



# Superstition Fire & Medical District ANNUAL REPORT 2015/2016



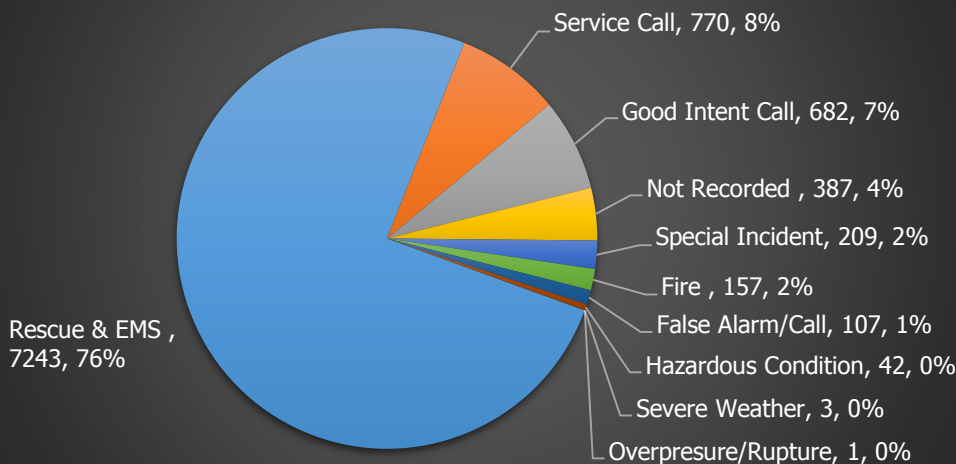
## Major Milestone

In March of 2015, the SFMD was awarded a Certificate of Necessity (CoN) from the Arizona Department of Health Services. The CoN granted SFMD the legal authority to operate its own community-based ambulance service.

The formation of a fire district ambulance operation was an extraordinary undertaking as 5 new ambulances and over 40 new employees joined the SFMD family in just a few short months. The new ambulance operation was formed as a means to enhance service and patient care for the customers of SFMD.

In the past, medical care for some medical patients was transferred from SFMD Paramedics to the providers of a third-party ambulance service. Today, with our own ambulances, SFMD Paramedics and EMT's retain care of our patients all the way to the emergency room. This continuity of care is critical to customer satisfaction and improving patient outcomes. SFMD is committed to providing our customers the highest quality service and we are very proud to report the launch of your SFMD ambulance service effective January, 4, 2016.

## Incident Type Categories



## Total Incidents

# 9,601

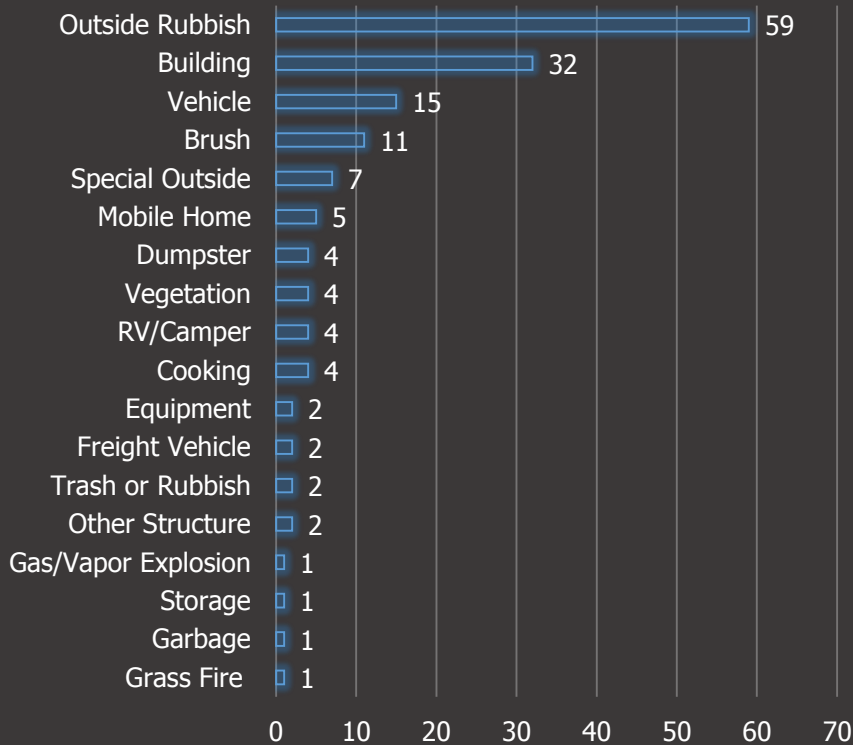
This is a 5.6% increase over last year, and an 18.6% increase over the last 2 years.

