

- Promotion of new QA Lieutenant: Lieutenant Zachary Nichols
- 4 Lieutenants completed a 3-day EMD-Q/EFD-Q Certification (Quality Assurance) course : Lieutenant Tom Donahue, Lieutenant Gabe Gallegos, Lieutenant Rob Candelaria, Lieutenant Zachary Nichols
- Lieutenants completed Aqua-7 course: Lieutenant Tom Donahue, Lieutenant Gabe Gallegos, Lieutenant Rob Candelaria, Lieutenant Zachary Nichols
- More than 2,000 medical calls were reviewed for quality assurance.
- More than 1,000 fire calls were reviewed for quality assurance.
- Upgraded Aqua 6.1.0.26 Software and XLERator v4.0.0.69 for QA of calls.
- New Dispatch Review Committee.

## TRAINING

- 5 new dispatchers were certified as EMD and 3 for EFD:  
EMD - Driver Victor Padilla, Driver Joe Garcia (Future Dispatcher)  
EMD & EFD - Driver Ryan Medford, Driver Sid Griego, Driver Richard Funaro
- 25 Dispatchers were re-certified in both EMD and EFD. Consists of two comprehensive exams, documentation of thirty-six hours of continuing dispatch education (CDE) over the last twenty-four months, and re-certification in CPR.
- 4 Dispatchers completed a 3-week course at NM State Law Enforcement Academy to receive a PST Academy Certificate (State Tele-Communicator Certification). Requirement for all emergency dispatchers ; Driver Isidro Griego, Driver Richard Funaro, Driver Andrew Ahern, Driver Wade Garvin

## SIGNIFICANT EVENTS

### May 21, 2018 Rain Storm Recognition for Outstanding Service:

On the day of May 21<sup>st</sup>, heavy rains hit Albuquerque. The 7 dispatchers on duty were tasked with numerous calls for fires, car accidents, arroyo rescues and other calls. In a very short time period during that rain, we dispatched:

- 5 Structure Fires
- 2 Water Rescues
- 10 MVA's
- 10 Alarm Calls
- 58 Other Calls for Service

"This large weather event created many difficult emergency situations for AFR and the citizens of Albuquerque. Those 7 dispatchers did a great job in managing and handling the calls along with all of our resources across the City. With their professionalism and dedication, they helped save numerous lives and valuable property". (DC Mowery)

### July 15, 2018 Sandoval MCI Event (Mutual Aid by AFR):

During this time frame, the Alarm Room personnel were attempting to make adjustments for the CAD shutting down from 3:00 am for a patch update by City IT Department. This affected AFR and APD. This required all units to be on radio standby and verbal communications with enroute, arrived, clear, as well as transporting to what hospital. Dispatchers had to write down all pertinent information on a template sheet created by Tech. Tech will input all Incident numbers into CAD at a later time. With no CAD assistance dispatcher had to create run string on his own by where address was showing on VESTA Mapping and using that Firebox to create run string. All 6 dispatchers were being utilized with the addition of Tech Driver who was assisting writing all calls on a board to assist with who would not be available if another dispatch came in there district.

Possible Commercial Fire (69D3) dispatched in Station 13 district at 02:48. 1<sup>st</sup> units cleared at 3:02.

Approximately 100 calls were either incoming (emergency and non-emergency) or outgoing during the times of 2:36 to 04:52.

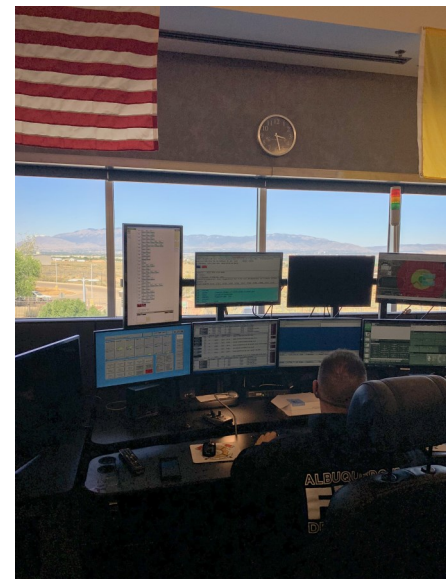
Between 2:36 am – 3:16 am, the Alarm Room was unable to answer 14 calls, including 7 that pertained from this event, while dispatchers were on other calls during these call-ins.

