### April Calls

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### EMS Statistics & Response by Code

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### April 2020 Statistics

- **JANUARY - APRIL 2019 - 35,668**
- **2020 - 32,429**
- **9% DECREASE**

### EMS Call Statistics

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### Total Medical Calls

- **Total Medical Calls** 6,870

### Top 5 Fire Calls

- **Alarms**
  - February: 380
  - March: 378
  - April: 288

- **Structure Fires**
  - February: 68
  - March: 48
  - April: 44

- **Smoke Outside**
  - February: 38
  - March: 44
  - April: 50

- **Outside Fire**
  - February: 213
  - March: 213
  - April: 303

- **Vehicle Fire**
  - February: 18
  - March: 22
  - April: 25

### Top 10 Medical Calls

- **Sick**
  - February: 1,023
  - March: 1,052
  - April: 954

- **Unknown**
  - February: 605
  - March: 629
  - April: 567

- **Falls**
  - February: 755
  - March: 706
  - April: 639

- **Overdose & Poisoning**
  - February: 644
  - March: 707
  - April: 599

- **MVA**
  - February: 589
  - March: 419
  - April: 202

- **Trouble Breathing**
  - February: 537
  - March: 665
  - April: 598

- **Traumatic Injury**
  - February: 416
  - March: 339
  - April: 352

- **Unconscious and Fainting**
  - February: 401
  - March: 348
  - April: 282

- **Chest Pain**
  - February: 397
  - March: 466
  - April: 399

- **Assault**
  - February: 332
  - March: 335
  - April: 331
### Albuquerque Fire Rescue - Structure Fire Responses

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

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

**TRAVEL TIME**
The time from apparatus en route to arrival at the incident.
## ALBUQUERQUE FIRE RESCUE UNIT RESPONSES APRIL 2020

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FIRE STATIONS WITH CITY COUNCILOR DISTRICTS

DISTRICT 1 - LAN SENA
DISTRICT 2 - ISAAC BENTON
DISTRICT 3 - KLARISSA PEÑA
DISTRICT 4 - BROOK BASSAN
DISTRICT 5 - CYNTHIA BORREGO
DISTRICT 6 - PRESIDENT PAT DAVIS
DISTRICT 7 - VICE PRESIDENT DIANE GIBSON
DISTRICT 8 - TRUDY JONES
DISTRICT 9 - DON HARRIS
4/18 - MVA: AFR units were dispatched to I-40 near Eubank in fire district 5 for a motor vehicle accident involving two semi tractor trailers. It appeared the second of the two semis ran into the back of the first. Firefighters found the driver of the second semi trapped and unable to exit the cab. Firefighters recognized the need for more assistance and called for additional resources. Crews quickly jumped into action and were able to extricate the patient from the badly mangled vehicle. He was moved into the back of the awaiting ambulance and quickly transported to the hospital with serious lower extremity injuries.

4/21 - Commercial Structure Fire: AFR crews were dispatched to reports of a structure fire at the 100 block of Madeira Dr. NE in fire district 5. The first arriving units found a single story commercial structure with a working fire on the outside patio above the entrance to the building. Firefighters quickly pulled hose line and extinguished the fire from the exterior with no extension into the building. Upon completion of their primary search firefighters found the structure to be vacant. Ladder crews made their way to the roof to verify that no fire had made its way into any of the void space. There were no injuries to firefighters nor any members of the public. This fire potentially could've been much worse but thanks to the quick action of the fire fighting crews, there were no injuries and the structure sustained minimal damage.

4/29 - Wildland Fire: AFR crews were dispatched to the area of I-40 and the Rio Grande River for reports of small fires along the Bosque. Engine 7 responded to a couple of small fires along a bike trail between Gabaldon and Rio Grande that may have been intentionally set. E7 located the remnants of the fires and made sure they were out. There was no spread to the Bosque or residential structures.
1. AFR, BCFD and IAFF Local 244 partnered with Vitalant NM to host a COVID-19 compliant blood drive at the Local 244 Union Hall.

2. AFR received a generous donation of PPE including goggles, tyvex suits and masks to help keep our members safe on calls.

3. 17 year old cancer survivor Sam N. wanted to give back to healthcare workers and chose to use his wish from Make-A-Wish NM to create “Wish Kits”. These kits contained various products like disinfectants, lotions, coffee and ear savers for wearing masks at work.

4. (1) Southern Glazer Wine & Spirits collaborated with five local restaurants to provide AFR fire stations with over 150 lunches. (2) Two Boys Donuts delivered treats to every fire station. (3) Mountain States Insurance provided Dion’s pizza to our fire stations and alarm room.

