Tucson Fire Department
Annual Report
FY 2016

Tucson Fire Department
Mission Statement

The Mission of the Tucson Fire Department is to protect the lives and property of the citizens of Tucson from natural and human caused hazards and acute medical emergencies through prevention, education and active intervention.

A Message from the Chief

Dear Mr. Ortega,

For the last 136 years, the Tucson Fire Department has been protecting the citizens and visitors of Tucson without fail. We continue to do our best to serve with honor, courage, compassion, and dedication. I am very proud of the men and women of the Tucson Fire Department. This is a very difficult mission that requires highly trained, dedicated, and skilled professionals who are pushed to their physical and emotional limits when they respond to an emergency. It's what we do, it's what the community expects, and it's why we earn the respect of those we serve.

In Fiscal Year 2016, Tucson Fire Department responded to more than 91,000 emergency calls; 37th busiest department in the nation *(Firehouse Magazine-July 2016)*; showing Ladder 9 as the 8th busiest ladder truck in the country.

The role of the first responder has drastically changed and become more complex in the last 50 years. It is a job that requires flexibility and the ability to change with the needs of the community it serves. Emergency medical response makes up 90% of our call volume; however, our department continues to experience a high volume of fire, specialty rescue, and hazardous material response.

This report provides financial details regarding the services delivered by the men and women of the Fire Department. I have worked with my staff to identify ways to cut costs while still providing the highest quality services. This was no easy task. We have adjusted resources to meet an increasing demand for service as with our rescue truck program, as well as sought after community partners to share the work load with our TC-3 program. During this fiscal year, the department explored many opportunities to collaborate with other City departments, and private sector agencies as well as identifying efficiencies within our organization. One example is the implementation of Pulse Point; a lifesaving smart phone application connecting 9 area fire departments to the City's Communication Center. The department is also working with our internal partners at central Finance to share resources and work together when hiring skilled employees. We will continue to look for opportunities to share resources where we can make a difference.

The Tucson Fire Department will continue to provide the citizens of Tucson with the highest level of service delivery by highly trained and motivated individuals who are passionate about serving the community. I have generated this report to highlight the different programs within the Fire Department. I hope that this document makes you proud to live in, and work for, the City of Tucson.

Sincerely,

Fire Chief

Administration

Fire Administration oversees employee services, payroll, finance and budget of the Department, as well as public records management. This program consists of the senior leadership of the Department and administrative support staff.

The mission of Administration is to provide superior customer service to the members of the Department, City of Tucson and Tucson community, through the use of best practices in financial management and employee services. Below are the financial and personnel data specific to our ten primary budgeted programs.

Programs	FY 2015 Actuals Expenditures	FY 2016 Adopted Expenditures
Administration	$ 1,292,762	$ 1,220,100
Suppression and Emergency Medical Services	$ 44,159,268	$ 48,492,250
Emergency Management	$ 571,355	$ 637,500
Advanced Life Support	$ 24,914,976	$ 26,450,320
Communications Center	$ 5,866,189	$ 6,661,720
Training	$ 3,198,332	$ 1,356,920
Fire Prevention & Life Safety	$ 4,144,671	$ 4,459,580
Fire Logistics	$ 2,451,678	$ 2,283,500
Emergency Vehicle Management	$ 2,258,496	$ 2,368,680
Total General Fund Programs	**$ 88,857,727**	**$ 93,930,840**
Hazardous Waste Disposal (fund 054)	$ 324,060	$ 385,410
Total Fire Programs	$ 89,181,787	$ 94,316,250

Number of FTEs	FY 2016 Adopted	FY 2017 Recommended
Commissioned	633.00	643.00
Civilian	133.50	135.50
Total Number of FTEs	**766.5**	**778.5**

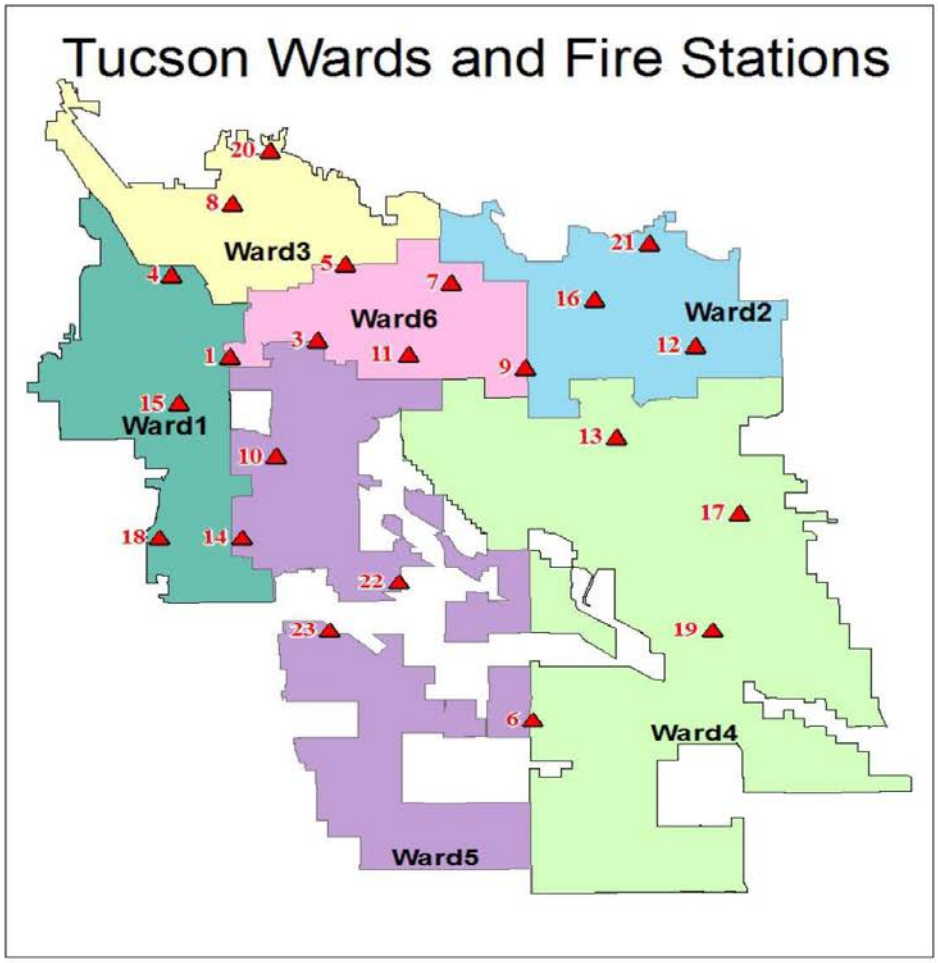
Department Revenues	FY 2016 Adopted Budget	FY 2016 Projected	FY 2017 Recommended
ALS Transports	$ 11,000,000	$ 13,000,000	$ 13,495,000
Dispatch IGAs	$ 937,300	$ 937,300	$ 1,032,560
Misc. Revenue	$ 1,664,730	$ 1,607,750	$ 1,632,340
Total General Fund Revenues	**$ 13,602,030**	**$ 15,545,050**	**$ 16,159,900**

Fire and Emergency Medical Services

The Fire and Emergency Medical Services makes up our Operations section. The Operations section is made up of the firefighters who staff our fire stations and are charged with being the face of the Fire Department. The men and women in Operations provide direct service to the citizens of Tucson every day during emergency and non-emergency calls.