### Nov. 2, 2018 Jeremy Griego Baby assistance delivery:

On November 2<sup>nd</sup>, 2018 Dispatcher Driver Jeremy Griego answered a call at 05:57. During this call Jeremy displayed exemplary customer service while maintaining a calm collective demeanor. Throughout the 13 minute phone call Jeremy was able to provide pre-arrival instructions that helped create a safe environment for the new baby girl. This delivery was somewhat complicated however Jeremy provided outstanding instructions with incredible customer service.



**PATRICK MENDOZA**  
CAPTAIN OF  
COMMUNICATIONS  
DIVISION



# TECHNICAL SERVICES

The Technical Services Division continues to be a vital part of Albuquerque Fire Rescue. Under the management of the Deputy Chief of Training and Communications, a Captain oversees the division and is the technical liaison between AFR and the City's Department of Technology and Information (DTI). Tech Services is comprised of a Captain, a Lieutenant, and three computer technicians - all uniformed Firefighters. The team works together to provide technical communication, and to address all computer and database issues for all divisions within AFR. As a team, they are tasked with purchasing, updating, and maintaining a variety of equipment – including radios, cell phones, servers, computers, devices and peripherals, software, and maps.

The Technical Services Division had 736 “key” service requests created in SharePoint in 2018. These requests range from replacing missing, outdated, or broken equipment to completing projects and tasks requiring a significant amount of time and attention. Additionally, the office receives an average of 15 requests via phone per day that are more acute and urgent, and are typically resolved over the phone. As a team, the Technical Services Division handled over 6200 requests for service last year.

With the routine introduction of new technology, AFR Techs work hand-in-hand with DTI Techs to build servers, install software, update programs, and procure and install special equipment. This partnership helps to ensure that front-line units, as well as support divisions, have the tools and technology to respond effectively to emergency calls and carry out their daily functions.

The electronic mandates from the ACA, ISO, and NFIRS require that AFR consistently maintains its fleet of Mobile Data Terminals and desktop computers in order to provide the accuracy and delivery of key information to respective agencies. Technical Services assists in keeping Albuquerque Fire Rescue up-to-date and in compliance with these agencies.

## 2018 PROJECTS AND ACCOMPLISHMENTS

In 2018, Tech Services completed several projects. Listed here are some of the major accomplishments:

- Procured, prepared, and installed 25 new MDTs for front-line units
- Procured and released 21 new XG-75Pe portable radios for front-line and support units
- Assisted HEART Program in setup of networking, desktops, MDTs, cell phones, and VOIP phones for its new office space, units and members
- Responded to special events and emergency situations with Command Vehicle 1 (CV1), Air Supply Truck, and the Funeral Truck – all 3 trucks maintained and/or driven by members of the division
- Assisted AFR's new Administration and Executive Staff with the set-up of their office equipment and with widespread additions/changes in SharePoint
- Aided in the Alarm Room upgrades for PROQA and Aqua7
- Aided in facilitating shift bid and vacation bid processes
- Trained the 90<sup>th</sup>, 91<sup>st</sup>, and 92<sup>nd</sup> cadet classes in the use of SharePoint, Telestaff and the City's email system



**KRISTOPHER ROMERO**  
CAPTAIN OF TECHNICAL  
SERVICES



# RECORDS MANAGEMENT SYSTEM

The AFR Records Management System is an integral part of AFR's service delivery. RMS manages the incident documentation and data collection systems for all AFR responses. Using that information we can provide valuable data and statistical analysis for fire department operations, planning, and quality improvement. Data analysis is vital for the Department's strategic planning processes, and for making the decisions that keep AFR at the forefront of Albuquerque's public safety service providers. RMS is also the public access point for all fire department records. We provide records and information to law enforcement, insurance companies, other health care providers, lawyers, prosecutors, and citizens. RMS works to maintain AFR's compliance with HIPAA, IPRA, NEMESIS, and NFIRS requirements.

## SERVICE ACCOMPLISHMENTS

### HIPAA

Released **938** EMS reports within the HIPAA guidelines

### IPRA

Released **510** Fire reports within IPRA guidelines

### NEXTREQUEST

Released **485** NextRequest within the IPRA guidelines

### NFIRS DATA

**88,827** Reports were submitted to the National Fire Incident Reporting System in 2018

### PHONE CALLS FOR SERVICE

Estimated **5,200** incoming phone calls for service to include field personnel and public



**TOBY BACA**  
RMS CAPTAIN

*RMS continuously strives to keep all patient information private and confidential as possible for the protection of all those that Albuquerque Fire Rescue serve.*



## ADDITIONAL SERVICES

### • False Alarm Reduction

RMS played a key role in the development and implementation of the False Alarm Reduction Program, with the assistance of the Fire Marshal and Albuquerque False Alarm Reduction Unit,

The FARU is not only tracking false alarms but proactively helping AFR reduce false alarms that will save the City of Albuquerque thousands of dollars annually by reducing wear and tear on emergency response vehicles and fuel consumption, not to mention a reduction of this type of response will reduce the risk of possible injuries to responding firefighters.