5. AFR and APD assembled a parade of emergency vehicles and thank you signs to healthcare workers at Lovelace, Presbyterian and UNM Hospitals.
The New Mexico Emergency Operations Center is helping state tribal communities obtain aid during restrictions in place to from the COVID-19 pandemic. The New Mexico Indian Affairs Department has partnered with the Indian Pueblo Cultural Center Pueblo Relief Fund and the Setter Group to procure and deliver essential supplies to state wide Nations, Tribes and Pueblos.

Secretary Kelly Hamilton, of New Mexico Homeland Security and Emergency Management, requested assistance from AFR to help the NMEOC in delivering essential supplies to these vulnerable populations while maintaining respect for tribal protocols and interactions. Beginning March 17, 2020, AFR Fire Chief Paul Dow helped form a Tribal Liaison team made up of 4 individuals; Fenicia Ross from NMDHSEM, Kalee Salazar from Indian Affairs Department, Lt. Kevin Leon and Driver Gilbert Louis from Albuquerque Fire Rescue. This team assists the 22 tribes in New Mexico with any resources they may need which ranges from PPE, food and everything in between.

These Pueblo communities have expressed much gratitude to all agencies that have collaborated to proved essential goods and services. New Mexico Indian Affairs Department Cabinet Secretary Lynn Trujillo said “Thank you to all who worked to procure and deliver these shipments of supplies for our tribal communities. These items are a necessity. Adequate access to sanitation is essential, but for many of our tribal communities, these disparities already exist. We need to continue to work together to address these gaps and find long term solutions.”

Navajo Nation President Jonathan Nez
Roof decking was installed and the rest of the roof will be installed soon.
The work on Menaul is complete and lanes opened up.
The solar street warning lights were installed as well.
Brick veneer is now being installed.
There is currently limited import and distribution from suppliers but progress has not been significantly impeded.
FIRE MARSHAL’S OFFICE

INSPECTIONS DIVISION

- Total COVID 19 Inspections - 640
- Total building Inspections - 21
- This month, FMO sent several inspectors out to assist senior citizens in our community with the installation and proper function of their smoke detectors. FMO provides this service to any member of our community who may have difficulty installing a new smoke detector or even changing their own batteries. This not only eliminates a potential injury from a fall, it ensures this valuable demographic has access to operable smoke detectors.
- We sent two inspectors to the APD Academy to help educate APD’s cadet class on bleeding control. This is a more in-depth version of the “Stop the Bleed” program put on in conjunction with the EMS Academy.
- All inspectors continue to educate businesses on setting and maintaining their mandated 20% occupant loads while ensuring they are conducting business in a safe manner. Inspectors are able to still address all complaints over the phone and in person, when necessary.

PLANS CHECKING

- Total Plan Reviews – 158
  - Fire 1 Site Plans – 9
  - Fire 2 Building Plans – 89
  - Sprinkler Plans – 8
  - Alarm Plans – 19
  - Alarm Scope – 11
  - Hood System – 3
  - Tents – 12
  - Special Events – 1

Plans Checking - Covid-19

- Plans Checking worked together with The Army Corps of Engineers and City Building & Safety to expedite the process of remodeling the Gibson Medical Center into an Alternative Care Facility to help with a possible overflow of COVID-19 patients. The Hospital remodel went as scheduled and was completed in 14 days.

Larger Projects

- Final inspection of Tin Can Alley was conducted and passed. Tin Can Alley will be a 20,152 sq. ft complex created from 12 shipping containers that will house two levels of shops, restaurants, and one taproom.
- Final inspection of Jungle Jam, a 20,000 sq. ft indoor playground for children, near Coors and Paseo, was conducted and passed.
AFR DIVISION UPDATES

ADAPT
- ADAPT has had 32 properties that have been formally brought into the program, 18 have been cleared from the program and 14 are still in the program at different stages. ADAPT continuously monitors the properties that are in the program to track their compliance with the Nuisance Abatement Agreement.
- One property was added to the Structurally Compromised list. There are 57 properties on the list. The list is in Target Solutions file center, under the FMO > ADAPT tab.
- Lieutenant Eric Gonzales was assigned to assist the City of Albuquerque’s Emergency Operations Center as one of the liaisons from AFR.
- In addition to working with the owners of properties in the ADAPT program, ADAPT’s legal team is working with business owners across the City to find ways to reduce the amount of criminal activity on their properties. This effort has consisted of researching and analyzing the criminal activity occurring at businesses and providing the resulting information to the businesses’ respective owners. ADAPT’s legal team then works with the businesses’ owners to reduce the specific kinds of criminal activity that have been occurring on their properties. In the month of April, the police reports for over 930 incidents of criminal activity were reviewed for 29 businesses within the City as part of this process.