## Average Response Time for Emergent Incidents

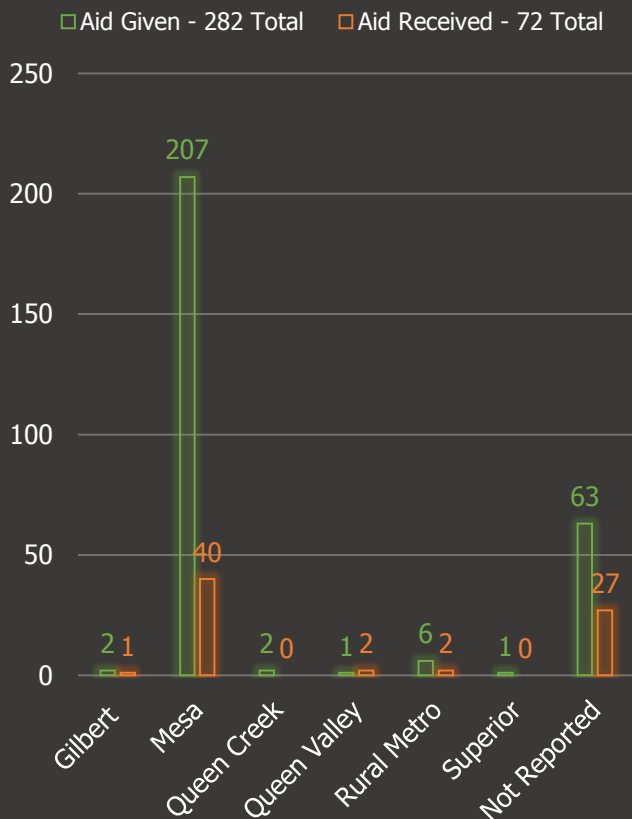
# 5:00

# FIRE SUPPRESSION

## Types of Fires



## Automatic & Mutual Aid

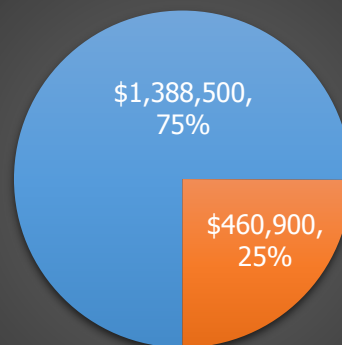


Pre-Incident Property & Content Value  
\$1.85 million

Property & Content Saved Value  
\$1.38 million

Percentage of Property & Content Saved  
75%

## Property & Content Saved vs. Loss



■ Property & Content Saved    ■ Property & Content Loss

# EMERGENCY MEDICAL SERVICES

## Cardiac Arrest Survival Rate

	2011	2012	2013	2014	2015
Initial Rhythm V-fib/V-tach	12	6	11	8	13
Survived to Hospital Discharge	5	1	4	3	4
<b>Overall Survival Rate</b>	<b>41.7%</b>	<b>16.7%</b>	<b>36.4%</b>	<b>37.5%</b>	<b>31.0%</b>

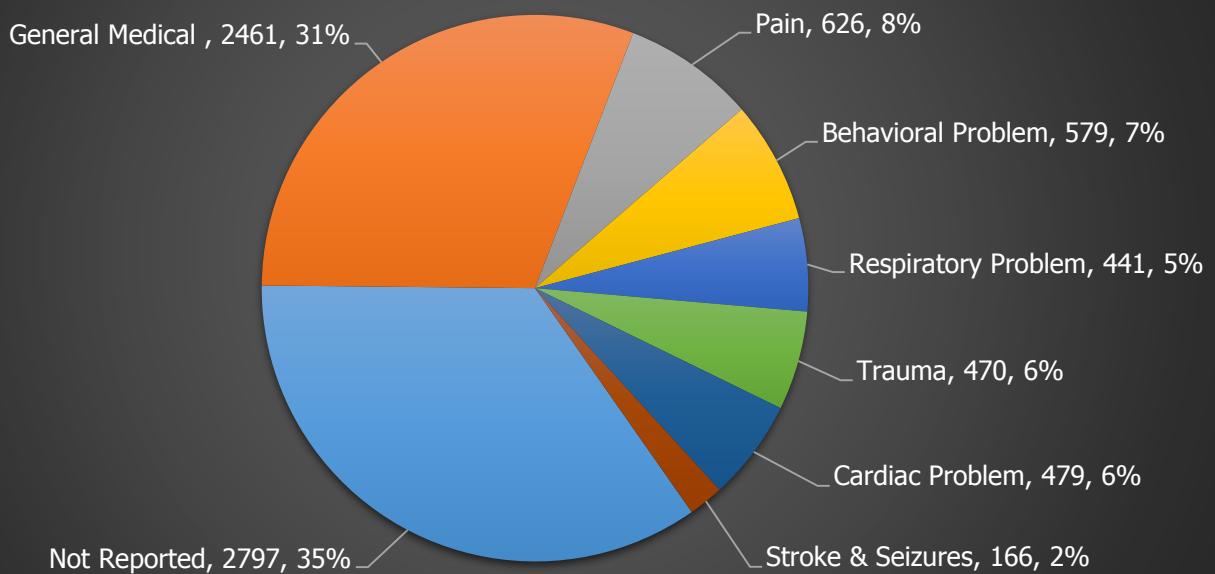
## 5 Year Average Cardiac Arrest Survival Rate