### • Continuous Quality Improvement Reviews for Fire Report.

Began reviewing False alarm reports in the last quarter for a total of **516**

### • Continuous Quality Improvement Reviews for EMS Reports

With the help of the QA/QI committee and the 78 cadre a total of **3,946** EMS reports were reviewed.

### • AFR Transports

Reviewed AFR Transport Reports for Continuous quality improvement for **834** transports, this was up 136 from 2017.

### • EMS Metrics Report

In collaboration with the QA/QI Committee and AFR's Medical Director a monthly report was developed for compiling organizational data. Certain metrics are identified by the QA committee as markers for good patient outcome, These Metrics are not being tracked on an individual provider basis, but instead are being reviewed on a systemic level to show the great work AFR does.

# FIRE MARSHAL'S OFFICE

The Fire Marshal's Office fulfills a support role in the overall mission of the Albuquerque Fire Rescue. The Fire Marshal's Office is responsible for the implementation, administration and enforcement of the City of Albuquerque's Fire Code (Ordinance 0-2017-020) which incorporates the International Fire Code (2015 edition), NFPA 101 Life Safety Code (2015 edition), along with some local amendments. The Fire Marshal is appointed by the Fire Chief and manages a program that consists of twenty seven ICC certified inspectors, all uniformed firefighters and two civilian employees.

The Fire Marshal's Office has jurisdiction under the City of Albuquerque Fire Code, Council Bill No. 0-17-44, enactment 0-2017-020 to perform inspections of all businesses, new building construction, fire protection system installations and alterations within the City Of Albuquerque. Although the Fire Marshal has the authority to issue citations pursuant to the provisions of the Fire Code, the goal is to educate and maintain positive relationships with local businesses and community members before any litigation becomes necessary.

## APS SCHOOL INSPECTIONS AND SAFETY

Albuquerque Fire Rescue is in agreement with the State Fire Marshal's Office to give the Albuquerque Fire Rescue Fire Marshal's Office authority to inspect all Albuquerque Public Schools. This allows Albuquerque Fire Rescue Fire Marshal inspectors to enforce all life safety and fire code violations found on school property. The office provides fire safety training and education to the schools year round but has the greatest presence during Fire Prevention Week which falls during the month of October. The Fire Marshal's Office educates over fifteen thousand school children in fire safety and prevention each year.

## PLANS CHECKING DIVISION

The Plans Checking Division of the Fire Marshal's Office is responsible for document review, approval, and inspection of all new commercial construction and building alterations. The division will also review plans and conduct inspections on all installed or modified fire protection systems.



**GENE GALLEGOS**  
DEPUTY CHIEF OF THE  
FIRE MARSHAL'S  
OFFICE AND  
FIRE MARSHAL



**CLINT WENSLEY**  
CAPTAIN  
FIRE MARSHAL'S  
OFFICE



## IMAGE TREND INSPECTIONS

The Fire Marshal's Office is working on a program called Image Trend Inspections that records and organizes information from inspections, plan review, and pre-incident planning. The program will allow FMO inspectors to share information with our firefighters in the field. This provides for greater safety while fire fighters are on an emergency scene. The Image Trend Inspections program allows our firefighters to look up hazards, escape routes, and fire protection systems while on scene through pictures and information collected from inspections and pre-incident fire planning. The Fire Marshal's Office looks forward to introducing Image Trend Inspections in 2019.

## ACCOMPLISHMENTS

***The Fire Marshal's Office continues to strive to promote better customer service and implemented a number of procedures to help the Businesses and citizens of Albuquerque in 2018.***

- Standard Operating guidelines to provide for more consistency and clarification on all FMO and Plans Checking procedures.
- All Inspectors now have City issued cell phones for better communication and customer service while out on inspections.
- Pre-inspection and post-inspection letters are being sent to businesses for better communication.
- Plans Checking division developed Life Safety Compliance check lists for an expedited plan review process that provides consistency and improved communication with the contractors. The Life Safety Compliance check lists also provide increased information for architect inquiries.
- Knox Box ordering is now available on line.
- Albuquerque Fire Rescue is now an ICC preferred provider and is able to produce in house training that not only increases our inspector's knowledge but also counts toward ICC continuing education.
- Starting in July of 2018, AFR and Red Cross teamed up to help continue the effort to save lives by installing smoke detectors in homes recognized by AFR personnel that are in need.