The mission of the Fire and Emergency Medical Services is to provide all-hazard risk protection and response to the Tucson community. The Department achieves this by providing contemporary, efficient and compliant emergency response service, through highly trained professional and dedicated members.

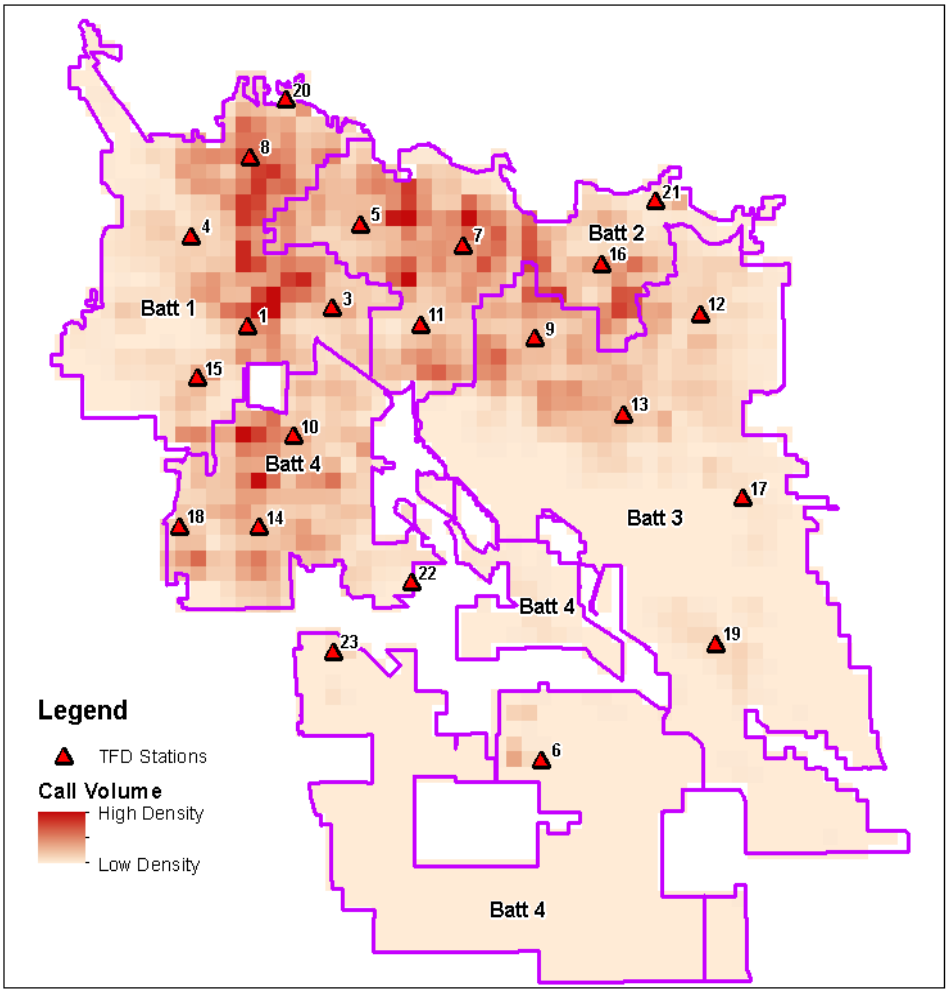
***Note: This does not include incidents exactly on the boundary between 2 wards**



	ALS	BLS	Fire	Totals
Ward 1	7,194	5,071	1,246	**13,511**
Ward 2	8,061	5,820	1,156	**15,037**
Ward 3	10,002	7,343	1,680	**19,025**
Ward 4	4,795	3,558	921	**9,274**
Ward 5	7,835	5,271	1,632	**14,738**
Ward 6	10,121	7,196	2,200	**19,517**
Totals	**48,008**	**34,259**	**8,835**	**91,102**

ALS – Advanced Life Support
BLS – Basic Life Support
Fire – Fire/rescue type calls

Tucson Fire Department Incidents Heat Map
Fiscal Year 2016



Total Unit Responses: 151.668

Battalion 1

Unit	Calls
BN01	356
EC01	557
EN 01	3,571
EN 02	3,542
LD 01	2,447
HazMat01	59
PM 01	3,814
*Misc.	33
Station 01	**14,379**
EN 03	4,296
PM 03	2,987
Station 03	**7,283**
EN 04	2,109
LD 04	1,893
PM 04	2,428
*Misc.	39
Station 04	**6,469**
EN 08	4,033
PM 08	4,105
RE 08	4,346
*Misc.	21
Station 08	**12,505**
EN 15	2,350
PM 15	2,222
Station 15	**4,572**
EN020	2,800
*Misc.	16
Station 20	**2,816**

Battalion 4

Unit	Calls
EN 06	791
*Misc.	10
Station 06	**801**
EN 10	2,682
LD 10	1,105
LT 10	1,220
PM 10	3,792
RE 10	3,475
*Misc.	9
Station 10	**12,283**
EN 14	3,078
PM 14	3,490
RE 14	2,895
*Misc.	14
Station 14	**9,466**
EN018	2,245
Station 18	**2,245**
BN04	173
EC04	310
EN 22	1,474
LD 22	21
AP 22	105
PM 22	1,567
*Misc.	4
Station 22	**3,654**
EN 23	214
Station 23	**214**

Battalion 2

Unit	Calls
EN 05	4,049
PM 05	2,843
PM 45	2,826
RE 05	4,048
*Misc.	39
Station 05	**13,805**
BN02	238
EC02	594
EN 07	4,694
LD 07	2,665
LT 07	1,793
PM 07	2,965
PM 47	3,005
Station 07	**15,954**
EN 11	4,260
*Misc.	155
Station 11	**4,415**
EN 16	3,511
LD 16	1,417
LT 16	1,846
PM 16	3,122
*Misc.	10
Station 16	**9,906**
EN 21	1,393
*Misc.	6
Station 21	**1,399**

