



2017

ANNUAL REPORT



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(Photograph's provided by Don Taylor, Eagle Wings Production and Louisa Martinez)

MESSAGE FROM FIRE CHIEF TROY HUGHES



It is my honor to present you with the 2017 Los Alamos County Fire Department Annual Report. The hard-working men and women of our department are very dedicated to the ideal of “continuous improvement” which you will clearly see throughout this report.

In 2017, several key members left the department due to retirement or seeking new adventures. Chiefs Cassel and Garcia retired and Firefighter Cari Mace left to seek new adventures. Chief Cassel left his mark on LAFD through his constant effort to improve LAFD. For many years, Chief Cassel took a leadership role in insuring LAFD had good response equipment and insuring LAFD members were well trained. Chief Garcia was also role model throughout his long career. Chief Garcia, with little direction, singlehandedly stood up and developed the LAFD Wildland Division. In the few years he led that division, he managed to obtain multiple grants for wildland mitigation and two wildland fire apparatus. Firefighter Mace was a key player in improving labor/management relationships. She was one of the first labor representatives to approach me more than six years ago with the hope and a plan for great improvements in the climate of labor relations. These three individuals will be missed, but their accomplishments will be forever appreciated and remembered.

In spite of losing some key people, LAFD is still chocked full of great people who will continue to help LAFD improve on the delivery of services to LAC citizens and Los Alamos National Laboratory. The great services we provide would not be possible without the support of our County Council, County Manager, and our partners from the Department of Energy and Los Alamos National Laboratory. We are very thankful to be so well supported. Without this level of support, we could not be one of our nation’s premier fire departments.

In 2018, LAFD will continue to replace older fire apparatus and increase our efforts to better prepare for wildfire threats by mitigation and the delivery of enhanced wildfire training for our department members. LAFD has received great assistance from the New Mexico State Forestry Division in our efforts to protect our community from and respond to wildfire events. With much of the Southwest Region experiencing severe drought conditions, we expect 2018 to be an extremely busy wildfire season.

Thank you for taking the time to review our annual report and learning a little more about LAFD. If you have any questions or comments regarding this report or LAFD, please don’t hesitate to contact me directly.



Fire Chief Troy Hughes

Our Vision

It is the vision of the Los Alamos County Fire Department to be renowned for its PRIDE and consistent demonstration of best practices and active department values in mission execution that exceeds the needs and expectations of our community.

Our Mission

Los Alamos Fire Department is proud to be entrusted with the safety and welfare of our community. We are honored to provide exceptional services for the preservation of life, the environment, and property.

Our Core Values

Professionalism

We embrace service through dedication to our profession. Professionalism will be the foundation of our overall culture and, enhanced through our commitment to public relations and external communications initiatives, ensuring an enhanced interaction with the community we are honored to serve.

Readiness

We strive to maintain operational readiness through training, knowledge and skills development. Readiness will be demonstrated by continued improvements to the community's emergency communication system supported by contemporary technology solutions and a complete range of updated physical resources.

Involvement

We embrace the free exchange of ideas and build partnerships with the community we serve. Involvement will be clearly established in the internal communications processes that when institutionalized, will support our members and work toward greater accountability and development.

Discipline

We maintain high standards and hold ourselves accountable at all times. Discipline will be demonstrated as we hold one another accountable for fulfilling our mission and actively demonstrating our values through our empathic awareness of others, as we develop better quality human resource management practices.

Excellence

We are committed to continuous improvement in all aspects of our service. Excellence is at the heart of our individual and department goals, recognized by steadfast efforts to be continuously known as an internationally accredited fire service agency, recognizing we are entrusted with the safety and welfare of our community which drives us to ensure our vision becomes reality.

WE WALK WITH P.R.I.D.E.

Los Alamos Fire Department Command Staff



**Fire Chief
Troy Hughes**



**Deputy Fire Chief
Steven Dawald**



**Fire Marshal
Jeffrey Wetteland**



**Training Division Chief
Michael Gill**



**B Shift Battalion Chief
Wendy Servey**



**EMS Division Chief
Benjamin Stone**



**C Shift Battalion Chief
Joseph Candelaria**



**LANL Training Chief
Paul Grano**



**A Shift Battalion Chief
Steve Saiz**

Los Alamos Fire Department Command Staff



 **Wildland Division Chief
Kelly Sterna**



 **Safety Division Chief
James Thwaits**



**Norma Jean Valdez
Senior Management Analyst/
Accreditation Manager**



**Heather Garcia
Management Analyst
Finance and Budget**



**Beverly Purtymun
Management Analyst
Business Operations**



**Sharyl Hofer
Safeguards/Security
Labor Relations Manager**



**Donna McHenry
EMS Training
Coordinator**

Administrative Services Team



Marisha Griego
Senior Office Specialist
Human Relations/
Safety



Ana Martinez
Senior Office Specialist
Training & EMS



Bernadine Martinez
Senior Office Specialist
Physical Resources
Procurement and
Contracts



Louisa Martinez
Technology Specialist
Pre-Incident Planning,
Mapping, Hydrants



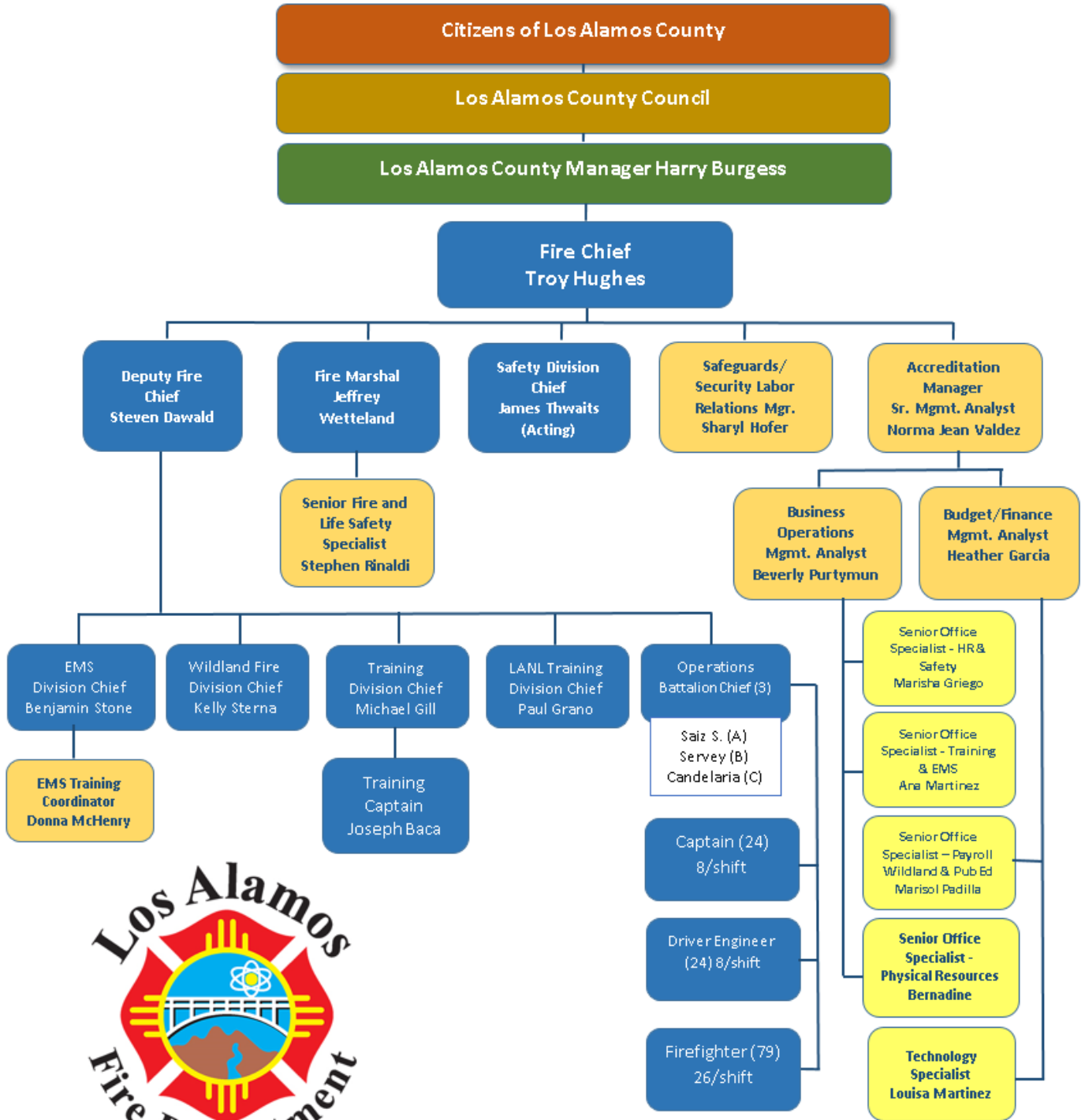
Marisol Padilla
Senior Office Specialist
Community Outreach/
Wildland and
Public Education

2017 Employee Appreciation Costume Contest

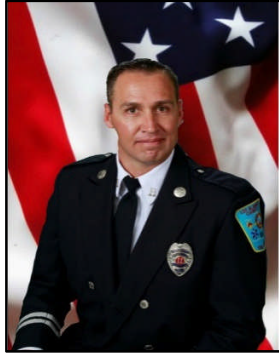


The LAFD participated in the 2017 Employee Appreciation Costume Contest. LAFD tied for first place with another Wizard of Oz group. The Senior Management Team left the tie breaker up to the audience and the Wizard of Oz group from the Community Development Department won. This is the 4th year team LAFD has participated. Photographed from left to right are: Ana Martinez (Wicked Witch), Heather Garcia (Glenda the Good Witch), Steve Dawald (Tin Man), Bev Purtymun (Dorothy), Bernadine Martinez (Scare Crow), Sharyl Hofer (Lion), Stephen Rinaldi (Oz) and Louisa Martinez (Yellow Brick Road).

Los Alamos County Fire Department Organizational Structure



2017 Promotions



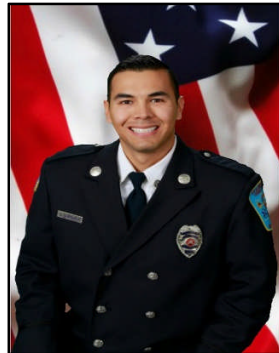
Kelly Sterna
Battalion Chief
October 10, 2017



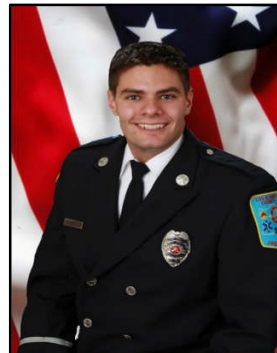
Luke Washburn
Fire Captain
July 16, 2017



Michael Cayton
Fire Captain
October 10, 2017

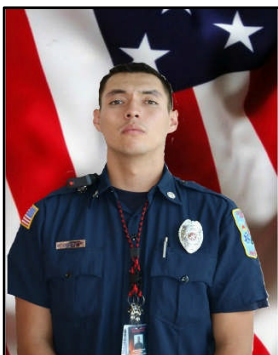


Daniel Gandara
Driver Engineer
October 10, 2017



Evan Pulliam
Driver Engineer
July 16, 2017

2017 New Hires



Michael Crockett
Fire Cadet
January 09, 2017



Chad Drummond
Firefighter I
January 09, 2017



Lorenzo Chavez
Fire Cadet
January 09, 2017



Shannon Evans
Firefighter I
January 09, 2017



Bradley McCollum
Fire Cadet
January 09, 2017



Carlos Martinez
Fire Cadet
January 09, 2017



Ruben Martinez
Fire Cadet
January 09, 2017



Aaron Ortega
Fire Cadet
January 09, 2017



Randall Robles
Fire Cadet
January 09, 2017



Joshua Urban
Fire Cadet
January 09, 2017



Dwight Williams
Fire Cadet
January 09, 2017



Ryan Wolf
Fire Cadet
January 09, 2017



August Young
Fire Cadet
January 09, 2017

Awards and Distinctions



NFL Head of Security - Cathy Lanier

Fire Chief Troy Hughes graduated from Naval Post Graduate School Center for Homeland Defense and Security on December 15, 2017 with a Master's in Homeland Security Studies.



EMS Division Chief Benjamin Stone received his Chief Fire Officer designation from the Center for Public Safety Excellence Center for Professional Credentialing.



Senior Fire & Life Safety Specialist Stephen Rinaldi received his FM designation from the Center for Public Safety Excellence Center for Professional Credentialing.

Battalion Chief Joseph Candelaria received his Master's of Art Specializing in Organizational Information and Learning Sciences from the University of New Mexico.





Phoenix Awards

Pictured from left to right: Firefighter Zachary Shriver, PD Officer James Keane, Firefighter Matthew Austin, Captain Joseph Baca, Firefighter Kenny Martinez, and Driver Engineer Van Leimer (not pictured)



The Phoenix CPR Award was presented to the members of station 4, B-Shift, for saving two lives in 2017. On January 20, 2017, LAFD and LAPD presented the Fire Station 4 crew with a Phoenix Award for their efforts to save a victim of cardiac arrest. Phoenix Awards are given to responders who successfully revive a victim of cardiac arrest.