34%

*National Survival Rate is 12%*

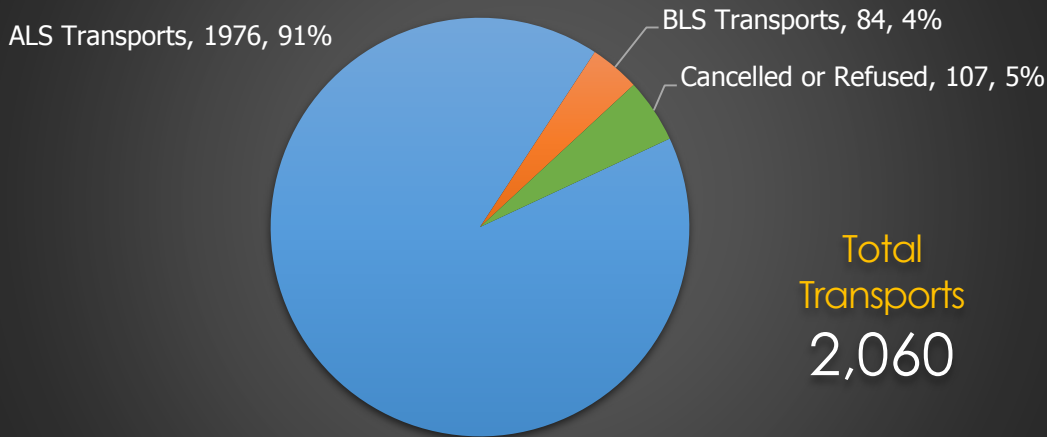


## EMS Call Type



# TRANSPORT SERVICES

## Transport Service Requests



*\*This data is for a partial year as the Transport Services Division began providing services on January 4, 2016.*

Average  
Ambulance  
Transports  
per Day

12

## Code 3 Ambulance Response Time Compliance Rate

Percentage of calls  
at 8:59 or less

92%

Percentage of calls  
at 14:59 or less

99%

Percentage of calls  
at 19:59 or less

100%



## Gila River Indian Community Grant Funding

On November 14, 2015, the fire district received \$200,539.35 in grant funding for the purchase of an ambulance. The photo above was taken after a council meeting with Gila River Pageant Royalty.

## Community Medicine Unit – CM263

The Community Medicine (CM) unit operates out of Station 263 in Apache Junction. This unit was deployed thanks to a 3-year grant from the Centers for Medicare/Medicaid Services (CMS) in conjunction with the Mesa Fire & Medical Department. The impact of this program is being monitored nationwide. The CM crew consists of a Nurse Practitioner/Physician Assistant and Captain Paramedic who respond to low-acuity medical calls in hopes of reducing health-care costs by preventing unnecessary transports to local emergency rooms. CM263 responded to **1,419** calls for service in Fiscal Year 2015/16.