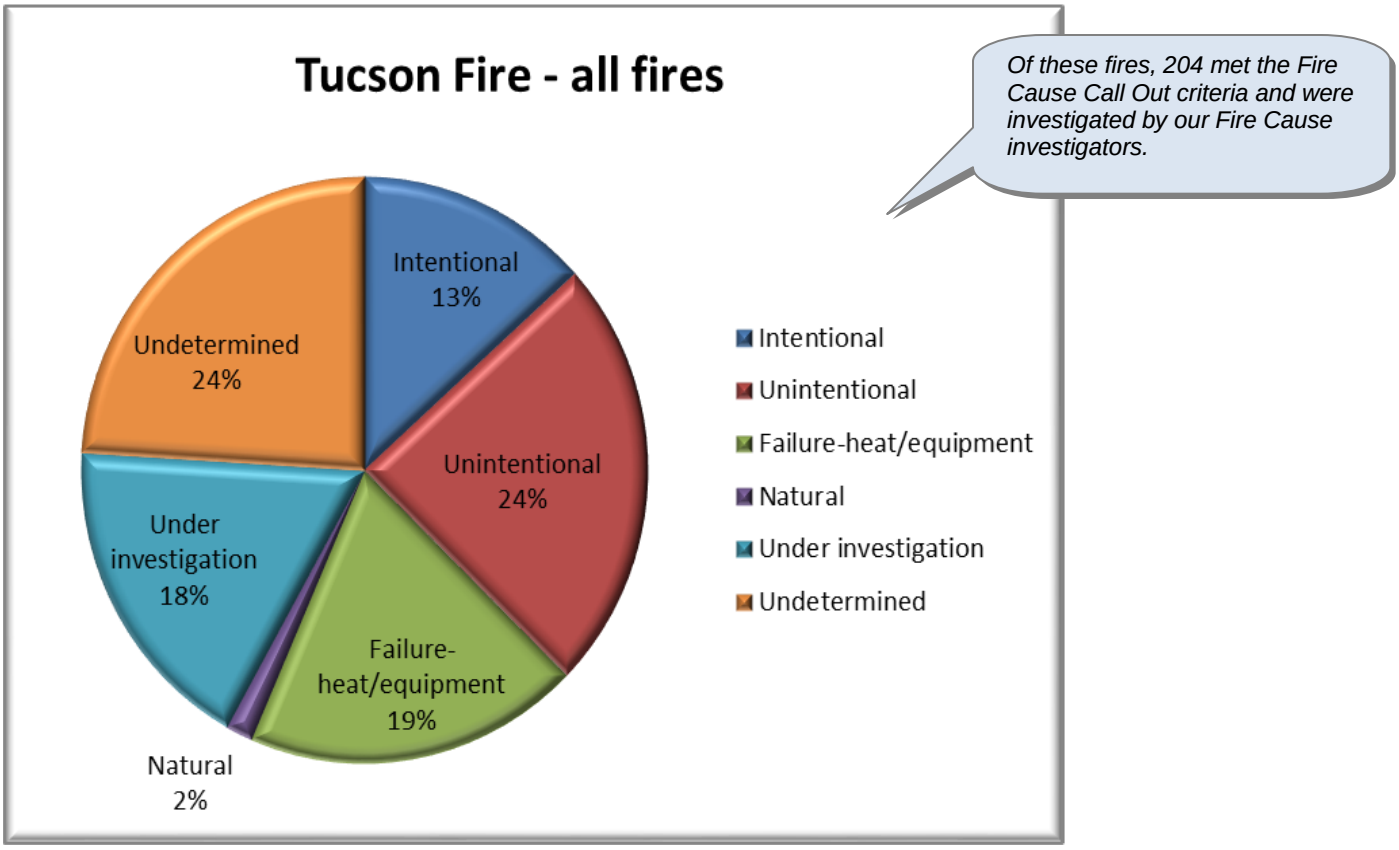
Battalion 3

Unit	Calls
EN 09	4,582
LD 09	2,388
LT 09	1,700
PM 09	2,854
PM 49	2,920
Station 09	**14,444**
EN 12	3,440
PM 12	2,374
Station 12	**5,814**
EN 13	3,855
PM 13	2,255
Station 13	**6,110**
EN 17	356
QT 17	988
Station 17	**1,344**
EN 19	1,057
PM 19	733
Station 19	**1,790**

Fire and Emergency Medical Services

The following table shows the response times based off of the National Fire Protection Association (NFPA) 1710 requirement for an urban fire department. This standard specifies requirements for effective and efficient organization and deployment of fire suppression operations, emergency medical operations, and special operations to the public by career fire departments to protect citizens and the occupational safety and health of fire department employees.

NFPA 1710 Response Times			
FY2016	**Unit Response Time - Medical**	**Unit Response Time - Fire**	**Full Force** (15 firefighters on scene)
Goal	**90% / 6:12**	**90% / 6:32**	**90% / 9:20**
Actual % met	83%	73%	96%
Actual time at 90%	6:50	8:36	8:06



Fire and Emergency Medical Services

Tucson Collaborative Community Care (TC-3)

Connecting the Pieces of Whole Person Care; Connecting the Community

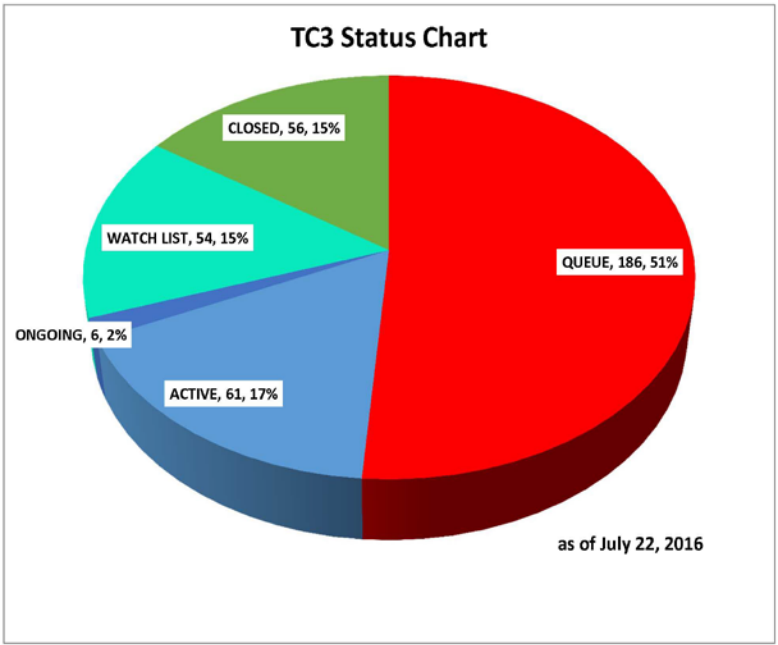
In an effort to keep our response times at their most efficient despite an ever-increasing call load, a fresh review of what we respond to and how, was conducted. Data has proven what has long been known; some constituents over-rely on emergency services for a myriad of reasons including mental health, substance abuse, chronic and unattended disease, non-compliance with care plans, inaccessibility to definitive care, nutritional limitations, pharmaceutical misunderstanding, lack of transportation, legal status, homelessness and financial barriers. Unfortunately, a daily or weekly ambulance ride to an already saturated emergency department does little to solve the recalcitrant, underlying problems for these folks, and applies only a band-aid where a holistic, whole person approach is needed. TC-3 provides a pathway to connect people in need with the right community resource.