On May 2, 2017 LAFD Chief Hughes, the EMS Division, and the Los Alamos County Council presented station four B shift crew with a **second Phoenix Award** for resuscitating a patient from cardiac arrest. Captain Joseph Baca, Driver Engineer Van Leimer, Firefighter Matthew Austin, Firefighter Zachary Shriver, and Firefighter Kenny Martinez received the award.



EMS Senior Office Specialist Ana Martinez provides Administrative support for the EMS Division. Ana worked tirelessly to make the Resuscitation Academy a success and excelled as the logistics coordinator. She was awarded a Certification of Appreciation for her dedication to the EMS Division and the Resuscitation Academy.

2017 Retirees



Justin Cassel

Retired, Battalion Chief

Served May 12, 1997- September 30, 2017



Ramon Garcia

Retired, Division Chief

Served August 4, 1997- December 30, 2017

Wildland Division Chief Ramon Garcia and B-Shift Battalion Chief Justin Cassel retired in 2017. Their dedication to the department was to be instrumental in the strength and growth of the LAFD.

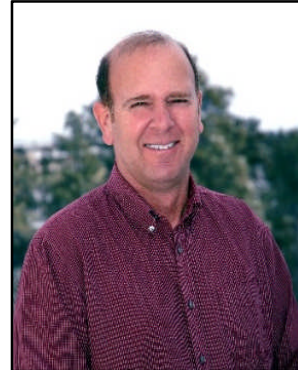


DOE/NNSA AND LANL PARTNERS

(Photography's provided by LANL Partners)



James Streit
Division Leader
Fire Protection Engineering
Manager at
Los Alamos National
Laboratory



Robert J. Farris
Group Leader
Fire Protection
Los Alamos National
Laboratory



James Rast
Emergency Program Manager at
Department of Energy/National
Nuclear Security
Administration

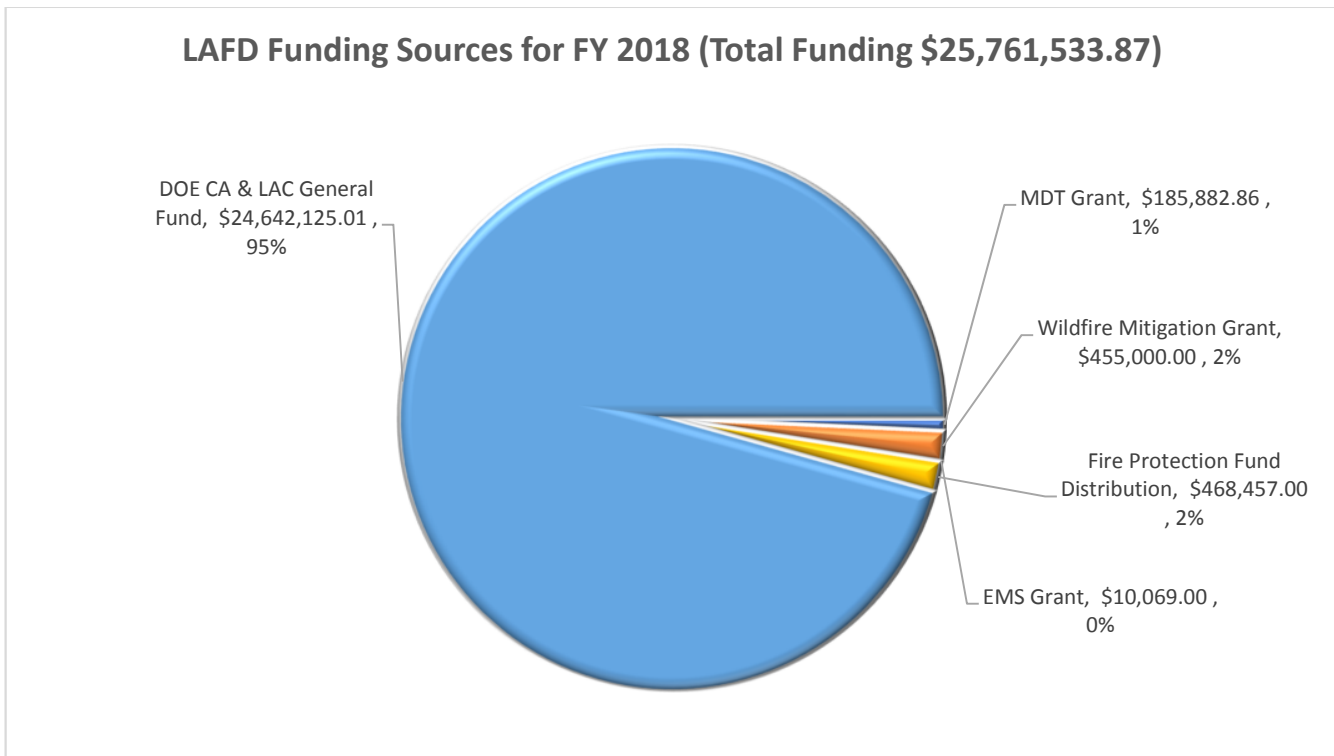


Matthew Holtschlag
Contracting Officer
Department of Energy/National
Nuclear Security
Administration

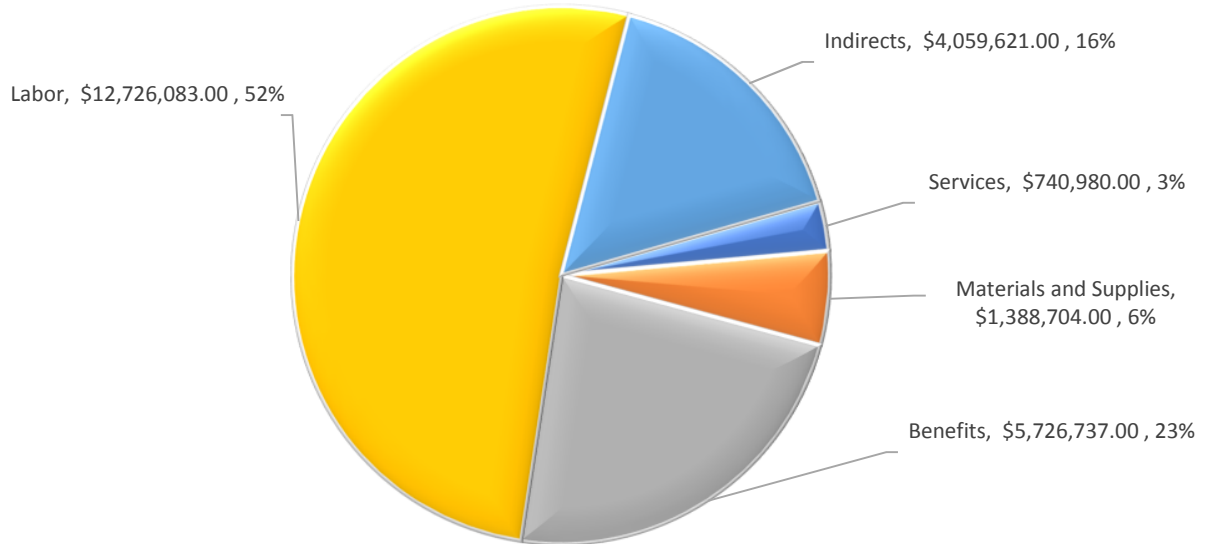
Financials

The Fire Department operates with a budget which is developed in accordance with the 10-year Cooperative Agreement (CA) with the Department of Energy (DOE)/National Nuclear Security Administration (NNSA). This agreement began on October 1, 2013 and expires on September 30, 2023. October 1, 2017 was the start of Year-5 of the agreement. DOE/NNSA funds 77% of labor and benefits, and overhead costs, the Los Alamos County general fund makes up the remaining 23%. The CA budget for FY 2018 is \$24,642,125, with 76% coming from labor and benefit expenses, and 16% coming from indirect overheads.

In addition to the CA, LAFD participates in the New Mexico Fire Protection Fund Distribution Act. The department receives funding based on the number of stations protecting the jurisdiction which averages approximately \$430,000 annually. In FY 2018 LAFD expects to receive a total of \$468,457 from the distribution fund, these funds are used to purchase fire supplies and equipment ranging from fire hose to firefighter training. LAFD also receives funding from EMS Fund Act on an annual basis through the NM State Health Department; the awarded amount for FY 2018 is \$10,069. This grant is used to pay for paramedic students tuition costs, which we will have three entering the program in FY 2018. In addition, in FY 2018, LAFD applied for an Assistance to Firefighters Grant (AFG), which awarded \$185,882.86 for the purchase of mobile data terminals for all front-line apparatus and vehicles. A total of 45 trucks will be outfitted with computing devices. These devices, coupled with CAD mobile software purchased by dispatch, will provide the ability to status in, turn by turn navigation, and in the future the ability to dispatch the closest vehicle to an incident.



LAFD Cooperative Agreement FY 2018 Budget (\$24,642,125)



LAFD Funding Sources for FY 2018

Funding Source	Amount
MDT Grant	\$ 185,882.86
Wildfire Mitigation Grant	\$ 455,000.00
EMS Grant	\$ 10,069.00
Fire Protection Fund Distribution	\$ 468,457.00
DOE CA & LAC General Fund	\$ 24,642,125.01
TOTAL	25,761,533.87

CA Expenditures FY 2018

Expenditure Type	Amount
Services	\$ 740,980.00
Materials and Supplies	\$ 1,388,704.00
Benefits	\$ 5,726,737.00
Labor	\$ 12,726,083.00
Indirects	\$ 4,059,621.00
Total	24,642,125.00

Safeguards and Security

To provide consistency throughout Los Alamos Fire Department (LAFD), the current Cooperative Agreement (CA) identified security and safeguard requirements that are to be met by the department. The responsibility of overseeing these requirements was assigned to the Labor Relations Manager. This program is in the fourth year of implementation with the major focus being:

- Identification of annual security training opportunities for department personnel;
- Facilitation of the annual security trainings and badge renewals for department personnel;
- Facilitation of the Q Clearance process, including initial investigation and five-year reinvestigations;
- Address any security infractions identified by the Los Alamos National Laboratory (LANL);
- Facilitation of technology needs and/or improvements for the department;
- Management of Asset Management program of County and Federal property; and
- Serve as the Business Official for the CA with NNSA/DOE.

The **Initial Information Security Briefing** is required of all LAFD personnel. There were no new hires during 2017 so this briefing was not conducted.

The **Annual Security Refresher and Annual Information Security Refresher** are courses that are an annual mandatory requirement. If these are not completed, LANL access may be denied. In order to address this department-wide, LAFD sponsors a “Security Blitz” prior to the expiration of all LANL Badges. During a 30-day period, starting mid-August, all LAFD personnel were required to complete the two mandatory annual LANL courses as well as to renew their LANL badge for the next year.

The communication of **Security Tidbits** are disseminated on a monthly basis, or as appropriate. These are disseminated through e-mails to all LAFD personnel regarding various security topics. The topics are determined by either recent incidents and/or points from the trainings.

A **Discrimination/Harassment Training for all Supervisors** was conducted for all LAFD personnel. This training also covered various security/safeguard information including application for a clearance, reinvestigations, reporting requirements and drug testing. Personnel that are supervisors or managers were required to attend the County/LAFD sponsored or LAFD sponsored training. 100% of the staff received this mandatory training.

The **2017 DOE National Security Briefing** video was viewed by 100% of the LAFD staff.

Additional Security and Safeguards Data, Including Staffing Changes:

- 16 new LANL badges were requested;
- 6 LANL badges were turned in due to retirements and terminations;
- 13 Q clearance applications were initiated for the 13 Recruits that completed Recruit Academy #27 (3 pending from 2014);
- 2 Q clearances were granted leaving a total of 14 pending at the end of 2017;
- 29 Q clearance reinvestigations were initiated;
- 2 security incidents/ notifications occurred;
- The FY’ 17 Federal Inventory was completed in December of 2017;

- 6 personnel exited employment with LAC including the retirement of Battalion Chiefs Justin Cassel and Ramon Garcia; and
- 5 promotions occurred – all being uniformed personnel – to include 1 to Battalion Chief, 2 to Captain, and 2 to Driver Engineer).

Labor Relations Services

The Collective Bargaining Agreement (CBA) requires quarterly **Labor Management Committee (LMC)** meetings. The purpose of the LMC is not to alter the CBA but to provide for clarification and implementation and address issues that arise outside of the CBA. The LMC discusses and develops solutions to any items that are discussed. With the intent of building and strengthening strong labor management relations, the committee attempts to meet monthly. During 2017, 11 regular meetings were held with 1 special meeting.

The LMC has developed promotional plans and reviewed Fire Chief's Directives (FCD) as well as clarified numerous questions from the field. During 2017, 2 FCDs were discussed at LMC with 27 revised, 1 rescinded, and 1 carried over to 2018.