# TRAINING

Blue Card  
Incident Command Training

Blue Card Instructors

3

Certified Incident Commanders

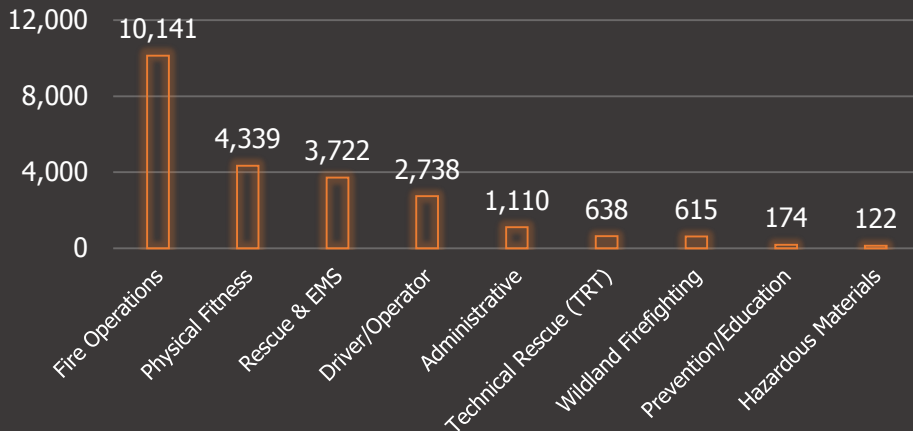
23

Current Blue Card Students

31



Training Hours by Category



## Aircraft Rescue Firefighting

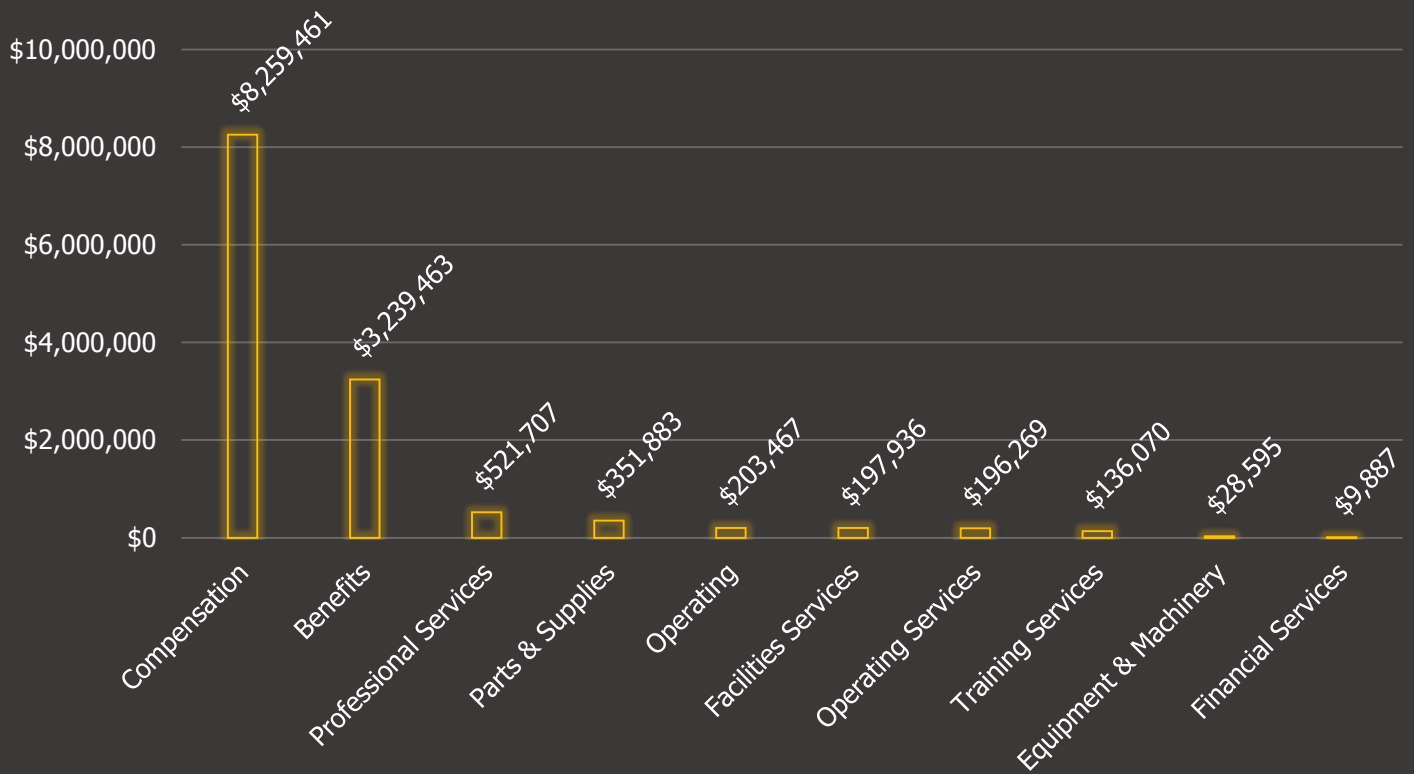
Boeing provided Aircraft Rescue Firefighting (ARFF) training with an ARFF training prop for all SFMD firefighters (photo below). SFMD had not previously received this type of training, as it is generally considered a specialty skill. However, as Boeing frequently conducts test flights over the fire district, our crews would be first on scene in the event of a crash.