In February of this year, TFD officially launched Tucson Collaborative Community Care, or "TC-3", a pilot program geared at addressing this ever-increasing concern. TC-3 provides a means for our crews to connect at-risk frequent 911 system users to more definitive community-based care.

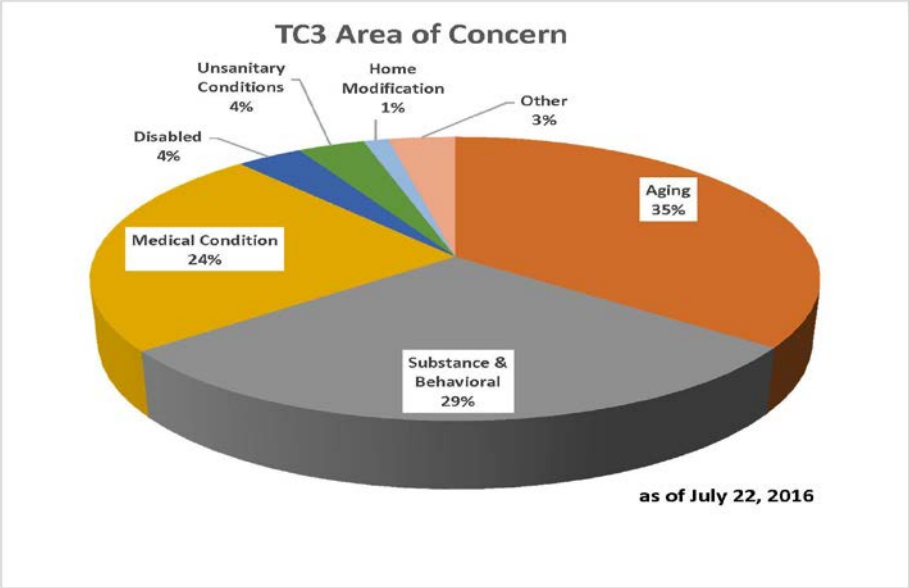
The goal is to move them into the right community resource and away from their over-reliance on both law enforcement and Fire/EMS resources.

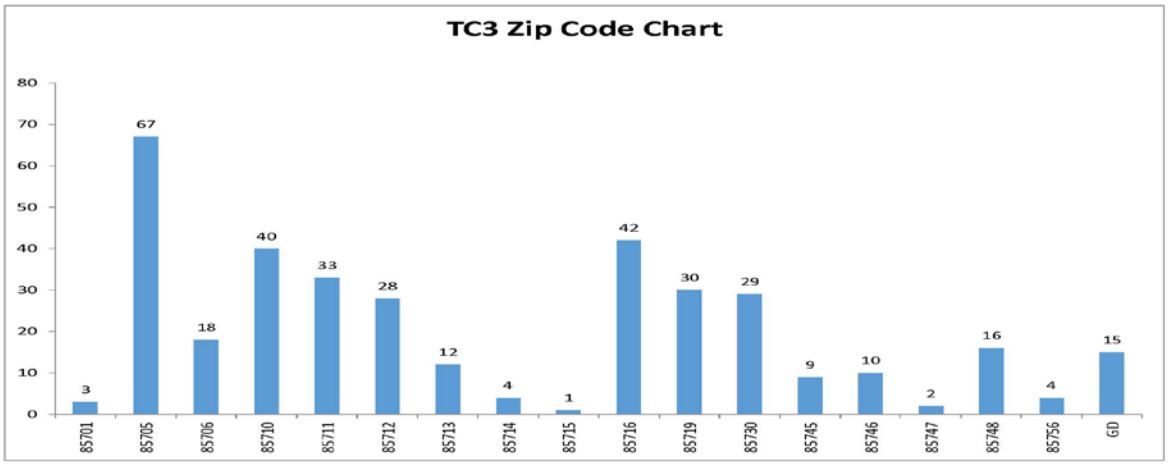
We began with three main goals:

- Find the people who need help, define the help they need and identify the barriers they face in getting that help.
- Build a bank of resources by identifying public and private community agencies and programs currently available in and around Tucson and understand their offerings.
- Connect at-risk populations with available resources, individually, in person and with solid follow-up to reduce their chance of re-entry into the emergency-based system.



TFD is in a position of influence and authority; we have enjoyed a high-level of success at breaking down barriers and leveraging available community resources. The efforts of the TC-3 Team and the efficiencies of the program are reducing costs to the City, freeing up critical law enforcement, Fire/EMS and emergency department resources, improving morale, and getting people the help they need.


TC3 Area of Concern
Unsanitary Conditions 4%
Home Modification 1%
Other 3%
Disabled 4%
Aging 35%
Medical Condition 24%
Substance & Behavioral 29%
as of July 22, 2016


TC3 Zip Code Chart
80
70
60
50
40
30
20
10
0
3
67
18
40
33
28
12
4
1
42
30
29
9
10
2
16
4
15
85701
85705
85706
85710
85711
85712
85713
85714
85715
85716
85719
85730
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85746
85747
85748
85756
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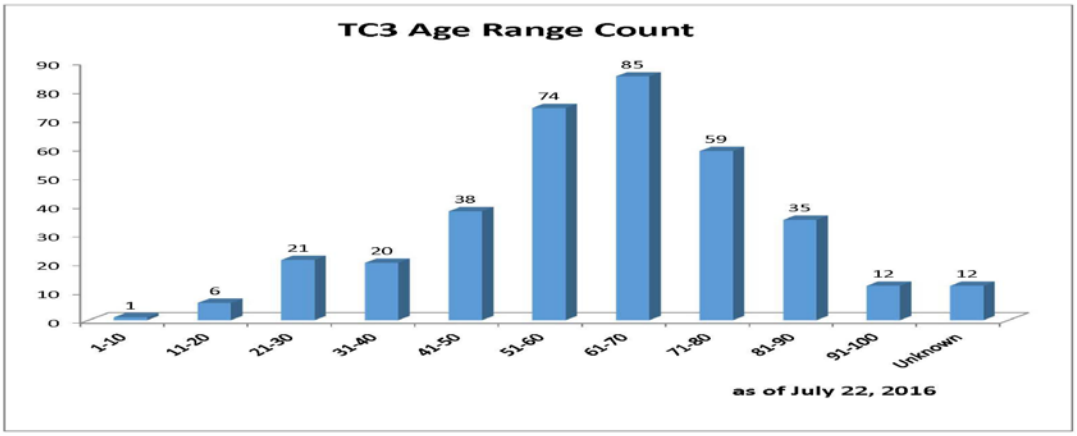