FIRE INVESTIGATIONS DIVISION
- Total investigated - 5 fires
  - Natural- 0
  - Accidental- 0
  - Undetermined- 0
  - Incendiary- 5
  - 2 of which were Exceptionally Cleared ; Clearance rate of 40%
- Several Investigators provided a basic overview of the fire investigations process to the cadets at the Fire Academy. Some of the topics covered were overview of the division, as well as some of the specialty training and cross commissionings available through our office.
- A new response trailer was specked out for the Division. The old Fire Investigation response vehicle was in need of major repairs and a cargo trailer was deemed adequate. The New trailer will contain equipment for large extended scenes where additional tools and lighting is required.
- New trail cameras were purchased to supplement the existing stock of cameras currently in the division. APD trailer and trail cameras were also posted at various location in and around the Bosque to foster prevention and evidence collection.
- Fire Investigations Division worked with Wildland Division and the PIO office to create a short PSA video on Bosque fires and awareness.

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AFR DIVISION UPDATES

HUMAN RESOURCES
HEALTH AND SAFETY OFFICE

• April Safety Poster Topic: Fire Station COVID-19 Exposure Reduction Guidelines

PIO OFFICE
This month our office had 9 media interviews/interactions. The PIO office attended, promoted, or helped coordinate the following events:

• Arranged for several groups to provide meals to each of the fire stations.
• Participated in the Make A Wish event that provided health care workers with PPE including filming and editing video for social media.
• Attended Zoom Meetings with City PIO’s and Social media Coordinators.
• Facilitated Pay it Forward with KOB 4.
• Organized AFR and APD involvement in the Salute To Healthcare workers at local hospitals and filmed/edited video for social media.
• Filmed PSA video for reporting emergencies along the Bosque.
• Initiated AFR’S Heroes daily social media campaign.

Social Media
• 26 IG Posts
• 22 Twitter Posts
• 29 Facebook Posts

Digital Media
• Web Site Development
• Social Media Post across all platforms

Meetings
• Promotional Ceremony
• Covid Update and Planning
• APD COAST meeting via ZOOM

News Events
• KRQE Morning show
• KOB Morning show
• TJ Trout

Recruitment
• Follow up with Out of State applicants
• CNM Digital Job Posting update

CRR App
• Created NM Statute App for FMO

COVID-19
• COVID Symptom tracker ARC GIS
• Laminated In-Stock Grocery Item list for local stores
• CABQ Family & Community Services with Updated Resources
• AFR Salute to Unsung Hero’s SM Campaign
• Provide Screening Information for CABQ HR
• Updated COVID 19 Resource tri-fold with Educational Activities
• Hand Sanitizer portable stations

Community Risk Reduction
• Salute to Health Care works Signs and Parade

Risk Assessments
• 6 assessments - 388 assessed
• 4 assessments were intended to find alternate EOC locations in the event we need to relocate.
• 2 assessments were looking for additional Sobering Sites to provides services to our high risk population and alleviate pressure on hospital emergency rooms.

Lifesaver Training
• 1 Lifesaver, 35 APD Cadets trained.
AFR DIVISION UPDATES

TRAINING AND COMMUNICATIONS

TECH SERVICES DIVISION
- Tech Services had 65 service requests submitted for the month of April.
- CV1 delivered to Advanced Communications for dispatch equipment upgrades.
- Finalized vacation bid setup in Telestaff.
- VOIP Phone install has been completed at Fire Station 3. Station 4 will be next.
- Phone numbers will change with VoIP station completion. An internal memo will come out in May with the updated phone numbers
- Prepared 3 MDTs for Metro Security

ALARM ROOM
- 34,428 priority responses created January 1, 2020 – April 30, 2020. This is a 9% decrease, or 3,239 calls, for the same time period last year.
- 7,352 priority responses created during April.
- 911 calls answered in average of 5 seconds.
- Adaptation of COVID-19 questioning.
- 3 SharePoint QA’s entered and completed.
- Continuous QA of HEART responses and COVID-19 screening.
- Implemented dispatching of HEART units to COVID-19 calls.
- 39 Card (Active Shooter) training.