Three grievances were filed by Labor which went through the steps for resolution. Two grievances were resolved at Step 1 and one grievance was not resolved; however it was never taken to Step 2. There are no pending labor related legal issues at this time.

The current CBA covers the period of February 5, 2016 through June 30, 2020. A reopener on one non-economic item, allowed per the CBA, was requested by Labor and discussions will be held in 2018.

Service/Action Plan for 2018

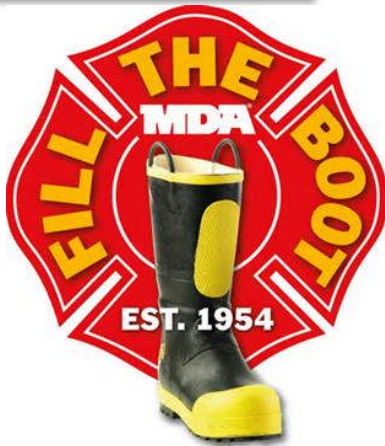
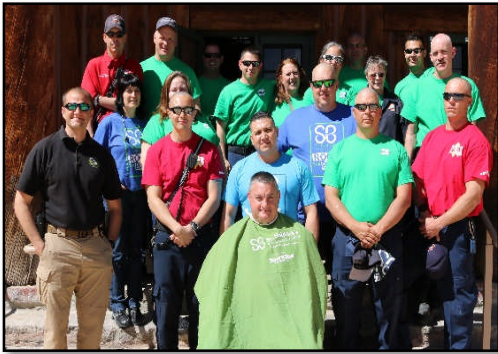
In addition to the Annual Security Blitz and continued Security Tidbits, additional trainings will be conducted in the following areas:

- Online trainings to include:
 - Workplace Violence Awareness Briefing “Last Angry Word”
 - “Preventing Sexual Abuse”, and
 - New topics as they become available through LANL Training.
- Instructor-led trainings to include:
 - Discrimination/Harassment Training for all Employees,
 - Discipline Training for Company Officers, and
 - Training on the CBA for new Command Staff.

The FY' 18 Federal Inventory will be conducted during September and October.

REACHING OUT...COMMUNITY INVOLVEMENT

In 2017, the department once again partnered with IAFF Local Union 3279 on charity campaigns to raise awareness. Many LAFD members shaved their heads in March at the annual **St. Baldrick's** event to raise money to help fight childhood cancers. They also wore pink for the month of October in support of **Breast Cancer Awareness**. November saw the addition of mustaches to many LAFD members as they grew them to raise awareness and funds for men's health issues such as prostate and testicular cancer, and mental health issues. The **Movember Foundation's** goal is to stop men from dying too young. Also in November, the annual fill the boot campaign to raise money for the **Muscular Dystrophy Association** took place. Thousands of dollars were donated and delivered to the MDA.



IAFF Local 3279 Leadership



Bertram Quintana
President



Daniel Archuleta
Vice-President



Kevin Kamplain
Treasurer



Allen Quintana
Secretary



SCOTT COMBAT CHALLENGE

In October 2017, Driver Engineer Gregg Hecathorn competed in the Scott Combat Challenge World competition in Louisville, Kentucky. Multiple countries, (i.e., South American, Europe, Middle East, Canada, the US and others) participated. Gregg received the Lion’s Den coin recognition for completing the course in under two minutes.

DE Hecathorn participated with his tandem partner (pictured to the left) Bryan Hardy in the Over 40 Category in Carlsbad, NM in September 2017; they received third place in the regional event.

LAFD has participated in the SCOTT Combat Challenge since 2014. In July 2017, LAFD competed in Longmont, Colorado and qualified for nationals.



Emergency Medical Services

The EMS Division is committed to providing the best service and training to our EMS providers and the community. We also work diligently to form good relationships with our allied agencies, community organizations, and state agencies through serving as board members and on committees for various organizations in the community and state. We are committed to education for our providers and ourselves.

The department has seen an increase in the number of 911 calls for medical emergencies and public assists. In 2017, EMS calls represented most of LAFD's calls for service. As our community ages, it is expected that the EMS call volume will continue to rise.



Donna McHenry became a HANDTEVY Pediatric Instructor at the EMS World Conference

To bring the most current information to LAFD EMS providers, Chief Stone and Training Coordinator Donna McHenry attend conferences and bring training and tools back to the providers. The Gathering of Eagles is a conference given by EMS Medical Directors who present their latest research. A state of the art virtual reality training and the Handtevy pediatric medication delivery system designed to prevent pediatric medication errors were two initiatives brought to LAFD. Information learned at the conference is also used for EMS training classes and to update current policies and procedures to meet best practices.

Los Alamos County Chaplain Corp

Chief Stone has been working with LAPD and Chaplain Jenn Bartram to create a Los Alamos County Chaplain Corp. Donna McHenry was certified as Chaplain by the IFOC in March. Members of the Chaplain Corp may respond to traumatic situations when called to offer support to citizens and first responders. Chaplains attended training offered by the International Fellowship of Chaplains (IFOC). Additional training is planned for 2018.



The Medical Advisory Committee was created in 2009 to enhance teamwork with allied agencies in Los Alamos. The committee meets monthly to discuss concerns and ways to work together provide exemplary service to our community. Members include LAFD providers, EMS Medical Director Justin Hazen, LAC Consolidated Dispatch Center Supervisor, LAC Emergency Manager, and representatives from the Los Alamos Medical Center, the Fire Brigade, the Chaplain Corp, Classic Air Medical, Los Alamos Visiting Nurses, the Retirement Community Liaison, the Los Alamos Victim Advocate, and other interested parties.

Automatic Electronic Defibrillators (AEDs)

Training in the use of AED was provided representatives of Piñon and Barranca pools. The presentation covered the use of an AED and allowed participants to practice using the AED trainer on a mannequin.

Los Alamos Fall Coalition is a group of individuals from all areas of the senior community in Los Alamos that provides community training for seniors through the National Fire Protection Association's (NFPA) fire and fall prevention program. The goal of the group is to reduce falls in the community. Ten presentations were offered

at both Senior Centers, Aspen Ridge, Health Council, and Sombrillo Nursing facility. The group will provide the free training for any groups that request it.



Station 6 gave NFPA class attendees a tour of the ambulance and fire engine.

In February 2017, the department delivered a **Prehospital Trauma Life Support Certification class** designed to enhance EMS response to critical trauma patients. Several providers attended the class taught by Classic Air Medical crews.

On February 4, a presentation on women and heart disease was done for the Beta Sigma Phi Sorority during their Valentine’s Day celebration. The presentation included information on prevention and atypical signs and symptoms of heart attacks.



The department offers **American Heart Association Classes** which are open to providers and members of the public who need CPR, Advanced Cardiac Life Support, Pediatric Advanced Life Support, and Pediatric Emergency Assessment, Recognition, and Stabilization classes. In 2017, over 300 participants received CPR instruction; the LAFD offered 18 AHA certification classes and 3 AHA instructor courses. We also provided skills evaluations to the Los Alamos Youth Football Coaches and several individual providers.

Project Heartstart hands-only CPR was presented free to the community on July 9 with 22 participants. The program was created by Dr. Barry Ramo from the Heart Hospital in Albuquerque to improve outcomes from cardiac arrest by training bystanders to do hands-only CPR.

The Project Heartstart hands only CPR was taught in Los Alamos several times in 2017. New Mexico requires high school students to learn CPR to graduate; and in February 2017, more than 300 high school students learned hands only CPR in their physical education classes.



Participants at the community Project Heartstart Training at Fuller Lodge

On September 29th and 30th, the LAFD offered the first **New Mexico Resuscitation Academy**. Members of the Maryland Resuscitation Academy assisted with the program. This would not have been successful without their help, the hard work of Chief Stone and Ana Martinez, the members of LAFD’s high quality CPR team, and sponsors who provided food and support for the training. Participants from across New Mexico learned skills that will help them improve patient outcomes from cardiac arrest by performing high quality CPR with minimal interruptions.



Participants could view the quality of their compressions as they were performing them improving their proficiency. This program has resulted in increased survival from cardiac arrest in both Seattle and Maryland. We hope to see similar results in New Mexico and to make the Resuscitation Academy an annual event.



RA Participants (left) and Instructors (right) from Maryland and LAFD



LAFD members evaluate an injury.



Triage Command oversees triage operations

Donna McHenry spoke at the Enchanted Circle Conference in October where over 100 participants learned about Medical Incident Command and completed a mass casualty drill. She also gave two presentations at the Fire and Ice Conference in November on ways to improve cardiac arrest outcomes. The MCI scenario involved a backpack bomb that exploded at the campus. LANL employees created the bomb parts, moulaged the patients, and were on hand to discuss scene safety and the importance of evidence preservation after the scenario was over.

Triage tags were utilized and treatment, staging, and transport areas and officers were assigned. The patient wounds were consistent with blast injury wounds.

The department is exploring a **Rescue Task Force Team** and has brought tactical EMS training to LAFD to prepare EMS providers to respond safely to active shooter and other critical events. The training includes specific skills required to respond safely and treat wounds quickly and efficiently.

The **EMS Bike Team** participated in the **Wildfire Easter Egg Hunt** at Ashley Pond in April. In cooperation with Christus St. Vincent Hospital, bicycle helmets were given away. In addition, the team also participated in the **Fourth of July** celebration and assisted LAPD in the search for a lost child. The team also participated in several parades including the **December Light parade**. They also participated with the NM Firefighter charities to assemble and deliver bicycles to needy children. The bike team leader, Zack Shriver, built a triathlon team with Captain Manzanares and FF Bever. The team won the Los Alamos triathlon.

The New Mexico EMS Bureau adopted the **National Core Competency Program (NCCP)** as a requirement for license renewals in 2017 for all EMS providers. This program requires very specific training hours and skills competency checks for all providers. TC McHenry created over 60 hours of training modules following the NCCP format. This required training was added to the EMS refreshers and monthly EMS training to allow providers who complete all their training requirements to easily relicense. All EMS providers whose licenses expire in March 2018 have already successfully completed their renewal requirements and the EMS Bureau has approved their license renewals.

Quality Assurance

The department audits every EMS call for quality assurance. Errors are addressed by the EMS Division Chief and Medical Director Hazen, as appropriate. Information found in the QA process is utilized to develop training modules for providers. In 2017, over 2,000 calls were audited for quality. No critical errors were made. The department has worked on an initiative to reduce paper and printing costs by creating a digital QA form that is currently being tested.

Dr. Hazen provides Medical Director training to LAFD's EMS providers throughout the year. Chief Stone worked with him to create live video training as an addition to station visits. Dr. Hazen also updated the EMS protocols in 2017.

Dr. Hazen, Chief Stone, and TC McHenry have conducted monthly station visits to enhance provider education and discuss EMS topics.

The **Just In Time Inventory** system is designed to review medication usage, and make appropriate changes to par levels. The department experienced a small increase in medication expenses despite an increase in the costs of medications and an increase in run volume.



Operational Services/Programs

Fire Suppression

The LAFD is an Insurance Services Office (ISO) Class 2 Fire Department that currently operates a response fleet consisting of 12 structural suppression vehicles, 13 wildland/urban interface suppression vehicles, 2 rescue vehicles, 6 ambulances, 1 ARFF (Aircraft Rescue Fire Fighting) vehicle, 1 Haz-Mat response vehicle, and 1 mobile operations center vehicle that protects LANL and the community of Los Alamos. The LAFD is very close to reaching Class 1 status and hopes to achieve this recognition in 2018.

Shift staffing is currently set at 139 combat fire personnel that are trained to the NFPA standards for fire suppression, wildland firefighting, technical rescue, hazardous materials/Weapons of Mass Destruction (WMD), and radiological emergency response.

Combat fire personnel respond out of five fire stations strategically placed throughout the County in addition to a sixth station that is used primarily for training which includes a training tower, a practical learning center (burn building), a confined space simulator, and various other training props.

The LAFD once again saw an increase in calls for service noting an 8.5% rise in call volume from 2016. Medical emergency response was noted as the reason for this increase as fire call response maintained consistent from last year.

LAFD replaced the old Engine 4 with a new Pierce Velocity and is currently in the process of having two new engines built, with an expected delivery date of September 30, 2018.

Highlights in 2017 included multiple trail rescues, house fire saves, and wildland fire responses. LAFD also sent wildland team members to wildland fires in Colorado and California as part of New Mexico Strike Teams and Task Forces.



The Los Alamos Fire Department is on hand and equipped to respond to any and all emergencies in Los Alamos County 24 hours a day, 365 days a year. The LAFD is proud to serve and is primed for a successful 2018 because of the dedication of its members on the line and those behind the scenes.