TC3 Age Range Count
90
80
70
60
50
40
30
20
10
0
1
6
21
20
38
74
85
59
35
12
12
1-10
11-20
21-30
31-40
41-50
51-60
61-70
71-80
81-90
91-100
Unknown
as of July 22, 2016

Emergency Management

The mission of the Tucson Office of Emergency Management and Homeland Security is to protect the citizens of Tucson by providing all City departments with proper direction and guidance relative to the mitigation of, preparedness for, response to, and recovery from all hazards, including natural disasters, acts of terrorism, or other human-caused emergencies. This is accomplished through a partnership with the Tucson Police Department. Emergency Management continues to be a very dynamic section in 2016. Following is a sampling of programs and activities that this section undertook and/or participated in during FY 2016:

Programs

- Ongoing community education of Tucson Fire's Community Resiliency program
- Rescue Task Force and Tactical EMS training programs
- Regional Interoperable Communications Plan development
- Violent Encounters Training program
- Emergency Critical Casualty Care program
- Emergency Operations Center (EOC) Overview Training program
- September "Preparedness Month"
- Hazard Mitigation Plan 5-year revision
- Department Continuity of Operations revision, training and exercise program

Activities

- El Niño Preparations – December 2015
- Gem Show Incident Action Planning - January 2016
- "A Bad Day in Pima County" VIP Table Top Exercise – January 2016
- La Fiesta de los Vaqueros / Tucson Rodeo Incident Action Planning – February 2016
- "A Bad Day in Pima County" Full-Scale Exercise – May 2016
- Palestinian Delegation visit – May 2016
- 5-day EPA Tabletop Exercise – June 2016
- 2016 National Homeland Security Conference – June 2016

Training

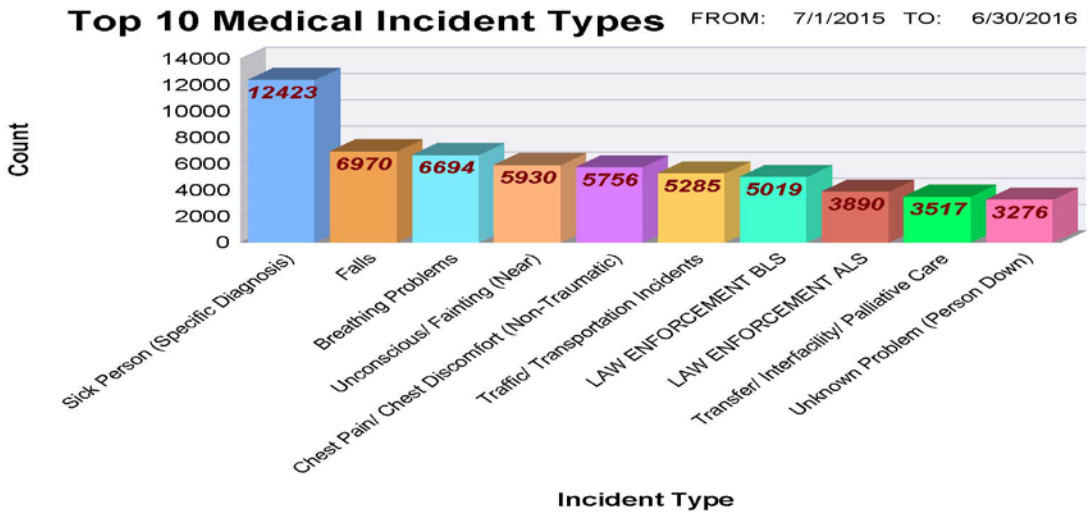
Training is responsible for incumbent and new firefighter training, promotional processes and medical continuing education and certifications. In order to keep the members of TFD current in trends throughout the firefighting venue our training officers must be willing to look outside our department for improved/increased capabilities. We feel this training along with our continued focus on EMT and firefighting activities will improve the overall knowledge and skills of each TFD member.

The Training mission is to provide well qualified, well trained, and physically able public servants to protect and serve the community.

Training Hours		
Type of Testing	**# of Staff hours**	**# of attendees**
Recruit Testing Process	**160**	**721**
Recruit Training	3,520	100
Captains Cert/Paramedic Cert	540	68
Continuing Education (CE)	720	2,440
Cadet Program	90	35

Medical Administration

The mission of the Medical Administration Section is to provide administrative support to the Advanced Life Support Program to include all TFD Emergency Medical Service (EMS) personnel by assuring that they have the tools, training and resources they need to deliver rapid, high quality pre-hospital care to the Tucson community. We must forecast changes in medical treatment and system delivery and orchestrate innovative, fiscally responsible ways to meet those demands.



**Law Enforcement BLS and ALS – an incident where TPD called TFD out for assistance.*

Arizona uses a Certificate of Necessity (CON) system to regulate ground ambulance service. TFD provides ALS transport with the below response times for our paramedic units:

TFD CON Requirements		Count Meeting Requirement	%	Difference
9 Minutes	**90.0%**	39,373	90.9%	0.87%
10 Minutes	**95.0%**	40,635	93.8%	-1.21%
15 Minutes	**97.0%**	42,701	98.6%	1.56%
20 Minutes	**100.0%**	43,162	99.6%	-0.38%

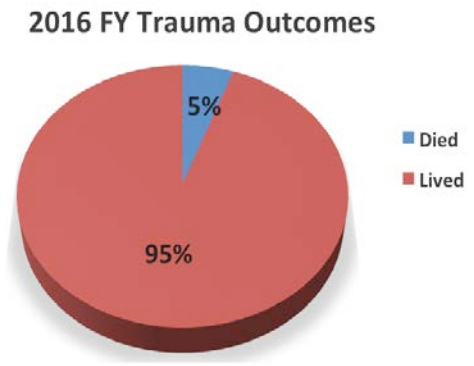
Total EMS and CON Responses	
Total EMS Responses	82,372
Total Paramedic Unit Dispatches	50,307
Total Paramedic Unit Cancelled	6,980
Total Paramedic Unit At Scene	43,327
Total Paramedic Unit Transported	20,081
Paramedic Average Response Time	**5:46**