This invaluable training has ensured that firefighting crews are better prepared for aviation emergencies originating from any of our local airports.

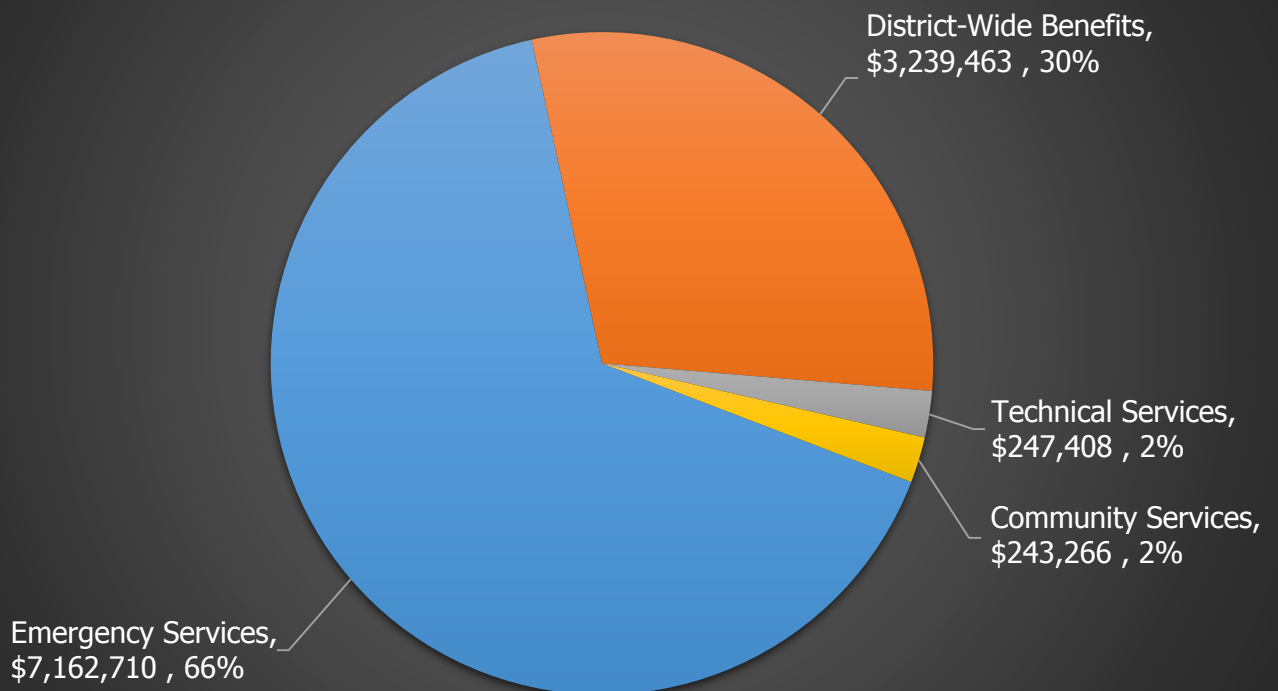


# ANNUAL BUDGET

## 2015/16 General Fund Expenditures



## 2015/16 Compensation



# GRANTS & DONATIONS

## Grant Funding

The fire district depends on grant funding to solve funding deficits for critical fire and EMS training, communications equipment, and community needs that assist us in better serving our citizens. SFMD is committed to authoring and submitting requests for grant funding annually.

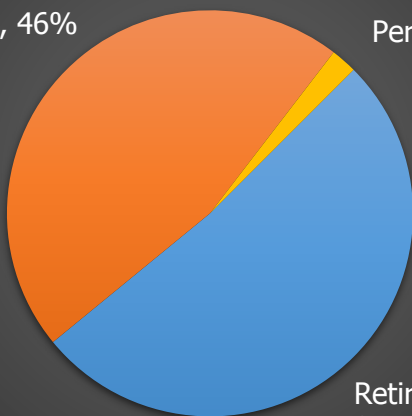
Grant	Amount	Awarded
SCBA	\$ 347,000	2013/14
Smoke Alarms	\$ 19,060	2013/14
Radios	\$ 138,943	2013/14
Video Conferencing	\$ 93,000	2015/16
Ambulance	\$ 200,539	2015/16
Command Training	\$ 91,979	2016/17
Fire Prevention	\$ 23,000	2016/17
<b>Total</b>	<b>\$ 913,521</b>	