TRAINING & PROFESSIONAL DEVELOPMENT
- 2019 -2020 Paramedic Class
  * Started Zoom meetings for refreshers.
- Currently 49 FF 2/C assigned to the Field.
- 93rd Lateral Cadet Class
  * 8 members passed their 11th month
  * 8 members will be promoted to FF1C on May 24th.
- 94th Cadet Class
  * 39 members currently assigned to the field
- 95th Cadet Class
  * Conducted live burns at KAFB
  * Was 2nd class ever to have Field Transition Night
  * 30 cadets will complete their fire training on May 1st
  * Prep for EMT-B course that starts May 11th

Continued on next page.
AFR DIVISION UPDATES

- 96th Cadet Class
  - 97 made it to selection process
  - 25 selected for class with 3 alternates
- 2020 EMS CE’s/Re-licensure
  - All 3 Albuquerque EMS Expo events have been cancelled
- 2020 Suppression Refresher
  - Day 1 – Suspended indefinitely
- Professional Development
  - Drivers Certification Testing for March course
- COVID-19
  - Maintain screening for COVID at front desk
  - Lt. Longdon and Driver Cruz reassigned to COVID response units
  - Battalion Chief Sanchez, Captain Perea and Driver Arvizo assisting at the Emergency Operations Center

OPERATIONS

HEAVY TECHNICAL RESCUE

- Completed annual Flood Channel refreshers for all AFR stations.
- Completed Wilderness Rescue refreshers for all shifts at Stations 8, 16, and 3.
- Conducted Cadet Rappel day with the 95th Cadet Class.
- Cadet Flood Channel training with the 95th Cadet Class.
- AFR participated in 11 wilderness/foothills rescues during the month of April.
- HTR Coordinator Lt. Justin Spain spearheaded an operation to produce Covid-19 PPE gowns. To date 3,334 gowns have been made with the assistance of volunteer organizations, Albuquerque Community and businesses and Donations.
- AFR Airboat maiden voyage on Rio Grande and outfitted with rescue equipment, will be available with limited operations mid-May.
- Completed joint AFR/APD Airboat patrols and training.
AFR DIVISION UPDATES

WILDLAND
- WLD Division resources responded to two Bosque fires, one at I-40 and the river and one at Bridge and the river.
- Participated in video conferences via Zoom with multiple Cooperators around the State to discuss wildland fire response in regards to COVID-19 best practices.
- COVID-19 PPE kits have been built for personnel that will deploy on wildland apparatus for RMP assignments.
- Met with La Luz HOA members near Coors and Sevilla to give recommendations and address concerns on defensible space and prepare homes in the event of a wildland fire.
- E-14, L-17, E-17, R-17, BATT-1, BATT-2, BATT-3 & WLD-3 participated in Wildland training, which included personnel qualifications, overview of WLD key ring(s), TAC-9 800MHZ patch with surrounding agencies VHF radios, structural triage and WLD benchmarks.
- REM trailer has been outfitted with mounting brackets for equipment and personnel gear during RMP assignments.
- Collaborated with Arson Captain Martinez on a short PSA video on Bosque safety and tips on reporting emergencies using mile markers along the Rio Grande and the paved bike path.

EMERGENCY SERVICES
HEART/BLS RESCUES
- HEART is still taking patient referrals; however, there is a continued back log of pending patients due to HEART being assigned to COVID response.
- HEART is participating in COVID testing through the NMDOH for AFR exposures.
- Lt. Sargent has completed her first three rounds of chemo and is doing well.

PHARMACY
- Pharmacy is keeping track of PPE related to COVID-19 and working hard to acquire additional PPE.
- New ventilator arrived at Pharmacy.

RECORDS MANAGEMENT OFFICE
- RMS is down to three personnel due to staff being relocated to COVID response and EOC operations.
- RMS is assisting with tracking burn rates of PPE.

Continued on next page.
QUALITY ASSURANCE
- QA Captains are continuing to monitor COVID-19 potential exposures.
- Providing education to field personnel related to COVID-19 risks and PPE use.

EMERGENCY SERVICES DIVISION PROJECTS
- EMS BC Ortiz provided education on safe practices during COVID-19 for Family Community Services employees distributing food boxes.
- Arranged and assisted Alameda Community Center with unloading food off delivery trucks.
- Working closely with EOC on COVID-19 operations.
- Assisting with planning the phase processes of reopening businesses.
- Pilot program with Metro Security assisting AFR with Wellness Checks reached 1000 responses by Metro Security.
- Continuing to work with NMDOH to ensure that policies match their most current guidance.
- Purchased Telehealth software- working out how this will fit into EMS Operations.

AFR MEDICAL DIRECTOR
- Worked with AAS Medical Director to determine initial call types for use with Telehealth.
- Began working on 2020 EMS CEs.