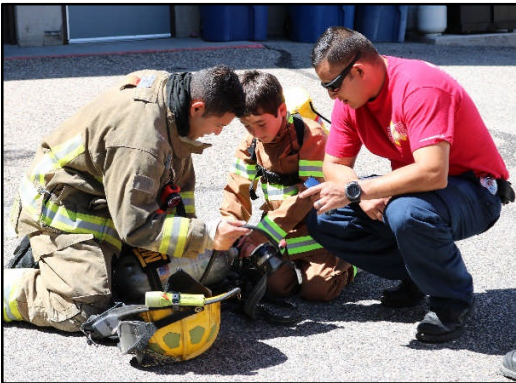
Rumble in Rio

Firefighter Kenny Martinez was the winner of his boxing match at the Rumble in the Rio charity boxing event. Kenny represented the LAFD in fine fashion as he won his fight against an Albuquerque Police Officer in just over 30 seconds.

Because of this win, Kenny was presented with 24 bicycles that he and other members of LAFD assembled and delivered to children in northern New Mexico this past Christmas.



LAFD Fire Chief Troy Hughes, Deputy Chief Steve Dawald, Captain James Thwaites, and Firefighter Michael Paxson were honored to follow a group of runners that carried to **American Flag from the Santa Fe National Cemetery** to White Rock's Overlook Park on the 4th of July. The LAFD members rode their bicycles during the 33-mile trip and were prepared with EMS supplies and water for the participants.



Firefighters spend some time with Junior Firefighter Cunningham giving him a glimpse of what its like to be Firefighter in Los Alamos.



A Shift Highlights & Accomplishments *by Battalion Chief Steve Saiz*

2017 was yet another successful year for A-shift. We would like to congratulate those that have been promoted to higher ranks. Kelly Sterna promoted to the Division Chief of Wildland. Luke Washburn was promoted to Captain and assigned to B-shift. Michael Cayton was also promoted to Captain and transferred to A-shift. Evan Pulliam was promoted to Driver/Engineer and was transferred to A-shift. Daniel Gandara also promoted to Driver/Engineer and was transferred to C-shift. Congratulations to all and we wish you the best in your new positions!

This year we were finally able to send a crew out of state to assist with wildland fires. A-shift had a few personnel on the team that traveled to fight wildland fires in California. We also sent out our Heavy Rescue to a couple Technical Rescue incidents North of Los Alamos. There was a water rescue in Taos and a high angle rescue in Echo Canyon. LAFD is fortunate to have highly trained personnel that are able to assist neighboring departments and states.

There were some more interesting incidents that happened a little closer to home. There was a high angle rescue in White Rock at Hells Hole. We had a structure fire on Villa Street just before Christmas. Luckily crews were on scene quick and were able to save the home. These are the types of incidents that we constantly train for so when the time comes, we are prepared.



THE CREW ON A-SHIFT
ARE GREAT GUYS AND
VERY KNOWLEDGEABLE.
I ENJOY COMING TO
WORK.

-Adam Martinez
A Shift – Station 1



B Shift Highlights & Accomplishments *by Battalion Chief Wendy Servey*

B-Shift mitigated 723 incidents in 2017 with 215 fire, rescue or service related with the majority being 508 EMS related calls. Incident totals by Station: Station 1-154, Station 3-146, Station 4-140, Station 5-57, Station 6-266. Two house fire responses: one on Los Pueblos in District 4 resulted in a \$225,000 (1) estimated cost “save” for the homeowner while the other fire was quickly found a suppressed by Station 3, 6 and 1 crews of a 2-story residential structure on Paul Place in District 3.

Outstanding EMS action resulted with the Station 4 of Captain Joe Baca, Driver Engineer Van Leimer, Firefighter Zack Shriver and Firefighter Kenny Martinez, and Firefighter Matt Austin (2) receiving the Phoenix Award given for cardiac arrest life saves. The crew out of Station 1: Acting Captain Joe DeFranco, Driver Engineer Tony Garcia, Paramedic/Firefighter Jaden Eads, Fire Cadet Josh Urban and Fire Cadet Randall Robles were recognized by receiving a Battalion Chief’s Department Challenge Coin for ensuring crew safety while performing patient care during a stabbing incident.

B-Shift personnel were dispatched to help neighboring counties and states to lend a helping hand. A shout out goes to Station 3 crew of: Captain Jeff Saiz, Driver Engineer Adrian Martinez, Firefighter Tom Roelfs, Fire Cadet Ryan Wolf responded in Engine 3 to assist the Santa Fe County Fire Department on a structure fire. In December, Station 5 crew of Captain Dan DeVall, Driver Engineer Chris Mooney, and Paramedic Firefighter Dylan Mahoney, Firefighter Ryan Weir (3) with the help of Medic 1 was dispatched to assist Sandoval County Fire on a motor vehicle accident rollover with six patients. Finally, Driver Engineer Van Leimer as Engine Boss on LAFD Brush 1 deployed to the wildland fires in California returning to Los Alamos safe and sound around Christmas time.

When not on incidents above LAFD B-Shift members are engaged in activities in the community or to train up as indicated below. A paramedic testing for three spots was conducted in 2017, Firefighter Kenny Martinez, and Firefighter Matt Austin through a competitive testing process will start paramedic training in mid-January.

Station 4 crew of Captain Gerard Coriz, Driver Engineer Danny Archuleta (C-Shift Overtime), Firefighter Zack Shriver, Firefighter Kenny Martinez, and Firefighter Matt Austin took time to assembly bikes to give to deserving kids as a result of a prize given to Firefighter Kenny Martinez winning his boxing bout at Rumble in the Rio in 2017.

Station 6 Crew of Captain Ernest Agnew, Driver Engineer Scott Hoffman, Paramedic Robert Fuselier, Paramedic Zane Frentheway and Firefighter Jerry Adair participated in the new Engine – 6 “push in” service, provided Station tours to Okay Owingeh to allow their representatives to generate design ideas for future fire station and helped with the LANL gift drive as well as LAFD Fire Academy flammable liquid training.

In 2017 B-Shift personnel participated in promotional testing and experienced retirements and reassignments that affected staffing. Captain Joe Baca was successful and remains on the Battalion Chief promotional list awaiting an open position. At the end of January 2018, Firefighter Sam Meyersick will be promoted to Driver Engineer. Firefighter Chris Rondeau is next on Driver’s promotional list and Driver Engineer Daniel Garcia scored high in testing process for Captain and likely will be promoted to Captain sometime 2018. In August, Battalion Chief Justin Cassel announced his retirement after 20 years of service with LAFD and as a result, Battalion Chief Wendy Servey was reassigned to B-Shift operations with Captain Todd Forsythe as the Support Officer.

B-Shift is expecting another winning year in 2018 with first-rate Officers, Driver Engineers and Firefighters as a one team forging ahead.



Fire at Los Pueblos



Engine 6 Push-In Ceremony at Station 6

C Shift Highlights & Accomplishments by Battalion Chief Joseph Candelaria

In 2017, the Operations Division was filled with many challenges and successes. C Shift started the year off with a change in leadership with Battalion Chief Michael Gill and Battalion Chief Joseph Candelaria swapping divisions and LAFD responsibilities. In addition to the leadership changes, new members were welcomed to C Shift. Firefighter Daniel Gandara was promoted to the rank of Driver Engineer and assigned to Station 3. Fire Cadets Carlos Martinez, Ruben Martinez and Dwight Williams successfully graduated LAFD Academy 26 and were assigned to C Shift and Firefighter Cari Mace resigned from LAFD and we wish her the best in the future and thank her for her dedicated service to LAFD. C Shift maintains a high degree of operational excellence throughout the changes to the shift. While we pride ourselves with the hard work and dedication to our profession the following to events showcase our members going above and beyond for our community:

Barranca Mesa Elementary School student Liam Cunningham was the lucky winner of the Firefighter-For-A-Day prize in a silent auction at the school during the PTO's Bobcat Bonanza last April. Our members guided Liam through FF Activities, such as the CTT to be certified, bunker drills and familiarity with truck. This experience for Liam ultimately led to a response in the truck that simulated a structure fire in the burn building. We utilized multiple C Shift personnel and the crews were involved by having lunch at station 6.



Chamisa Elementary School student Moorea Montano was honored by LAFD for bravery for her actions during an emergency call for service during a motor vehicle accident on the truck route near TA-53. Her bravery aided in the successful treatment and transport for injuries sustained by her father as a result of the motor vehicle accident. Moorea was honored during the lunch break with her family and friends present. Station one crews presented her with an EMS coin, LAFD t-shirt and various other gifts to honor her bravery. C-shift emergency responders followed the chain of command and requested that we honor Moorea for her efforts.



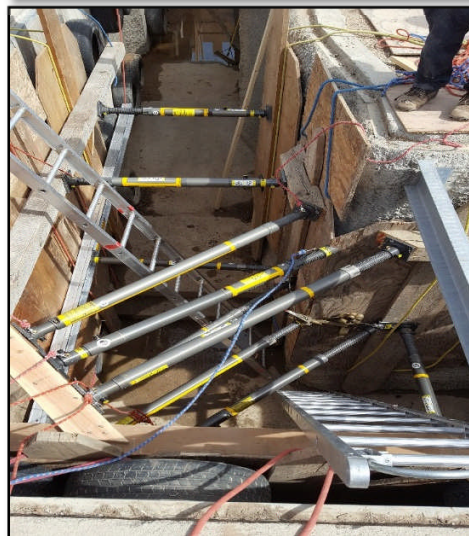
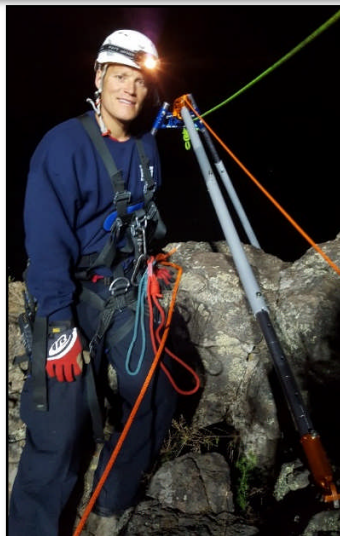
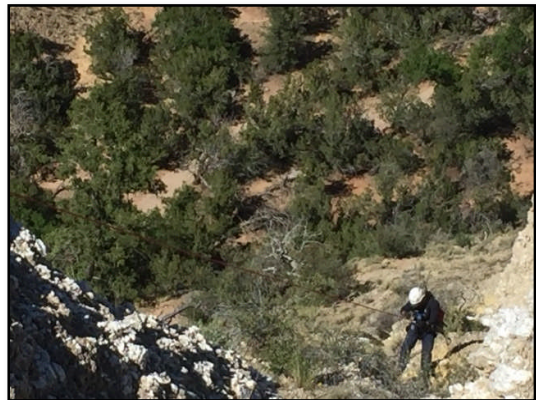
Firefighter Andres Madueno was presented with a Captains coin from Captain Aaron McNiff for being one of the lead organizers for this great event to honor our brave community members. For more information and pictures of this event visit the following link, <http://www.ladailypost.com/content/lafd-honors-chamisa-student-bravery>. It is through events like these that demonstrate the professionalism and commitment to our community that LAFD displays on a routine basis.

Technical Rescue

In 2017, the department was called out to 84 technical rescue calls. The department responded to 54 motor vehicle accidents, several high angle rescues, numerous elevator emergency calls and a variety other rescue related calls to include 3 mutual aid responses.

The year brought us a lot of changes. The department received the new heavy rescue truck that replaced the technical rescue truck. The team put into service all new Paratec shoring equipment. We also received our first set of e-draulic extrication tools that are battery powered.

Throughout the year, the team trained on confined space emergencies, elevator emergencies, high angle rescue to include artificial high directional, vehicle extrication to include advanced techniques used for upside down vehicles, and structural collapse training to include breaching and breaking of concrete. The team sent members to the International Fire Department Instructor's Conference (FDIC) to receive advanced level extrication and disentanglement training. The ropes and confined space personnel attended the Roco Fast Track 120 high angle/confined space rescue course in Albuquerque. The extrication team headed to Denver for a course on heavy vehicle extrication and the Santa-Fe auto-X.



Hazardous Materials



During 2017, LAFD responded to 103 Hazmat calls as coded in Firehouse. Most were odor checks, gas leaks, carbon monoxide alarms and small fuel spills that were mostly handled by the response of an engine company, a medic and rescue. With the number of Hazmat Technicians trained in the department, it was a rare occasion when there wasn't a team member on scene to help with the response decision making.

Six team members attended the IAFC International Hazardous Materials Response Team Conference in Baltimore, Maryland in June 2017 and brought back a wealth of information on cutting edge response ideas and equipment.



Four team members attended the Continuing Challenge Hazardous Materials Emergency Response Workshop in Sacramento, California. This workshop is known for its quality "Hands-on" Training. In their words: "[*The annual Continuing Challenge Hazardous Materials Emergency Response Workshop provides training, networking, and hands-on learning opportunities for all employees in hazardous materials emergency response-related fields of employment. Each year the first week of September, we bring together prominent and skilled presenters who volunteer to provide our students with the most recent information available to enhance or grow skills critical to ensure a safe and effective response.*](#)"

In 2017, the LAFD Hazmat Team received a grant award to purchase a Hapsite portable mass spectrometer. The team is one of the only response teams in the Southwestern United States to have this piece of equipment. Is used to analyze and identify organic compounds found at hazmat incidents. In the past, this technology was cost prohibitive and would fill a good size room.