## Donations Received

Business, \$17,295, 46%

Personal, \$775, 2%



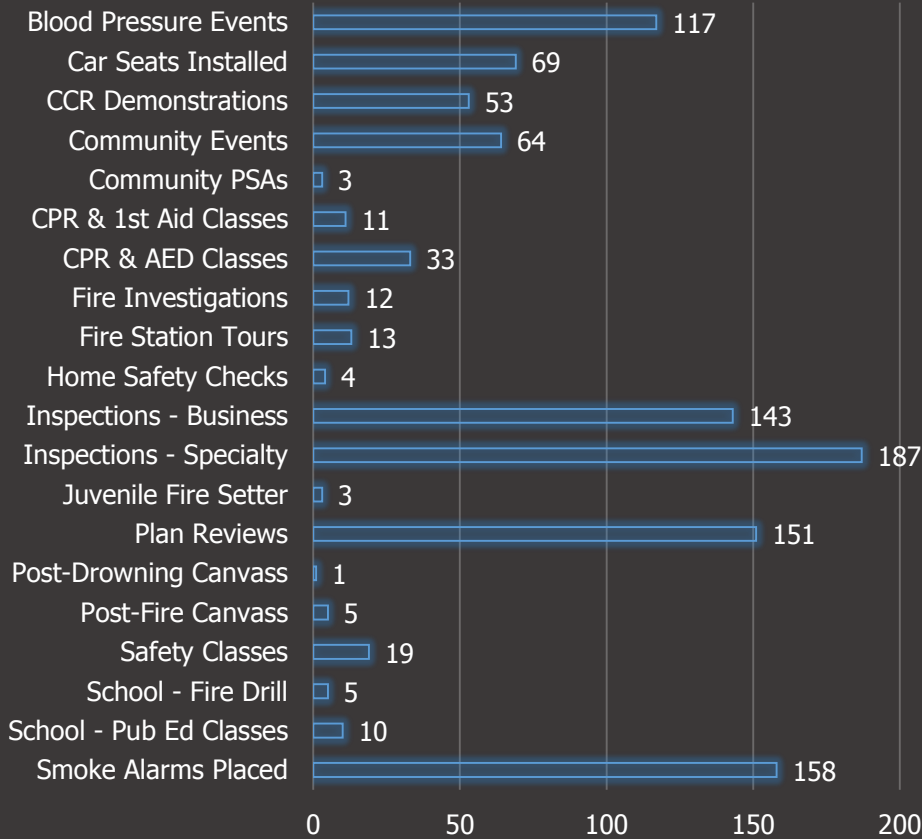
Retirement Community,  
\$19,242, 52%

## Donations

In addition to grant funding, many contributions are made through community and business donations. We are fortunate and grateful that the community we serve consists of many retirement communities willing to provide a steady flow of donations so we can focus on our primary purpose – emergency services.

# PUBLIC EDUCATION & COMMUNITY EVENTS

## Community Services & Activities



CCR  
Demonstrations  
(Hands -Only CPR)

1,882  
community  
members  
were trained to  
perform this life-  
saving technique

*Increase in 168% from  
last year's 700 citizens*





# SOCIAL MEDIA



## Facebook

3,569 likes

### Most Popular Posts

**Superstition Fire & Medical District**  
November 23, 2015

History in the making, our Transportation Services EMS Academy started today. We kicked off with Pipes & Drums and a Swearing In Ceremony. Welcome to the SFMD Family to our 40 new members! #HardWorkPaysOff #HistoryInTheMaking

Like Comment

**Superstition Fire & Medical District**  
January 25

Our very own Chief Bourgeois testified at the State Capitol last week on behalf of HB 2108. Take a few moments out of your day to watch his testimony on the importance of learning Hands ONLY CPR before students graduate high school. Tuesday, January 26, 2016 the Arizona Fire Service will be at the State Capitol again in support of this important HB.

"We have the opportunity to help people, to save lives, and to effect miracles. You have an opportunity to define your legacy, one day your children, or your grandchildren will be learning a life saving skill at school because of a decision you will make." - Fire Chief Paul Bourgeois

HB 2108 Schools CPR Instruction  
House Education Committee

**Superstition Fire & Medical District**  
January 5

Thank you FOX 10 Phoenix for coming out on this historic day in SFMD history. Courtney Griffin FOX 10 did a great job highlighting our new service for our citizens.

FOX 10  
NEW RULES, NEW EQUIPMENT  
SUPERSTITION FIRE DEPT.