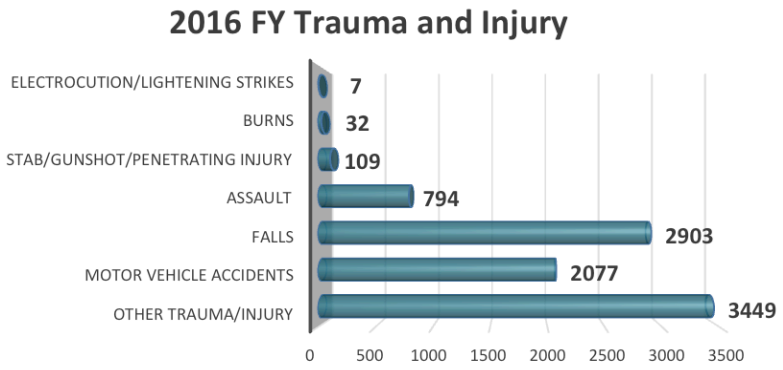
Medical Administration

Top 4 ALS Time Dependent Incidents		
Type	**# of Incidents**	**Avg. Response Time**
Cardiac Arrest	490	4:50
STEMI/Heart Attack	124	5:00
Stroke	739	4:59
Trauma and Injury	9,371	5:36

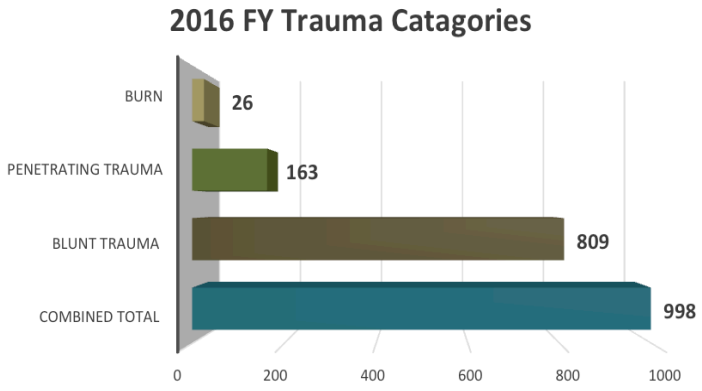
For more information about STEMI click on STEMI Report that was done for 2015 data based on TFD interventions. Please note that this report is an annual versus a fiscal year report as the numbers, times, etc., within both reports are not the same.

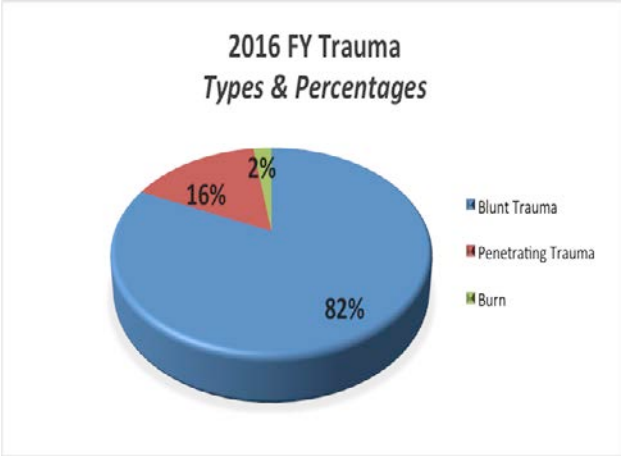
In FY2016, 95% of the trauma patients treated and transported by TFD's dual paramedic ambulances lived, surviving their emergent injuries. This data is based upon the discharge outcomes provided by the local Level I Trauma Center, Banner University Main Tucson Campus. Below is a further breakdown of TFD Trauma and Injury dispatches.





Based upon the regions Trauma Triage, 998 were treated and transported to the Level I Trauma Center. Of all the Level I Trauma patients 82% were blunt trauma which includes assaults, falls and motor vehicle accidents. Penetrating trauma includes stabbings, gunshot wounds and other penetrating injuries.





Communications Center

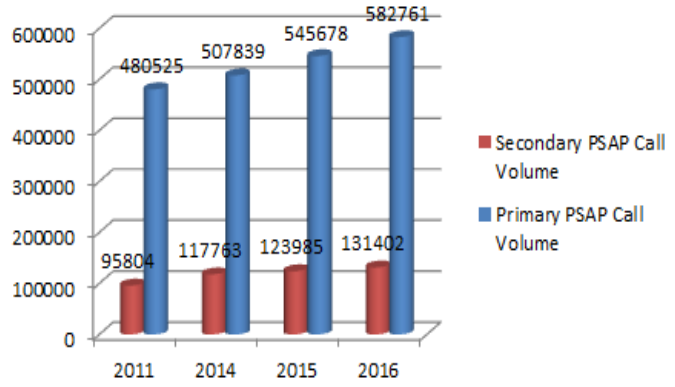
The TFD Regional Communications Center is the largest Fire/Medical dispatch center and the largest Primary Public Safety Answering Point (PSAP) in Southern Arizona. In FY2016, TFD Communications dispatched resources to 129,956 emergencies, 91,272 of which were TFD responses. TFD also operates the Southern Arizona Medical Emergency Dispatch System (MEDS), which facilitates communications between field personnel, area hospitals and medical helicopters. MEDS handled 31,565 radio telemetries in FY2016, and dispatched 802 helicopters to medical emergencies.

Regional Dispatch Center Serving:

- Tucson
- Northwest
- Golder Ranch
- Mountain Vista
- Avra Valley
- Picture Rocks
- Three Points
- South Tucson
- Mt Lemmon

Tucson Fire Communications is the Primary Public Safety Answering Point (PSAP) for 911 calls originating within the City of Tucson, and the Secondary PSAP for eight additional Fire and EMS agencies in the Tucson region. The call volume for FY2016 was 582,761 which continue to rise every year.

Primary PSAP wireless 911 calls consist of 82% of all 911 calls received as compared to 67% in FY2011. The impact is considerable in that wireless calls take additional processing time in order to accurately identify a dispatchable location.



Collaborative Improvement Efforts

TFD managed multiple communications projects throughout the year to improve efficiencies and provide better service to the community. Many of these efforts required collaboration with regional partners, multiple city departments, COT and vendor IT and other public/private entities.