The team also acquired a 22-foot trailer that is being fitted with all the Team's decontamination equipment including the pneumatic mass decontamination tent. This will free up the smaller hazmat trailer to be used exclusively for flammable liquid response.

Five LAFD Hazmat Technicians, (Christopher Rondeau, Shane Grano, Evan Pulliam, and Nathaniel Sisneros, in photo) participated in the NM Hazmat Challenge finally broke the Third-Place record of two previous LAFD Hazmat challenge teams by coming in Second Place overall. Vehicles, trucks, tankers, and rail cars are used in some of the props to mimic real-life hazardous material situations. The Challenge scenarios included drug laboratory or chemical hazard identification, a complex valve tree, confined space rescue, compressed gas leaks, a leaking rail car dome, pressurized drum opening, a stinger operation, and a damming/diking exercise from an overturned tanker.



During the 5 days of competition, an additional 18 members assisted with the props and scenarios that teams from all over the country participated in.



THE HAZMAT CHALLENGE
GAVE US A CHANCE TO
WORK THROUGH THE 8-
STEP PROCESS ON A
STRATEGIC AND TACTICAL
LEVEL.

IT WAS FUN.

-Driver Engineer Evan Pulliam

Training

The Training Division provides oversight and management for the development, delivery, evaluation, and improvement of all education and certification to ensure the safety, preparedness, effectiveness and career development of LAFD personnel.

Division Chief Mike Gill and Captain James Thwaits have shared the responsibilities of the Training Division in 2017. The Training Division continued its

focus on the 2015 internal Strengths, Weaknesses, Opportunities, and Threats (SWOT) Analysis. The SWOT Analysis identified key areas of improvement for the training division. One of the key areas that was identified during SWOT Analysis in 2015 was the Shift Training Team. The Team has been completed and was implemented in 2017. Promotional Plans for all ranks were completed and successfully utilized during the 2017 Promotional Process. We have continued to strengthen our interagency relationship with the New Mexico State Fire Academy.

Identify instructional programs needed at LAFD to support the Cooperative Agreement with LANL and our mission. In addition to identifying programs, the division is currently looking for instructors to support each discipline. The ultimate goal is to establish clear oversight and program management for all fire specific training.

- In 2017 we continued to work on our Quality matters evaluation programs. Which are designed to improve courses taught here at LAFD. The program keeps both the course and instructor accountable for what we say we are teaching and what the students are learning.
- Trained 10 instructors to the NFPA 1403 Standard on Live Fire Training Evolutions compliance. Which met our goal to have a minimum of two live fire training instructors per shift. This has allowed for better utilization of the training tower for live fire training evolutions. FCD 700.3 was developed and implemented throughout the department.
- The Shift Training Team (STT) has 12 members and they are responsible for facilitating all department trainings that occur on their designated shift. Such trainings will include all disciplines – including but not limited to – suppression, EMS, technical rescue, hazardous materials, fire investigation, and administrative. All members are adjunct instructors through the New Mexico State Fire Academy, and some hold EMS Instructor Level and AHA Instructor Levels in HeartSaver, Basic Life Support (BLS), Advanced Life Support (ALS), Paramedic Advanced Life Support (PALS), and Pediatrics Emergency Assessment Recognition and Stabilization (PEARS).
- Blue Card training was 100% completed for the ranks of DE and above in 2016. There has been an overwhelming positive feedback on this course. It is now our goal to make the training objectives learned in Blue Card applicable to our department. As this Training being completed at this level, we have been able to



Recruits assemble at NM Firefighter Training Academy for Live Burn Evolutions

implement Blue Card Incident Command throughout the department per FCD400.15 Incident Command and Blue Card Command Manual

- Target Solutions has continued to be a key training resource for delivery of training, records management, ISO training compliance and special program training management. We were able to use this system to track real time training data and minimize the use of paper rosters as our tracking system. We are able to send out up to date Training Progress Reports that were sent out monthly. Almost all annual training is now tracked through Target Solutions.
- In 2017 Recruit Academy #27 started with 14 Fire Cadets, and graduated 13. This addressed the vacancies from the calendar year 2016. This will be in accordance to our minimum manning and CA requirements at LAFD.

The LAFD Training Division facilitates through several different formats. First, this division coordinates the LAFD Recruit Academy which is 24 weeks in length. Structural firefighting, emergency medical response, wildland firefighting, technical rope rescue, hazardous materials response, and other disciplines are instructed to new recruits. The Division also facilitates training for all operations personnel, tours of LANL facilities, exercise participation with LANL and Los Alamos County, outside training opportunities such as the State and National Fire Academies. The Training Division ensures that all Operations personnel meet monthly training hour requirements which are set forth by the National Fire Protection Association (NFPA) and the Insurance Service Office (ISO). This training is mandated by local, state, and federal regulations and NFPA best practices. In addition, the LAFD Training Division submits an annual training plan to the Los Alamos National Laboratory (LANL) to maintain compliance set forth in the Cooperative Agreement between Los Alamos County and DOE/NNSA. Additional responsibilities of the Training Division include promotional testing and maintenance of personnel training records.

Fire Academy #27 – January 9, 2017 through June 30, 2017

LAFD has a structured method of training to the rank of firefighter. During the LAFD Academy, new-hire personnel are referred to as Recruits. The 24-week fire training academy includes a five-week EMS program. Recruits receive formal classroom training up to the Fire Fighter II level. After one year of probation and completion of all probationary requirements they advanced to Firefighter I (FFI) on January 9th 2018. A FF I is mentored by senior firefighters while on probation. This probation is for an additional year. The Training staff included: Captain Timothy Johnson, Captain James Thwaits, Firefighter Rick Acedo, Firefighter Brian Palmer, and Firefighter Andres Madueno which have all returned to their normal assigned duties.

Continuing Education/Professional Development

LAFD has partnered with multiple New Mexico Universities to offer degree programs to LAFD personnel. Degrees included are in Emergency Management, Fire Science, Wildland Fire Science and Emergency Medical Services.

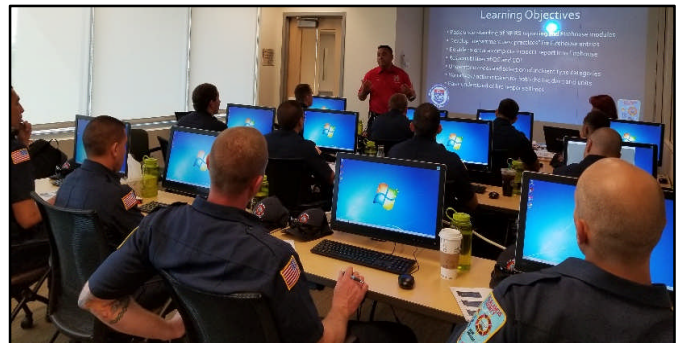
LAFD continues to strive to improve in all respects. Not only has LAFD assumed the responsibility to certify all EMS responders to the national level, steps have also been taken to provide other certifications to the national level.

Additional 2017 Training Highlights

- January – June 2017 LAFD Recruit Academy #27
- January 2017 Live Fire Training at Fire Station #2 Practical Learning Center
- February – March 2017 – ERRT Ventilation & Unique Materials Training Completed
- March – April 2017 Wildland Refresher
- March and April 2017 - Incident Command – Blue Card class with SIM LAB at LAFD
- May 2017 – FDSOA Incident Safety Officer
- July 2017 Live Fire Training at Fire Station #2 Practical Learning Center
- August 2017 Forcible Entry Training at Fire Station #2 Practical Learning Center
- September / October 2017 – LAFD Promotional Process for Driver Engineer, Fire Captain, and Battalion Chief
 - October 2017 Live Fire Training at Fire Station #2 Practical Learning Center
- October 2017 – IFSAC Emergency Vehicle Driver 40-hour Course at LAFD
- October 2017 – IFSAC Pumps and Hydraulics Operations
- November – December 2017 Annual Extrication Training



Ladder evolutions at the Station 2 Drill Tower



Continuous Quality Improvement Training on Fire Incident Reporting



Recruits participate in Live Burn Evolutions at the NM Firefighters Training Academy - Socorro



Recruits get last bit of advice from Training Captain Tim Johnson at their Graduation.

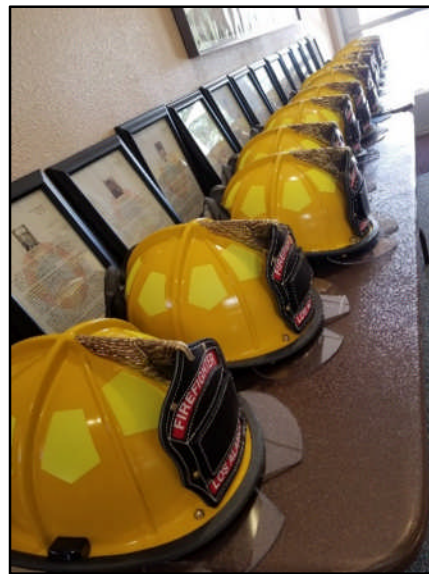
Military Veteran GI Bill Program

LAFD is an approved on-the-job (OJT) and apprenticeship training program employer. This program assists Veterans and their dependents by allowing them to learn a trade or skill through participation in a structured, supervised apprenticeship or OJT program rather than by solely attending classes. The Veteran enters into a training agreement with their employer for a specified period of time and at the end of the training period receives job certification or journeyman status. Education benefits supplement an entry-level salary.

Training Hours

Training Hours are categorized utilizing the ISO model. Hours are monitored and retrieved utilizing Firehouse as the home-of-records database. In 2017, the Training Division finished a full year as Target Solutions the primary records management system. This transition proved to be very successful. The graphs below illustrate the number of training hours that were offered per ISO category and does not include the numerous hours of EMS Training or the hours offered during the Fire Training Academy.

ISO Criterion (per person) Per Person	Training Hours for 2017
Company Training	192
Driver’s Training	12
Fire Officer Training	12
HazMat Training	6
Facility Training	18

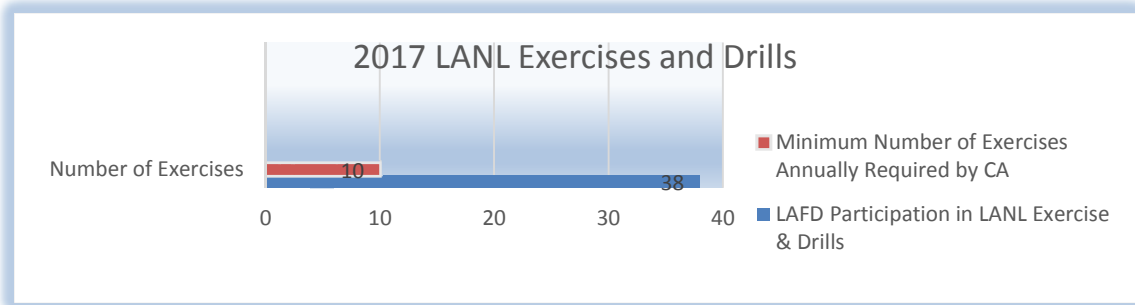


LANL Training and Pre-Incident Planning

Division Chief Paul Grano has managed the LANL Training and PIP Division since December 2013.

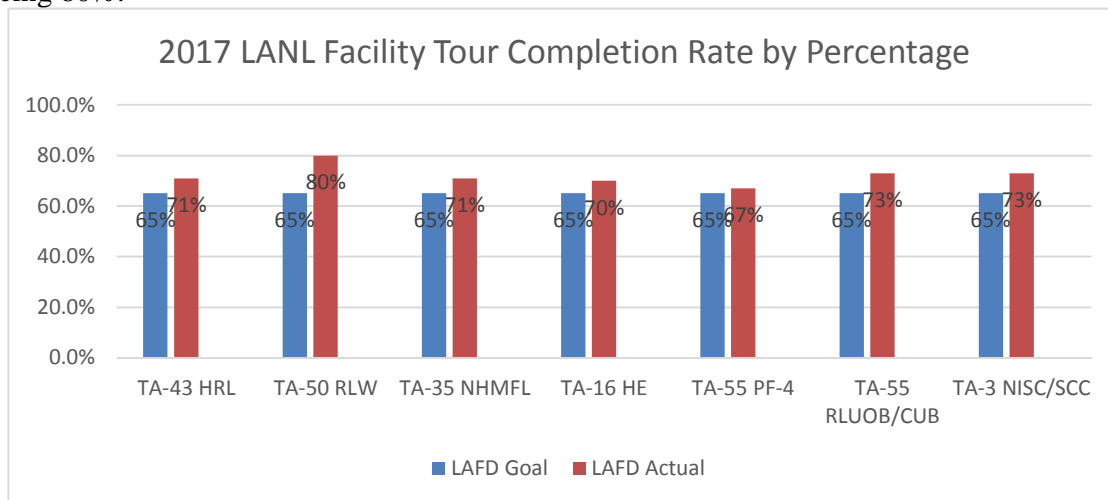
Training Exercises at Los Alamos National Laboratory (LANL)

2017 was a busy and productive year for the LANL Training Division. LAFD participated in 38 LANL Exercises in 2017. These included various tabletop, functional, and field play exercises throughout LANL. These exercises encompass numerous components including: Incident Command, EMS, Fire, CBRNE, HazMat, Technical Rescue, etc. Prior to each exercise, LAFD participates in numerous planning meetings to assist in exercise development and scheduling. After each exercise, LAFD also participates in “Hot Washes” and exercise critiques to reinforce positive performance and identify and implement ways to improve our customer service.