## Twitter

793 followers

500,000 impressions  
12,000 engagements

### Most Popular Tweet

**SFMD** (@sfmd\_az\_gov) Feb 9  
#Firefighter Trey Show is on his very first shift- first in on a room & contents fire: #FirstFire



## Instagram

413 followers

### Most Popular Posts

**sfmd\_az\_gov**  
Apache Junction, Arizona

52 likes

sfmd\_az\_gov @sfmd\_az\_gov is supporting @rednosedayusa Station 262 will proudly wear our red noses for this great cause #RedNoseDay2016

**sfmd\_az\_gov**

17 likes

sfmd\_az\_gov @sfmd\_az\_gov along with AJ Parks & Rec hosted a #FitFamilies #FirefighterFitness event at the AJ Multi Gen Center. What a great turn out by our community.

Log in to like or comment.

# STRATEGIC INITIATIVE COMPLETIONS

Throughout the year, the district works on Strategic Initiatives in the four categories of Organizational Development; Community Health, Safety, & Survival; Professional Development; and Employee Safety, Health, & Survival. As the year progresses, these accomplishments are tracked and recorded in the Annual Report. Below are some of the highlights of the initiatives that were completed during Fiscal Year 2015/16.

## ORGANIZATIONAL DEVELOPMENT

- Completed annual report and demonstrated compliance with the Core Competencies set forth by the Commission on Fire Accreditation International.
- Obtained a Government Emergency Telecommunications Service (GETS) card for cell phone priority during major emergencies.
- Conducted a vulnerability assessment to ensure critical assets and infrastructure are protected and secured to the extent possible.
- Improved communications with local water districts to better ensure critical water infrastructures are properly serviced and maintained.
- Hosted an organizational audit by the Insurance Services Organization (ISO).
- Completed an accounting and human resources information systems audit that included abandoning the Tyler accounting system integration for a more efficient upgrade of the organizations current CYMA software system.
- Petitioned the Arizona State Land Department for a potential annexation south of the district boundary.
- Authored four grant applications totaling \$630,334.00
- The fire chief hosted a series of management summits to enhance professional development and improve organizational communications.
- Established a volunteer program that supports both operational and administrative functions of the district and provides opportunities for those interested in supporting their local fire district.
- Launched the district's first ambulance operation.
- Completed a station remodel and G2 dispatch system upgrade for the on-boarding of new ambulance personnel.
- Implemented the Operative IQ inventory management software for the effective tracking of EMS supplies and to aid in cost containment.
- A Transportation Services Manager was hired to oversee and implement the business aspects of the new ambulance operation.

# ORGANIZATIONAL DEVELOPMENT

- Recruited, hired, and trained over 40 civilian Paramedics and EMT-Basics to staff the Transport Services Division.
- Completed a TeleStaff configuration to accommodate and account for the new Transportation Services Personnel.
- Specified, ordered, configured, and deployed five new ambulances.
- Completed the selection of a medical billing provider following a competitive assessment process.
- Completed the final phase of a 3-year name change process for the Superstition Fire & Medical District.
- Completed the design and implementation of a new SFMD website in September 2015.
- Continued working with the Apache Junction Unified School District and the Bureau of Land Management (BLM) on the feasibility of repurposing the Thunder Mountain Middle School campus as a regional public safety campus.
- Hired and trained three new firefighters in the 14-week Mesa Regional Training Academy.
- Completed a major software upgrade of the Electronic Patient Care Reporting (ePCR) system to the new ImageTrend Elite platform.
- Procured, configured, and deployed 24 new computers per the organization's replacement schedule.
- Configured and implemented a new Tandberg video conferencing system awarded by FEMA through a regional grant with other Arizona fire departments.
- Upgraded technology in the Board and Conference rooms with more engaging, interactive, and dynamic large screen monitors and network access.
- Completed an evaluation of new Electronic Patient Care Reporting (ePCR) hardware. Tablets were evaluated, selected, procured, and configured for field providers.
- The Human Resources Division completed the hiring and integration of a new Payroll Clerk, Fleet Services Mechanic, and EMS Coordinator.
- Fleet Services took delivery and deployed one new water tender to support wildland and structural fire operations.
- Completed the design, fabrication, and construction of a new hose trailer to assist with annual NFPA compliant hose testing.
- Performed a comprehensive market analysis of the district's benefit package.
- Adopted a new training schedule based on feedback from a firefighter survey.
- Experimented with new training delivery methods through video production, after-action reviews, and on-site crew training.