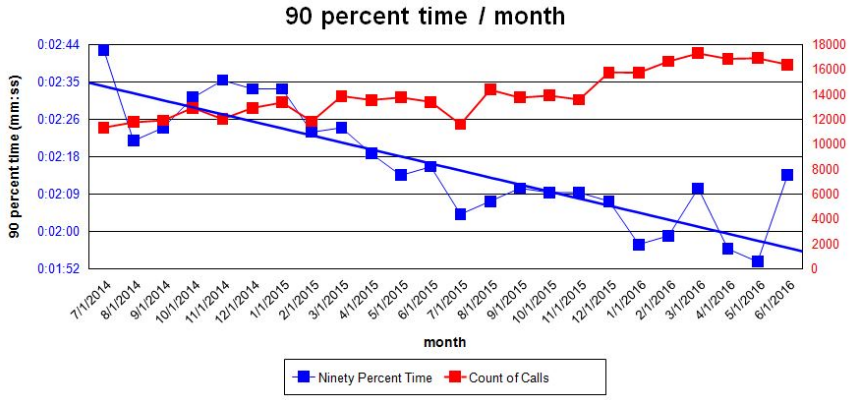
- *The Pulse Point mobile app* was implemented in an effort to *improve cardiac arrest survival rates*.
- Radio communications between TPD and TFD were significantly improved utilizing new radio technology.
- In collaboration with TPD, we developed a procedure, utilizing the joint Intergraph CAD system, to *send information from 911 hang up calls directly to TPD* electronically.
- In a joint effort with Southwest Ambulance/AMR, a CAD to CAD interface was developed resulting in a *decrease of 31,477phone calls between the dispatch centers.*

Performance Improvement

A critical goal of the Tucson Fire Communications Center is timely and accurate dispatch of emergency response units. Medical and fire outcomes are directly dependent on timely dispatch. TFD Communications has decreased our call processing time, while the quantity of dispatches continually climbs. We attribute this success to our dispatchers making a conscious effort to improve call processing times, while continuing to provide excellent customer service.

Communications Center

While call volume is increasing at about 7% each year, Tucson Fire Communications has focused on providing expedited Emergency Medical Dispatch (EMD) service to the public, particularly on those most critical medical events, using the Clawsen EMD system. The chart below is representative of the consistent and considerable improvement in call processing times, while facing ever increasing call volume, as defined in the NFPA 1221 Call Processing Standards.



As the result of a change made to the way we handle our most critical calls, TFD Communications realized a 27% improvement in the speed at which we dispatch ALS assistance to the potentially life-threatening situations. This process, called pre-alerting, has allowed the public we serve to experience a higher level of customer service, as the call takers are no longer required to rush through multiple questions before help can be dispatched. This, coupled with the response plan changes addressed below, have improved both total response times and the quality of the total EMS experience in Tucson.

Training

Within the communications center, we continue to improve our performance with education and proficiency. Two of our employees became Emergency Number Professional (ENP) certified through the National Emergency Number Association. Arizona has a total of 23 ENP certified professionals, and TFD now has 2 of them. Public Safety Dispatcher (PSD) proficiency improved greatly through quarterly training, regular drills and proficiency examinations by the training office.

In FY 2016, Tucson Fire's Communications Section attained unprecedented success in recruiting, training and retaining high-caliber dispatchers. Of the 17 Public Safety Dispatcher hired in FY 2016, 14 of them are still employed and demonstrating the skills and abilities consistent with our standards for long-term employees. The success of our recruiting and training has translated to 77 of 80 authorized civilian public safety positions being filled at the end of the fiscal year.

FY2017 Projects

- Managed Services Implementation- NextGen911 capable technology
- 3-1-1 Non Emergent Resource Line- connecting all city and community resources together
- Regional radio-interoperability plan
- Continuity of Operations Plan
- Re-evaluate staff schedules to optimize efficiency
- Study work-flow best practices for both TFD and TPD
- Implementation of new station alerting equipment for some stations
- Evaluate best call-processing software- continue improving call processing time & dispatch accuracy

Fire Prevention & Life Safety

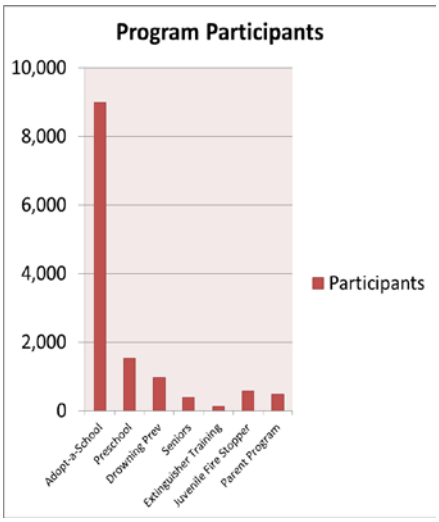
Fire Prevention is comprised of five distinct units. These units include Code Compliance, Business Assistance Unit (BAU), New Construction/Plans Review, Fire Investigations and Public Education/Community Safety. All five units work under direct supervision of the Deputy Chief/Fire Marshal. The mission of Fire Prevention is to promote public safety through education, engineering, and enforcement of the fire code.

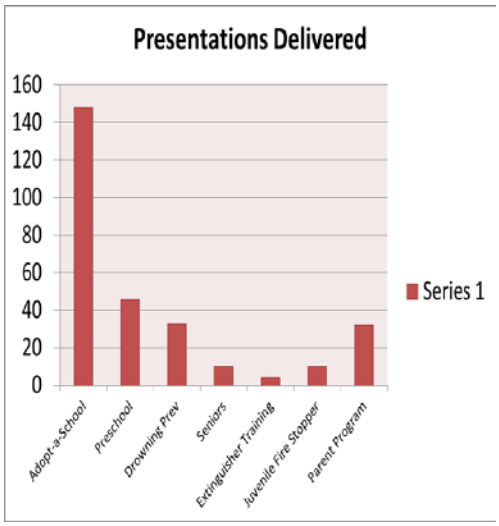
Building Inspections	
General & Haz Mat. Initial	735
City Buildings/MAITS	245
Health Care, Initial	77
Schools, Initial	34
Total:	**1,091**

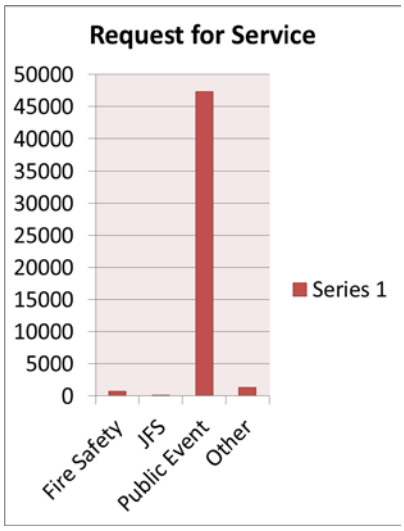
Specialty Inspections	
Certificate of Occupancy	844
Special Events	331
Tent or Canopy	166
Sprinkler	1,191
Total:	**2,532**

Building Plans Review	
Building Plans Review	550
Structural Plans Review	1,141
Fire Alarm Plans Review	233
Site Plans Review	273
Total:	**2,197**

In addition, Fire Prevention employees conducted over 4,400 other inspections ranging from re-inspections to Life Safety inspections.