LANL Facility Tours

In addition to exercise participation, LAFD continues to participate in various LANL facility tours and other LANL related training. LAFD attended 7 facility tours at various LANL facilities. The benchmark for the attendance of each tour is set at 65% where the goal is to have at least 65% of all LAFD sworn personnel attending each tour. LAFD exceeded that benchmark for each tour with the lowest attendance rate being 67% and the highest being 80%.



Facility Tours Scheduled for 2017 per CA	Target of 65% of LAFD personnel or more	% Completed
TA-43 Bioscience (Course #55263)	January- February	71%
TA-50 RLW (Course # 52463)	Feb-March	80%
TA-35 NHMFL (Course # 55262)	April-May	71%
TA-16 HE (Course # 55258)	June-July	70%
TA-55 PF4 (Course # 55260)	July-September	67% (Note: Excluded FC who are not Q-Cleared)
TA-55 RLUOB/CUB (Course #55265)	September-October	73%
TA-03 NISC/SCC (Course #53356)	October-December	73%

Pre-Incident Planning

Pre-Incident Planning (PIP) continues to play a strong role in our operations. In 2017, LAFD evaluated various Mobile Data Terminals or MDTs for its apparatus that crews can use to collect and access PIP information. The Toughbooks currently being used for this purpose are over ten years old and have reached their end of service life. The MDT being evaluated utilize current technology, have enhanced capabilities, and are more user friendly. In addition, LAFD is working with LANL on developing quick access plans for PIPs. These quick access plans will have the most critical and most commonly needed information such as floorplans and site maps that officers need in the first few minutes of an incident.

Communications Program

Management of LAFD's Communications Program continues to reside within this division. LAFD currently has four communications technicians who continue to work diligently to ensure that all communications equipment work properly. The Communications Program works closely with the LANL radio shops to maintain and repair various types of communication equipment. This equipment includes portable, mobile, and base radios. The PA and radio system infrastructure at Fire Stations 1, 4, and 5 were all over 25 years old and have reached the end of their service life. As such, the PA and radio system (infrastructure, wiring, speakers, and amplifier) at Fire Station 4 was replaced in 2017. LAFD will need to work with LANL to replace these systems for Fire Stations 1 and 5 since these stations are not owned by the county. The Consolidated Dispatch Center (CDC) completely transitioned to new Computer Aided Dispatch (CAD) system in February. In addition, LAFD implemented its new Emergency Response Plans during this time which included fire, EMS, and various other types of emergency incidents, (i.e., Hazardous Materials, technical rescue, etc.). The primary benefit of the new CAD and Emergency Response Plans is that LAFD will send the most appropriate amount and type of resources to a wide variety of emergency incidents based on the information received by the CDC from the caller. Both the CAD and non-EMS Emergency Response Plans were over ten years old and were in critical need for being updated.

Hydrant Testing

The Hydrant Testing Program also resides within this division. LAFD currently tests on an annual basis approximately 1900 fire hydrants located throughout the county and LANL. Field crews finished hydrant testing in December, and the results of these tests are being entered into the LAFD database. LAFD has purchased some new hydrant testing equipment and software which once implemented will eliminate the need for hydrant testing data to be manually entered into the database. The new hydrant testing system will automatically capture data and run all calculations which can then be wirelessly uploaded into the database. This will reduce overtime costs as personnel will no longer be needed to manually enter hydrant testing data into the database on their off-duty days. In addition, hydrant testing data including the gallons per minute that is available from each hydrant will be readily available once the crews return to the station and upload the data into the database. LAFD is working through some software issues with the vendor so that the new equipment will fully meet LAFD's needs.



Wildland Division *by Division Chief Kelly Sterna*



Deployment to Bear Fire - California

I am honored to mark this year’s Annual Report for the Wildland Division. In 2017, LAFD sent apparatus to the Deep Creek Fire in Colorado in addition to two separate deployments to combat the wildland fires in Northern and Southern California. LAFD also provide mutual aid to multiple agencies across Northern New Mexico. This included wildland fires in Santa Fe County, Rio Arriba County, and the Cajete Fire in Sandoval County. In 2017, LAFD personnel gained qualifications and experience as Engine Bosses, Helicopter Crew members, and Firefighter Type 1. LAFD crews also assisted federal agencies complete prescribed fires at Bandelier National Park, Santa Fe National Forest, and Rio Arriba County.

2017 proved to be an active year with the LAFD Wildland Division securing an additional two grants. The first was a \$400,000 grant awarded through New Mexico Department of Homeland Security. This grant will be awarded in two phases, with the first phase concentrating on an Environmental Assessment, the second phase being implantation. The LAFD Wildland Division was also awarded a grant through the Community Planning Assistance for Wildfire (CPAW). This grant will provide focused assistance towards revising the WUI code in Los Alamos County.

We have updated and published our 2016 Community Wildfire Protection with valuable community input. Our Goal for 2017 was to accomplish the objectives set forth in the CWPP. The CWPP will be a working document over the next five years and guide the Wildland Division and the Los Alamos Fire Department to meet the needs of our community and its stakeholders. CWPP’s are designed to mitigate and prepare for wildfire risks and recommend actions ranging from fuels treatments, road improvements, evacuation planning, and prescribed fire to reduce risks. CWPP’s are important in facilitating community engagement in wildfire risk reduction and preparedness.

The Los Alamos County Fire Department acknowledges that wildland is a part of the landscape of Los Alamos. We are surrounded by forest and it is not possible to exclude fire in the future. However, with the proper preparation and collaborative partnerships we can be better prepared for the future, through caring for people, property and the environment in which we reside to include our neighbors through careful stewardship and education.



Deployment to Thomas Fire



New Mexico Task Force Deployment to California - December 17, 2017

Join Los Alamos County and the Reel Deal Theater for the **MOVIE PREMIERE** of...

ONLY THE BRAVE

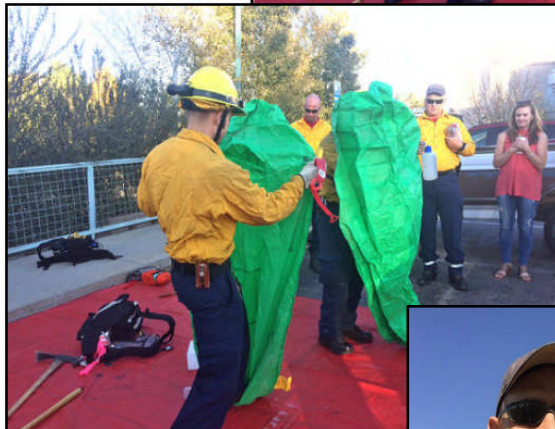
BASED ON THE TRUE STORY OF THE GRANITE MOUNTAIN HOTSHOTS

OCTOBER 20

Beginning at 4:00pm at the Reel Deal Theater, with family-friendly demonstrations by LAFD of wildland firefighting equipment, film promotion giveaways, and special recognition for film extras.

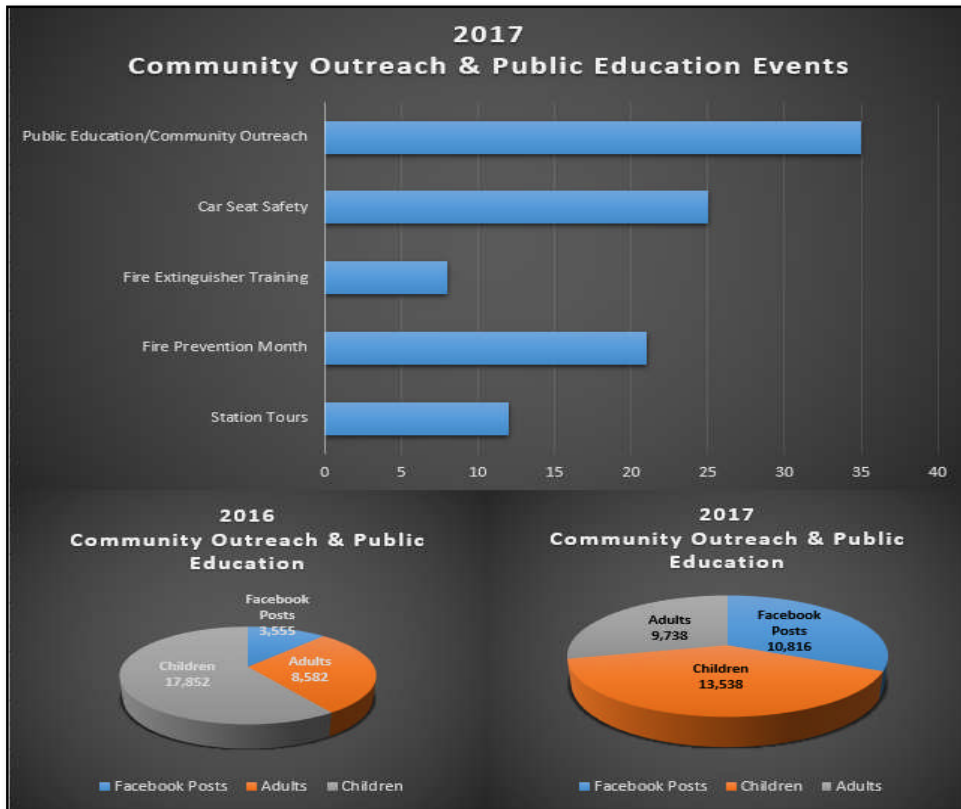
LOS ALAMOS
where discoveries are made

Crews demonstrate wildfire fighting techniques at the premier of Only the Brave while Chief James Thwaitts poses with Josh Brolin (below).



Community Outreach /Public Education

The Los Alamos Fire Department Community Outreach and Public Education Program continues to strive towards excellence and are committed to educating the public in several areas of risk reduction. Community Risk Reduction is a priority of the LAFD and our commitment to protecting the county of Los Alamos. The department continues to utilize the mobile classroom regularly at schools and events throughout northern New Mexico.



During 2017 LAFD saw an increase of requests from neighboring communities to provide outreach and education in our mobile classroom. During the month of October, the trailer traveled as far as Chama, NM, Taos, NM and Velarde, NM. We are proud to provide outreach and education to some of the smaller communities of northern New Mexico that do not have as robust of fire prevention program.

The members of LAFD Community Outreach and Public Education Program worked hard to reach out to the community this year. The department participated in over 100 events throughout the year. Some of these included health fairs, career days and station tours. Through these various events the LAFD reached 9,738 adults and 13,538 children throughout Los Alamos and northern New Mexico.

LAFD continues to utilize the LAFD Facebook page for community outreach and education events, information regarding fire restrictions as well as important fire prevention messages and videos. With the use of this page the LAFD is able to track how many people have been reached by the posts. Facebook posts with specific fire prevention messages reached a total of 10,816 people.



Some of the most notable events of 2017 were Wildfire Day, Fourth of July event at Overlook, and Fire Prevention Week Open Houses. LAFD partnered with external organizations to provide a successful educational event to promote wildfire awareness. Activities included a bicycle rodeo and helmet fitting/giveaway, and car seat fitting clinic. Outreach for the Fourth of July activities in observance of Independence Day was geared towards the importance of defensible space and the Ready Set Go wildland fire preparedness initiative. LAFD opened its doors to Fire Stations 2, 4 and 6 during Fire Prevention Week in October. These open houses included a demonstration of the training facility and burn car, the SCOTT criterion task

test, and emphasis on the National Fire Prevention Week theme for 2017 – “Know Two Ways Out” for home escape planning.

Outreach and Public Education Program goals for 2018 are to continue to focus fire adapted communities. The Wildland Division was awarded a grant in 2017 for wildfire mitigation and education, scope of work on this grant will include education to the community on the home ignition zone.



Fire & Life Safety Management/Fire Marshal's Office *by Division Chief Jeff Wetteland*

The goal of the Fire and Life Safety Management (FLSM) Division is to prevent injury, loss of life or property through the creation, implementation and management of fire protection, prevention and public education programs. The Office of the Fire Marshal is diverse in nature and addresses a number of department and community programs. In addition to Fire Marshal Jeff Wetteland and Fire and Life Safety Coordinator Stephen Rinaldi, other LAFD personnel assist in meeting the division goals by serving on the Fire Investigation Team. These members are specially trained in fire investigation practices.

After bringing on new staff in 2015 and adopting a new code in 2016, FLSM was set to fine tune processes in 2017. The new policy and process updates provide a more level and consistent interaction with the Fire Marshal's Office.