# COMMUNITY HEALTH, SAFETY, & SURVIVAL

- Evaluated and procured new medical devices to enhance diagnostic ability, increase field performance, and provide for better patient outcomes.
- Deployed Continuous Positive Airway Pressure (CPAP) and Bi-Level Positive Airway Pressure (BiPAP) on all front-line engines.
- Placed an additional 10 automated external defibrillators (AED's) for a total of 73 across the district.
- Trained over 1,880 lay rescuers from our community in cardio-pulmonary resuscitation (CPR) and cardio-cerebral resuscitation (CCR or Hands-Only CPR).
- Performed ongoing evaluations of 58 stroke patients in an effort to improve patient outcomes and decrease the neurological effects of stroke.
- Organized several community walks where firefighters went door-to-door distributing educational materials and offering helpful tips for preventing fire and other hazardous conditions following serious incidents in local neighborhoods.
- Organized 117 blood pressure check events for local parks, winter visitors, and other members of our community.
- Participated in numerous neighborhood meetings in partnership with officials from the City of Apache Junction.
- Provided SFMD paramedics and EMT's for medical standby at several community events including the Renaissance Festival, Lost Dutchman Marathon, Lost Dutchman Days Rodeo, Gold Canyon Arts Festival, and other special events as requested.



# COMMUNITY HEALTH, SAFETY, & SURVIVAL

In September of 2015, SFMD's Tina Gerola was the recipient of the Arizona Fire & Burn Educator of the Year Award. Each year, SFMD contributes training and resources to further Fire and Life Safety Initiatives. We are committed to educating students of all ages about fire, water, and life safety. (photo below)



# PROFESSIONAL DEVELOPMENT

- Upgraded three EMT's to Certified Emergency Paramedics following an extensive training program hosted by Central Arizona Community College.
- Hosted vehicular (hands-on) training for over 45 Paramedic and EMT students from local colleges.
- Facilitated numerous Incident Command and Modern Fire Behavior training modules for current, acting, and future command officers.
- Continued to facilitate a compressive succession plan to support the professional development of employees.
- Hosted the 4th Annual SFMD Fire Service Leadership Conference which drew a record number of attendees from over 15 different Arizona fire departments.
- The Human Resources Division along with the Fire and Medical Training Division facilitated and supported numerous training workshops and promotional testing processes for both sworn and civilian employees.



# EMPLOYEE SAFETY, HEALTH, & SURVIVAL

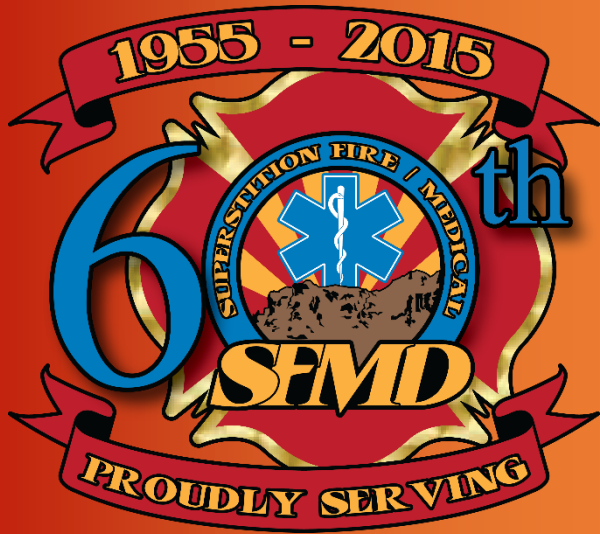
- Outfitted all firefighters with the latest SCOTT Air-Pak X3 Self-Contained Breathing Apparatus (SCBA).
- Hosted several financial wellness seminars in partnership with Nationwide to educate members on financial planning and money management.
- Hosted retirement seminars for both Public Safety Personnel Retirement System (PSPRS) and Arizona State Retirement System (ASRS) employees.
- Continued to promote and support the 16 Firefighter Life Safety Initiatives by investing in command training, hosting after-action reviews following critical incidents, and by implementing a comprehensive behavioral health program.
- Tested and evaluated the effectiveness of dual band radios in a simulated hazardous environment. Based on the evaluation, the most appropriate and best performing radio was selected.



Customer Satisfaction Survey Rating

96.5%

# 60<sup>TH</sup> ANNIVERSARY CELEBRATION



Proudly Serving  
1955-2015



Chief Edward Stark  
1<sup>st</sup> Fire Chief, Apache Junction Volunteer Fire Dept.  
Served 1955-1960  
(left in the photo above)