Community Risk Reduction (CRR)

Community Risk Reduction (CRR) is a risk management process adopted by the fire service to eliminate risks present in the community. The CRR process involves the identification and prioritization of risks, followed by the development of programs, resources and projects designed to eliminate and mitigate their impact. Through the CRR process fire agencies can better integrate the many preventative strategies and tools native to the fire service while magnifying their impact through community partnerships.

Our CRR Manager and other team members trained volunteers and outside agencies to carry out CRR projects such as: training and outreach to Home Owners Associations (HOA), conducted smoke alarm install events in collaboration with HOA volunteers, provided training, materials, and support to the Head Start in Home Teachers; they provide CRR home safety inspections and smoke alarm installations for the families they serve.

We applied for grants and were awarded over $340,000 to create and develop CRR programs and resources. Additional Activities:

- Smoke alarm install walks were conducted in 4 high-risk neighborhoods with a recent history of fire.
- The Pub Ed Team conducted numerous home visits to install smoke alarms for residents participating in the Preschool Parents Program and the Senior Safety Program.
- The CRR Captain created a cross-departmental training and liaison program between TFD and TPD designed to address communication and collaboration challenges in the field.
- More than 862 smoke alarms were installed in homes as well as 111 batteries given.

Hazardous Waste Disposal

Code Compliance includes management of the Hazardous Waste Program (HWP). The HWP manages hazardous waste generated as a result of city government operations. They are also tasked with clean-ups on city property or in city right of ways and orphaned waste. Other responsibilities include the Spill Program, service requests, consultations, remediation, and assistance to city residents.
This includes providing materials, containers and training. The HWP manages several industrial waste water permits, aquifer protection permits and all landfills within the City of Tucson.

Hazardous Waste Disposal Activities FY16	**# of Actions**	**Units**	**Pounds**
Activity			
Waste Pickups	235	4,983	82,313 lbs.
Service Requests *(delivering Haz Waste Supplies)*	89	872	-
Waste Shipments	141	1,488	73,293 lbs.
Haz Waste Consults	31	-	-
Waste Bulking	67	4,231	12,264 lbs.
Remediation	8	-	-
Misc. Activities (Sampling, etc.)	12	-	-
FY16 TOTAL lbs.			**167,870 lbs.**

Fire Logistics

Logistics supports the operational mission of the Tucson Fire Department by assuring that they are provided the best emergency and non-emergency equipment and supplies available, and that this equipment is maintained in the best operational condition possible. Additionally, Logistics works to ensure that TFD is in compliance with all local, state and federal standards. Logistics is the primary source of discretionary funds on the department. These funds have been drastically reduced to cover other unfunded mandates. Support in this area will be required in the future.

Emergency Vehicle Management

Emergency Vehicle Management supports the mission of the Tucson Fire Department by providing the best quality, most reliable emergency response vehicles possible. The maintenance section performs all apparatus and equipment maintenance for the department. The mechanics who service our emergency response fleet are highly skilled and specialized technicians.

Pumper Fleet – 38 Vehicles

Current Avg. Age	11.8 years
Proj. Age at Retirement	17.5 years
Total Pumper Fleet Mil.	4,266,801
Average Unit Mileage	112,284
Units over 100K mi.	50%
Units over 150K mi.	13%

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Medic Fleet – 30 Vehicles

Current Avg. Age	11 years
Proj. Age at Retirement	16.8 years
Total Medic Fleet Mil.	4,329,855
Average Unit Mil.	144,329
Units over 100K mi.	87%
Units over 150K mi.	37%

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Ladder Fleet – 12 Vehicles

Current Avg. Age	15.3 years
Proj. Age at Retirement	21.8 years
Total Ladder Fleet Mil.	1,068,211
Average Unit Mil.	89,018
Units over 100K mi.	25%
Units over 150K mi.	0

URGENT

Fleet Replacement Program

The department's fleet replacement program has not been fully funded since 2008. This lack of funding is due to the downturn in the economy. As a result of losing apparatus replacement funding, the emergency response fleet is getting older, registering higher miles and experiencing a decrease in reliability.

The replacement triggers used by the department include replacing vehicles at 100,000-125,000 miles or 12-14 years.

The projected age at retirement is based on replacing vehicles in FY17.

Unit mileage is current to date.

The department apparatus replacement budget needs are $5.0m - $5.8m per year. Each of our primary vehicle types have **URGENT** needs.

What's next?

I would like to conclude this report by first stating that I appreciate all of the work that our employees are doing every day. I am continually impressed with the people that work for the Tucson Fire Department. As you can see, Tucson Fire has been very busy and doing a very good job. Our community is a safer place to live because of our fire prevention and life safety programs as well as our rapid response to emergency calls with the best trained firefighters in the country. As we move forward we would like to add additional focus on other areas of concern and continue to look deeper into the service we provide the community. Those areas include Community Risk Reduction, fleet and facility support, employee compensation and enhancing our emergency response capability.

Community Risk Reduction (CRR) is a process used to identify local risks, followed by the coordinated and strategic investment of resources to reduce their occurrence and impact. We will work collectively with our public and private partners to solve the problems within our community to create a healthier, safer and thriving community. The department was again awarded a federal grant to continue our efforts in CRR.

The Department is in desperate need for funding to support our fleet replacement and our facility management. Being fully aware of the financial condition of the City, we continue to explore opportunities to maintain our fleet in the most efficient manner and to work with existing facilities.

Our employees are the most important part of our organization. The men and women of the Tucson Fire Department have always been, and continue to be, committed to the community on and off duty. In order to retain and recruit the best people possible, the Department must remain competitive in the area of employee salaries.

The Department will be working on several ways to enhance our emergency response capability. These include improving our call processing times at the communication center, utilizing technology such as the cell phone application Pulse Point to improve patient care and to continue to assess and adjust how we respond to emergency calls through the most efficient response model possible. Our goal is to improve appropriate responses by getting the right sized response with the right resource at the right time to every call for help. We will continue to review the data to improve the community's outcomes.

Finally, we will continue to work with our partners within the City, as well as outside the City. We will be financially responsible, and deploy the most efficient methods and processes we can while meeting our obligation to the community.

Chief Critchley,

…I was involved in a car accident and was unable to open my door due to the damage. Fortunately, TFD pulled up behind me, stayed with me until police arrived and even took care of hydrating me. I was touched by their concern and professionalism…

Thankful
Tucson Citizen