Fire Inspections

2017 saw a major policy revision in FLSM. Fire Chief's Directive (FCD) 306, Fire and Life Safety Team, was revised in October of 2017 to add the new requirement for team members to be certified fire inspectors. This requirement will take shape in 2018. The team was also granted an additional three paid teammates. The team recruited and filled the vacancies, bringing the most participation to the Fire and Life Safety Team in LAFD history, at 13 (12 paid incentive members and 1 non-incentive member). Each member is required to perform ten fire inspections on commercial properties annually. The additional inspection responsibility will not only satisfy a major need for the department, but will also better educate the team members and create possible succession planning in the Fire Marshal's Office. Inspecting more buildings annually will ultimately provide for a safer community for the citizens and visitors of Los Alamos County.

Plan Review

Plan reviews are completed for all commercial construction to include: new building construction, fire alarm systems, hood systems, sprinkler systems, tenant improvements, and the like to keep buildings and occupants safe while allowing for the expansion and improvement of Los Alamos County. Many new buildings were constructed, remodeled, and received change of occupancy in 2017. A major change was made to the application process for permitting for detection and suppression systems. Submittal forms were provided on the Fire Marshal's Office web page that guides the applicant in a checklist format. The new addition has provided for more first-time submittal success, and sped the overall permitting process along. FLSC Rinaldi made this change, using industry standards and institutional experience. With these documents available electronically and the use of Bluebeam Revu program contractors can submit for fire system permits online and the review can be completed with plans stamped and a permit issued all electronically saving time and paper in the process. Pre-application meetings were made available to prospective business owners and their contractors and architects to try to promote successful plan reviews before submittal by design professionals. Meetings with design professionals and commercial property management representatives allowed our customers to provide input to their experience with Community Development Division and the Fire Marshal's Office. Process changes were made from input from those meetings and because a new Building Official was hired.

IDRC

The Inter-Departmental Review Committee (IDRC) proved to be a useful tool for Los Alamos County in 2017, with the Fire Marshal as one of its integral members. The IDRC is comprised of representatives from many County departments. Staff acts as liaison to the Planning & Zoning Commission and the Board of Adjustment and issues local business licenses. A variety of cases were presented to IDRC in 2017, but by far the most prevalent trend was new residential development. With LANL increasing job opportunities, Los Alamos experienced its biggest housing shortage in recent history. Many new development opportunities have been explored and are moving forward with code guidance from the Fire Marshal's Office.

Fire and Life Safety Team

The Fire Investigation Team members attended various trainings throughout 2017 and performed several fire investigations throughout the year. The team meets quarterly to share training experiences and train on investigation techniques and theory. In 2017, the team clocked 452 hours out of county training and approximately 200 hours in house training hours provided to members.

New Fire and Life Safety Team members have begun utilizing the CFI Trainer program through the International Association of Arson Investigators (IAAI) allowing them to meet requirements to attend a Fire Investigations Fundamentals class in early 2018.

Through collaboration with the NM Chapter of the IAAI a one day pilot class was developed providing fundamental training in evidence collection. This class was presented by the Senior Fire and Life Safety Coordinator to the Chapter's members and attended by two of the LAFD FIT members. This class will qualify as part of the requirements for attendees to take the Evidence Collection Technician certification through the IAAI.

The development of hard copy and electronic documentation of the fire investigation field notes has moved the program toward a consistent data collection format that better correlates to the Firehouse records management system utilized by LAFD for NFIRS reporting. A narrative page has also been designed to guide members in through the scientific method to ensure compliance with NFPA 921's systematic approach to conducting fire investigations.

With the revision of the Fire Chief Directive Division 300 Article 6 for the Fire & Life Safety Team, which expanded the responsibility of the Fire Investigation Team members to include the performance of annual fire and life safety inspections of occupancies, planning is underway to provide adequate training for members to develop their skills and proficiency in conducting inspections. This training is scheduled for early 2018 and will also enhance the members' knowledge and abilities to properly determine the origin and cause of fires by better understanding the construction and operation of occupancies.

The inspection program continues to work toward revising occupancy data to ensure that all commercial operations are included in the Firehouse records management system. New occupancies are also added as final inspections are performed for a Certificate of Occupancy. Part of updating the overall system data involved working cooperatively with the Insurance Services Office in performing an extensive mitigation project to document the types of construction and fire suppression systems of approximately 95 occupancies.

An evaluation conducted in 2016 identified several occupancies that were not properly listed regarding their suppression systems and prevented LAFD from benefiting fully in the protection classification audit. This project provided valuable data gathered in the field utilized by ISO in determining the Community Protection Classification for Los Alamos County. The updated information is expected to be crucial in gaining the some of the needed credit in the point process that will allow LAFD to achieve lowering its Class 2 rating to a Class 1, which has the potential to provide property owners a reduced rate in their insurance premiums.

Fire & Life Safety Activity by Type	Count
Inspections	102
Pre Incident Plans	619
Plans Review	35
Systems Tests	14
Other	106
Grand Total	876

Firefighter Health and Safety



Los Alamos Fire Department takes the health and safety of its members very seriously. To ensure members have a safe, long, and happy career the Safety Division works through many hands ensuring a mission of personnel safety.

The **Occupational Health and Safety committee** (OHSC), Fitness Committee, Clothing Team, SCBA Team, Peer Fitness Trainers, and Peer Support Team consists of rank and file members who all work collectively to remain proactive in many different aspects of the department to promote new fire trends, equipment, procedures to that push the envelope of safety in a hazardous career.

In 2017 the Safety Division started digitizing all safety forms as well as the inspection forms used for pump testing, ladder testing, and hose testing. By the end of 2018, it is the goal of the Safety Division that all forms will be fillable on a unit assigned mobile data terminal (MDT) to better facilitate and expedite the information process as whole.

LAFD often leads in measuring firefighter fitness compared to other fire departments, however, WFI offered a platform that incorporated LAFD’s strong fitness base, while increasing facets of overall firefighter resiliency that involves colleagues.

LAFD’s **Peer Fitness Trainer** (PFT) team will be working with LANL Occupational Wellness and Health to integrate fitness and health education resonating at the individual and crew based lifestyle levels, rather driven by policy. **By the numbers:** 20 members, 4 LANL Occupational Wellness staff and 2 civilian staff from fire administration.

LAFD's **Peer Support Team** consists of firefighter peers to listen and guide others to existing support individuals, specialists and or agencies as needed in a confidential manner. These dedicated members not only serve LAFD internally, but can be a resource to assist regionally team of Metro Peer Support.

By the numbers: *4 trained members.*

LAFD's **Clothing Team** continues to be involved in selection and field testing of the finest safety clothing and equipment offered in the industry. In 2017, the new outercoats were distributed and well received. Bunker gear was ordered for personnel whose gear will be reaching their expiration date. The clothing team is working closely with Fire Administration to explore grants for bunker gear to offset the high cost of outfitting operations personnel with two sets. In 2017, the Clothing Team conducted a Baseline Inventory of issued clothing and are working to develop par levels to aid in a more efficient and effective replacement plan.

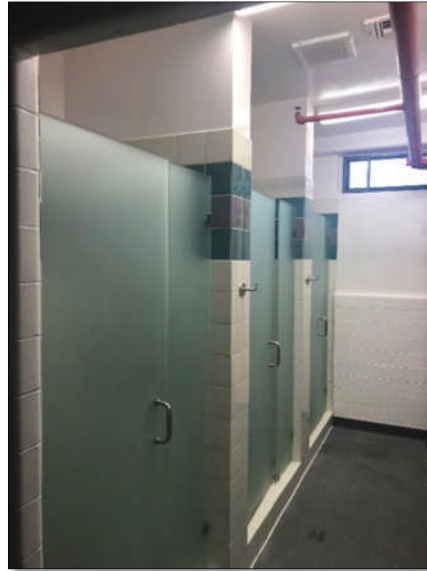
LAFD's SCBA Self Contained Breathing Apparatus are maintained by an in-house **SCBA Technician Team**. This team is responsible for all maintenance and repair work on all SCBA-Air-Packs, RIT Packs within the department. The technicians can provide annual flow-testing, and complete inspections and repair of all SCBA equipment. SCBA Team Techs assist in fit testing and respiratory crawl thru competencies, as well as recruit SCBA training. All repair and testing, training complies with OSHA 1910.134, and applicable NFPA Standards.

SCOTT Epic 3 voice communication systems were purchased in 2017. These systems enhance SCBA face piece voice communications, field radio interoperability, and remote speaker microphone operation. Supports face piece use with supplied air, SCBA, APR, and PAPR breathing apparatus devices, providing clear and pervasive communication. We will be field testing them in 2018.



Facilities

2017 brought the finishing touches in the bathroom remodels at fire station 1. This remodel included a full update of the main upstairs bathroom, to include increasing shower sizes, Battalion Chief's bathroom received a full remodel to update all bathroom fixtures, and both the support officer and captain's bathroom received modern fixtures. The down stairs bathroom in the bay had the configuration changed and a complete update to all fixtures. In addition, the kitchen received new flooring and there was a major asbestos abatement project that was completed all while the crews continued to occupy the facility.



Fire station 5 had their broken dishwasher replaced, this was a struggle due to old infrastructure (i.e. electrical wiring) and new refrigerators brought in. Both facilities were walked down monthly by LANL facility personnel along with their counterparts in LAFD. The “walk down” is preceded by a meeting with the “facility maintenance team” from LAFD and contract managers and facility personnel from LANL. When meeting, facility lists from both parties are compared to ensure facility items that have been completed are properly removed and other items are given the attention and fix needed.

The “facility maintenance team” has shown growth and streamline in its process from its beginnings over a year ago. This is mainly due to the involvement and follow up that Bernadine Martinez and Beverly Purtymun display in conjunction with the shift reps who have worked to report and maintain the facility list.

2018 Plans for Fire Station 3: LAC Capital Projects will be going out for an RFP for some minor renovations in the spring of 2018 to fix the heating problems at the station. The project will include revamping the radiant heating to thermostat heating and coating the exterior walls so the cold doesn’t penetrate.

2017 Major upgrades to Fire Station 4: HVAC replacement along with a retro-fit took place in 2017. The smaller AC and heating units were removed and replaced with one large unit that will work with both the AC and heat in one combined unit. During this HVAC replacement, some minor retro-fitting was done in the station. This retro-fitting involved redoing the floors, replacing all of the ceiling tiles and painting the living quarters, new tile in the two bathroom/showers (firefighter’s bathroom/shower and Captains bathroom/shower), new light fixtures.

By the numbers

SCBA: 145 SCBA, 3 stationary breathing compressors, 2 mobile compressors, 237 repairs and or flow tests.

Clothing Team: *7 members serve as shift representatives who can assist any station anytime for safety clothing and equipment needs.*

Clothing Team: *7 members serve as shift representatives who can assist any station anytime for safety clothing and equipment needs.*

Fitness equipment: *1 Peloton cycle for Station 3, and 2 Peloton cycles on order for Station 3 and 6.*

Vehicle accidents: 5 vehicle accidents

Injuries: *16 on-the-job injuries reported, 2 civilian injuries reported, 1 off-the-job injuries reported resulting in lost time at work.*

Exposures: *2 on-the-job exposures reported,*

Safety Division Chief James Thwaitis is looking forward to working with all of the groups that make up LAFD's Safety Division. We will constantly strive to improve health, fitness, and safety on the fire ground.

Administrative Services

After the implementation of the new CAD system, LAFD was given the go ahead in May 2017 to pursue the **Mobile Data Terminal project**. Mobile data terminals or MDTs are a widely-used technology that provides numerous benefits to the fire departments that use them and the communities they serve. These devices will provide critical dispatching information, response vehicle information, and mapping capabilities. MDTs will also allow LAFD to pull building plans and information with real time data in the field. This will aide incident command and decision making during emergency situations, and provide LAFD with the opportunity to go paperless on many of our current processes. Demos of proposed devices and mounting equipment were given to crews on May 17, 2017. In June 2017, the Los Alamos Fire Department (LAFD) was awarded a grant from the Assistance to Firefighters Grant program funded through FEMA. The purpose of this grant is to fund the Mobile Data Terminal Project for 45+ devices which would be placed on all LAFD response apparatus, including reserve units and Chief's staff vehicles. With these devices LAFD will be able to utilize new capabilities and efficiencies that were not previously possible, improving customer service and firefighter safety.

Currently, LAFD has been using Panasonic CF30-31 tough books as standard operating hardware for field use. These devices have proven to be slow to boot/login to, and there was no connectivity available for the field crews on Engines to our records management system (RMS) Firehouse or computer aided dispatch (CAD) system for mapping and needed information on emergency responses. The long-term benefits to the department and the community are significant. 1) We anticipate a cost savings in excess of \$2,200 per device, therefore we have the ability to expand the use of the MDT to all response vehicles, instead of only front line vehicles; 2) MDT will enhance Firefighter safety by providing real time pre incident plan information on scene; 3) increased accuracy to response times; 4) a transition from paper and pencil to an electronic medium increasing efficiency, accuracy, and information retrieval; 5) the ability to dispatch closest units available; 6) mapping and turn-by-turn directions for a safer and more accurate response to locations. In addition, "status" buttons on the MDTs will also help improve performance/compliance with DOE Order 420.1C, NFPA Codes and Standards, DOE-STD-1066-2012

which specifies the response time standards mandated in NFPA 1710, as does the Baseline Needs Assessment (BNA) document.