## COMMUNITY SERVICES

The Fire Marshal's Office is serving the community in many different ways. This includes working with Safer New Mexico car seat program inspecting the installation of car seats, fire code and life safety regulations at motion picture productions, fireworks shows, and blasting sites. The office also provides public education programs year round geared toward children, seniors, and businesses including fire evacuation planning and drills, safety talks, and extinguisher training. The Fire Marshal's office encourages all citizens and visitors in the city of Albuquerque to utilize these great resources. The goal of the Fire Marshal's Office is to protect the lives and property of our citizens through proactive fire inspections and education programs while serving the citizens of Albuquerque with professionalism and respect. Albuquerque Fire Rescue Fire Marshal's Office looks forward to working with you in 2019.

### FMO REVENUE

INSPECTIONS AND PERMITS	\$546,810.00
OVERTIME FEES	\$45,816.00
<b>TOTAL</b>	<b>\$592,626.00</b>

IFC CERTIFIED INSPECTORS	25
SCHOOLS INSPECTED	97
BUILDING INSPECTIONS	7,982
CHILDREN TAUGHT IN FIRE SAFETY	18,219
COMMUNITY MEMBERS EDUCATED	27,135

# FIRE INVESTIGATIONS

Fire investigators take over when flames are extinguished – and that’s when their jobs have just begun. The Fire Investigations program is responsible to the community by providing professional fire investigations, and the subsequent adjudication and prosecution of those suspected of the crime of arson. The Fire Investigations Division also determines the origin and cause of all major fires in the jurisdiction – this includes all fires where an explosion, death, or significant injuries occur. Fire investigation, sometimes referred to as origin and cause investigation, is the analysis of fire-related incidents. After firefighters extinguish a fire, an investigation is launched to determine the origin and cause of the fire or explosion.

Investigations of such incidents require a systematic approach based on the scientific method, which includes knowledge of basic fire science. Fire scene investigators require an understanding of both fire chemistry and fire dynamics. In some complex cases, there are issues other than whether the fire was intentionally set or not. These cases tend to address far more issues involving fire spread, the performance of fire protection systems, and issues involving responsibility and/or liability for the fire.

AFD’s Fire Investigation Division is a team of highly-trained investigators who provide expertise in the investigation of fires and fire related incidents to determine the best course of action, fire prevention education, or prosecution. Fire investigations are processed as quickly as possible in an effort to get accurate information to present to the courts for prosecution, or to refer people in need of other resources. This quick and professional response allows for speedy recovery of loss as a result of fire. The Fire Investigations Office is staffed by a shift Lieutenant and Driver on all three shifts. It also has an administrative assistant, Quality Assurance officer at the rank of Lieutenant, and a Captain on the 40 hour schedule.

## YOUTH FIRE AWARENESS PROGRAM

The Fire Investigations Division reestablished the Youth Fire Awareness Program that is non-punitive and educationally based program that focuses on correcting behavior before it becomes a problem. Many of today’s youth and past youth fire setters have used fire as a way of speaking out. It is not necessarily that they are "fire bugs" but rather that is their means of communication for reaching out for help. We have learned that it is a very delicate situation and that every child is different. We feel we have the tools necessary to identify these problems and we look forward to putting these needy individuals in touch with the resources that they so desperately need.