EMERGENCY MANAGEMENT APRIL 2020

ESF 8 MEDICAL SERVICES
- Nursing Homes Inspected and processes developed to help mitigate the spread of COVID 19 in congregate settings.
  » La Vida Llena—Twice
  » Uptown Geneis—Twice
  » Desert Behavior Health—Once
  » Alameda—Once
  » HGI
  » Days Inn ** First Responder Hotel**
  » Hampton Inn
  » Super 8
- ABQ COVID Sobering Center
  » Created a Sobriety Center Working Group made up of representatives of UNMH, Presbyterian, Healthcare for the Homeless, Albuquerque Fire Rescue, Family Community Services, Casa de Salud, and City EOC formed to seek out alternatives.
  » Working with State Department of Health and Turquoise Lodge, Haven Behavior Health, and the Care Campus to collaborate on helping to alleviate the Local Hospital Emergency Departments of medically stable inebriates needing to sleep off and metabolize alcohol in a safe environment other than the Eds.

Continued on next page.
**AFR DIVISION UPDATES**

**ESF 13 LAW ENFORCEMENT**
- Providing site assessments at Alternative Care Facility at Lovelace/Gibson Medical Center.
- Developed plans to respond to civil unrest within City of ABQ, if needed.
- Working with ESF 8 at hotels to ensure appropriate security and supporting Days Inn for first responders.

**ESF 19 FATALITY MANAGEMENT**
- Working with OMI and funeral homes to ensure adequate space for decedents.
- Collaborating with BernCo on indigent remains and ensuring a timely process for burial and/or cremation.
- Working with State Records Management at DOH about possible update to statutes for emergency cremation of decedents as needed in time of emergency and crisis.

**ESF 1 TRANSPORTATION**
- 30 transports to date within ABQ metro.
- Influx from West of state anticipated.
  - Creating a contingency plan.

**ESF 2 Communications and IT**
- Supporting Communications and Technology in EOC.
- WIFI on Wheels for APS Schools.
  - 27 WIFI drive up locations.

**ESF 7 RESOURCE SUPPORT**
- Received PPE from the State EOC to be delivered to local medical provider.

**ESF 16 VOLUNTEERS AND DONATIONS**
- Continued tracking all donations received and distributed through the EOC.

**PLANNING & LOGISTICS**

**FACILITIES UPDATE**
- We are scheduled to move into the new Fleet Facility the week of May 18th!
- **68 Sharepoint CIP requests – 45 completed/ 23 Pending**
- **33 DMD requests - 30 completed/ 3 pending**
- *Steamatic* cleaned HVAC ductwork at all of the Fire Stations and FMO offices. They also provided a sanitization of all the touch points at the stations.
- Station 1 - Installed washer and dryer and plumbing/electrical hookups
- Fire Academy - cleaned and trimmed overgrown landscaping.
- Station 1 façade project sheathing and windows installed. Project will be completed soon.

**NEW EQUIPMENT**
- All pelican lights have been delivered, and are being installed by fleet.
- Bunker boots have been distributed. Several members need a size exchange.
- PPE cleaning ongoing via FireWire.
- COVID-19 Related Inventory/ research/purchasing.
- Received 1000 filters for AV-3000 face piece. Waiting on 700 adaptors.
- Gym equipment purchased.
- Working on TLC uniform RFB.
- Ongoing check-it data entry and staff training.
- Received 300 gallons of hand sanitizer.
- NM Fire Protection Grant purchase for 16 TICS.
- Purchased 2 e-draulic cutters for spares.

**EQUIPMENT REPAIRS**
- Fire extinguishers.
- Chainsaw
- Hurst equipment
- 1 TIC
**AFR DIVISION UPDATES**

**SCBA SERVICE REQUESTS**
- SCBA/Cascade repair requests on check it: 25 (17 complete)

**NEW APPARATUS ORDERS**
- 7 Power Ferno Gurneys Placed in service
- 2 Rescues Remounts ordered that will use existing rescue bodies on new chassis. Expected late fall 2020
- Ladder 13 ordered - Expected October/November
- Ladder 21 ordered - Expected October/November
- Squad 1 Ordered- Expected October/November
- New Engine 11 In service
- 5 Ferrara Engines ordered. Tentatively E12, E8, E14, E9, E15 – Expected October 2020
- Batt 4 In service
- MD Explorer In service
- New Explorer ordered
- Ordering seat covers for all Ford Recues
- Acquired 2 service vans and retrofit to trucks for mechanics to increase remote work and decrease out of service time for small repairs

**FLEET REPAIRS THIS MONTH**
- **Work requests:**
  - Pending - 78
  - Open - 30
  - Closed - 41
- **Work Orders:**
  - 127 (46% being closed within 24hrs)

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Follow Us! Albuquerque Fire Rescue @abqfire abqfirerescue For more info also visit www.cabq.gov/fire

FIRE CHIEF PAUL W. DOW