**RAMON MARTINEZ**  
ARSON CAPTAIN



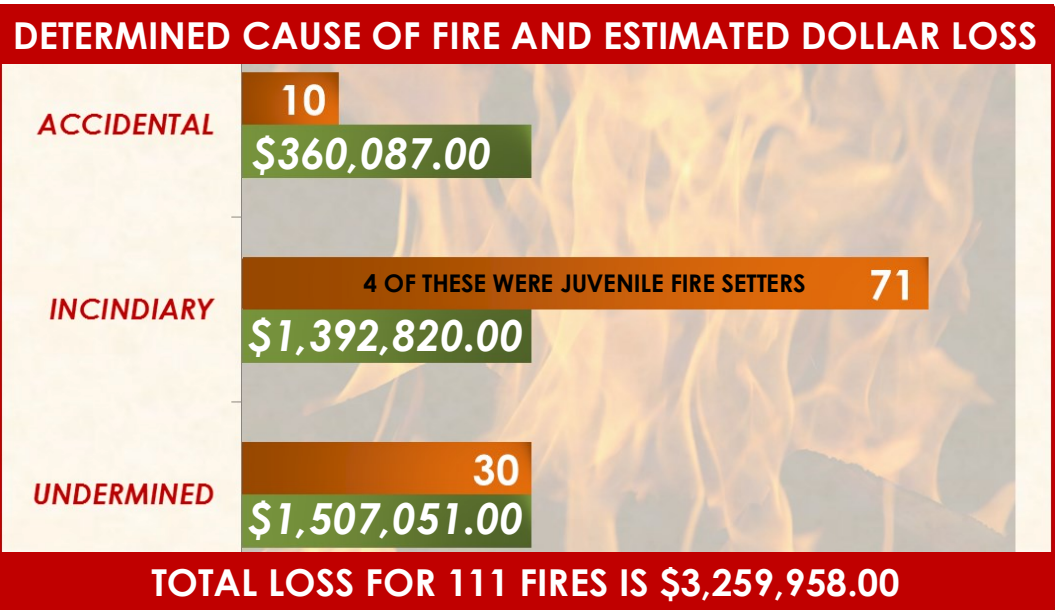
## ACCELERANT DETECTION K-9 TEAM



For the first time in AFR's history we have a department member of another species, the Albuquerque Fire Rescue and Fire Investigations Division welcomed an Accelerant Detection K9 to the team! A cumulative effort on behalf of numerous individuals and organizations has resulted in the procurement and funding for this program. The inaugural K9 handler is Driver Ronald Gunderson who has been with the department for 11 years, 6 of which have been spent in Arson. Ron has been diligent in his drive and passion over the past 4 years and has seen this program from nothing to where it is today. In the fall of 2018 Ron attended the ATF Accelerant Detection Canine Handlers Course in Front Royal, Virginia. This is where Ron met the newest member of AFR, Louise or as we call her "Wheezy". The course consisted of training 7 days a week for a total of seven straight weeks. During this time Ron worked Wheezy through thousands of repetitions covering numerous odors. The AFR and the City of Albuquerque have another incredible tool in the toolbox thanks to this new duo! AFR's K9 will be utilized not only by our department but also surrounding departments that are in need of her expertise. Ron and the new K9 will also be called out as part of the ATF's National Response Team in covering the south west region.

PROPERTY TYPE	ARSON CASES INVESTIGATED
RESIDENTIAL	56
COMMERCIAL	21
VEHICLE	8
OPEN SPACE	16
OTHER	10
<b>TOTAL</b>	<b>111</b>

**0 FIRE FATALITIES WERE REPORTED FOR 2018**



# 2018 RETIREMENTS

## FROM THE RANK OF FIREFIGHTER 1C

RAYMOND FUENTES  
STEPHEN MONTOYA

## FROM THE RANK OF DRIVER

ANTHONY ROBLES  
MARTIN LUCERO  
ELIZABETH HERNANDEZ  
ANTHONY PACHECO

## FROM THE RANK OF LIEUTENANT

FRANK JOHNSTON  
MICHAEL KING  
CHAD JONES  
BRYAN PACHECO  
ERIK RASMUSSEN  
WILLIAM ROGERS  
NICHOLAS WILSON  
KELLY GARVIN  
THOMAS DONAHUE

## FROM THE RANK OF CAPTAIN

STEVEN KEFFER  
JACKIE WHITE

## FROM THE RANK OF BATTALION CHIEF

GARY TINAGERO  
ROBERT HARTLEY  
JEDEDIAH HYLAND  
FRANK SOTO

## FROM THE RANK OF DEPUTY FIRE CHIEF

CHRIS WADE  
SCOTT ESPOSITO  
CURTIS GREEN  
MICHAEL SILVERIA  
GILBERT SANTISTEVAN





# CREDITS AND ACKNOWLEDGEMENTS

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Captain Kris Romero, AFR

Driver David Rettinger, AFR

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IAFF Local 244

El Reverend, Gomez PhotoWorks

Unless noted otherwise, all photos of AFR personnel are property of Albuquerque Fire Rescue.



## SPECIAL THANKS

Deputy Chief David Mowery, AFR

Lieutenant Tom Ruiz, AFR PIO

Thank you to all members of AFR for helping to contribute pictures and video to the Public Affairs Office on almost a daily basis. Documenting the outstanding work we have the privilege of performing helps to share our story outside of the fire department and serves as a historical record for the future.