In July of 2017, configuration of the CAD mobile software began with focus groups consisting of LAFD crews and Los Alamos County Dispatch employees. These focus groups also discussed procedural changes to dispatching and status changes during emergency service incidents. Configuration of this software was completed in December of 2017, and will be converted over to the live environment for use in early 2018. Purchasing, installation and evaluation of the MDT devices is expected to be completed by April of 2018.

In 2017, the Program Records and Information Management Excellence (**PRIME**) Team started holding Firehouse (FH) Entry Classes and **Continuous Quality Improvement (CQI)** classes for recruits and captains. The purpose of these classes is to increase quality, accuracy, reliability, and timeliness of all incident reporting. The class aims to develop a basic understanding of the National Fire Incident Reporting System (NFIRS), Firehouse Records Management System modules, and the benefits of using these systems. These classes also set standards for “department best practices” within NFIRS code selections, narrative writing, exposures, and responsibilities of incident report writing. In addition, the training covers the use of Fire Service Casualty modules of FH and NFIRS, which will improve safety records for LAFD, making injuries and illness query able in the system. The PRIME team will continue training Captains (January month end 2018), and moving on to Driver Engineers and Firefighters in 2018. The goal is to have all LAFD personnel trained by September 2018. Refreshers would then be provided annually for each rank.



Administrative Services Team Hosts Customer Appreciation breakfast.



Administrative Staff on Team Building Retreat - May 2017 – La Mesita Ranch



Chief Officers cook for LAFD Employee Appreciation Day.



LAFD .vs LAPD Softball Game July 4, 2017

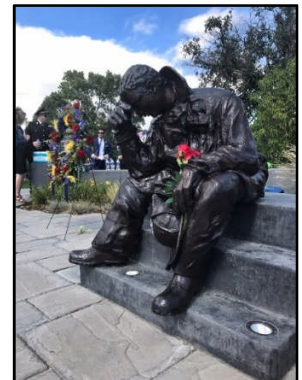


Score: 26-7 - LAFD Wins!



Honor Guard

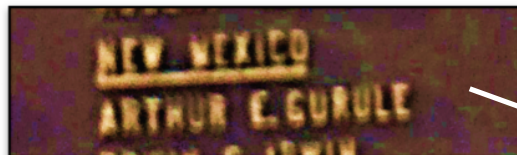
The purpose of the Honor Guard is to provide honor, dignity, and respect to fallen brothers and sisters of the fire service and their families, to represent the flags with pride and integrity, and maintain a commitment to the traditions of the fire service. In addition, the Honor Guard posts colors at special events, and assists with special ceremonies honoring LAFD members.



In Memoriam - Never Forget

The LAFD Honor Guard traveled to Emmitsburg, Maryland to give honors to Arturo E. Gurule.

Arturo E. Gurule — Last Alarm - December 18, 1983. The LAFD Honor Guard partnered with the family to honor Firefighter Arturo Gurule who lost his life in the line of duty 33 years ago. He lived a life of service – a Corporal in the US Army, a member of the DOE Pro Force and a Firefighter with the Los Alamos Fire Department.



For the last four years, the LAFD Honor Guard has hosted a memorial hill climb in memory of the 343 Firefighters who gave their lives on 9/11.

In Memoriam

Captain John Snyder
12/24/65 – 10/14/17

The “Last Alarm”

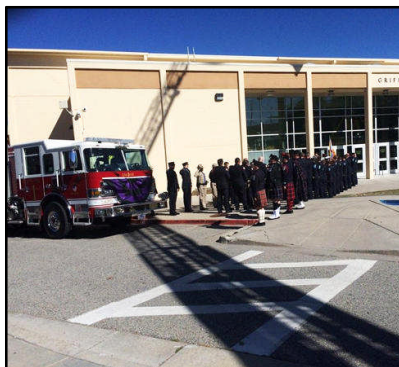
“The life of a firefighter is closely associated with the ringing of a bell.

As he began his hours of duty; it was the bell that started it off. Through the day and night, each alarm is sounded by a bell, that called him to fight fire and to place his life in jeopardy for the good of his fellow man.

And when the fire is out and the alarm has come to an end, the bell rings three times to signal the end.

Never Forget

Captain John Snyder proudly served Los Alamos Fire Department from March 31, 2003 until July 4, 2016 with honor and integrity. During his career with LAFD he was a Paramedic, Captain, and Support Officer. Captain Snyder passed away after battling cancer for several months. His quick wit, sense of humor and smile will be missed by all.



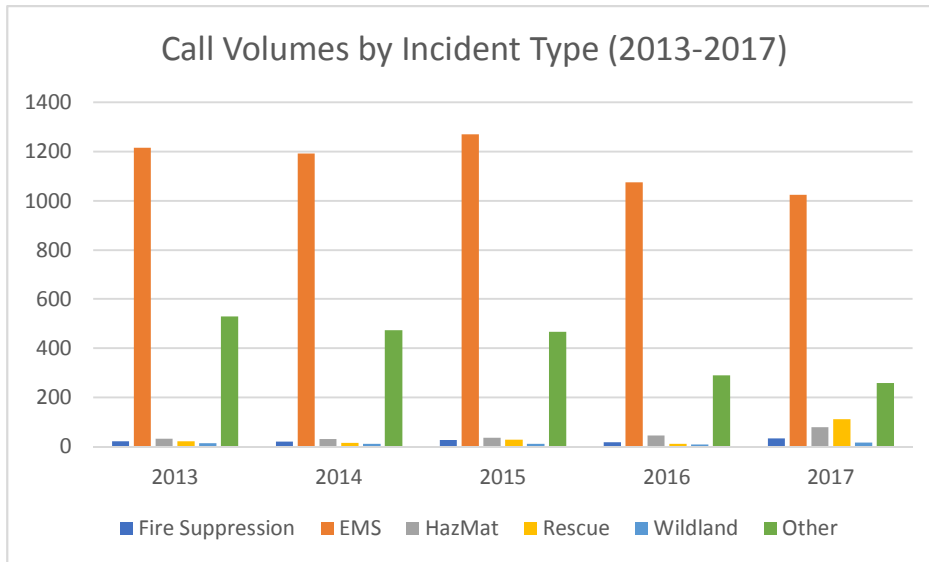
Performance Measures

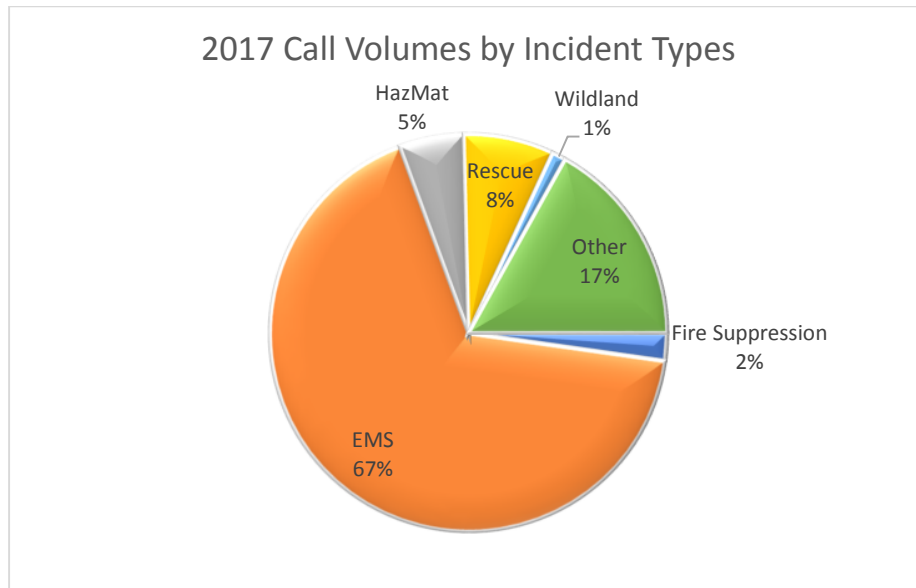
The department publishes a monthly performance report called the LAFD Dashboard accessible on the Intranet site to all personnel to evaluate program performance emergency and non-emergency service delivery. In 2017 there were 2223 calls, 698 of those were non-emergency calls, and the remaining 1525 were emergency.



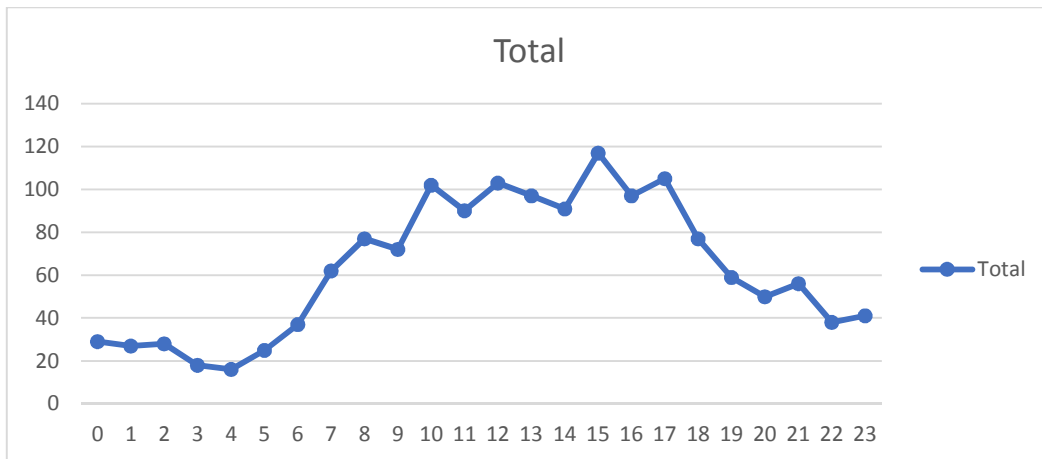
Responses by Call Type comparison 2013-2017

	2013		2014		2015		2016		2017	
	Incidents	Units	Incidents	Units	Incidents	Units	Incidents	Units	Incidents	Units
Fire Suppression	21	91	20	71	27	187	20	138	39	247
EMS	1215	2469	1192	2402	1270	2831	1377	2801	1455	3125
HazMat	33	84	31	82	37	113	104	307	103	291
Rescue	22	48	15	34	28	59	114	322	130	403
Wildland	14	55	11	41	11	51	15	125	26	109
Other	529	1474	474	1393	468	1750	425	1475	470	1504
Total	1834	4221	1743	4023	1841	4991	2055	5168	2223	5679

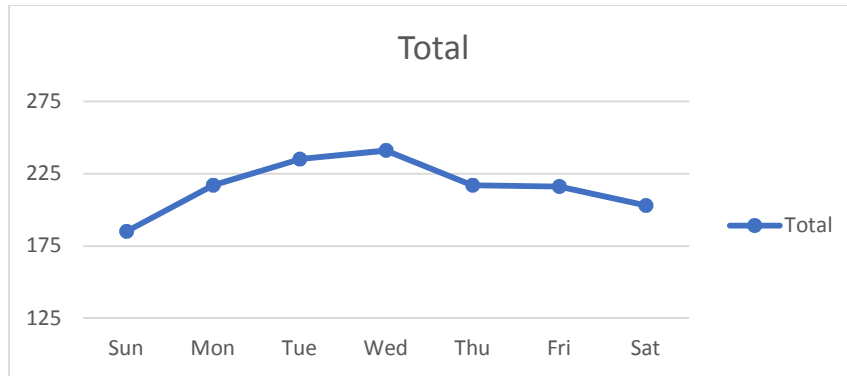




Incident Volume by Time of Day below: (2013-2017, includes Emergency and Non-Emergency responses).



Incident Volume by Day of the Week (2013-2017, includes Emergency and Non-Emergency responses).



Emergency "Hot Spots" Call Volumes for 2017

Hour of the Day	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Total
0	11	10	5	6	2	8	5	47
1	6	5	6	7	2	7	6	39
2	6	10	4	7	4	5	7	43
3	5	2	4	3	2	3	5	24
4	6	7	5	4	2	6	2	32
5	4	8	5	6	4	4	3	34
6	4	10	7	10	7	8	9	55
7	7	8	19	19	18	10	10	91
8	11	14	25	14	13	16	13	106
9	10	15	25	19	16	16	10	111
10	15	18	28	28	29	19	20	157
11	15	19	15	24	21	17	18	129
12	24	18	19	32	26	18	15	152
13	16	17	25	21	18	24	24	145
14	15	19	17	21	27	23	17	139
15	25	20	22	25	29	18	13	152
16	12	19	14	28	19	20	18	130
17	18	21	17	22	26	16	15	135
18	18	11	21	16	18	19	12	115
19	13	14	15	10	16	13	12	93
20	7	14	10	12	11	9	15	78
21	14	12	12	19	11	11	19	98
22	9	11	7	5	8	9	10	59
23	9	4	8	5	6	12	15	59
Total	280	306	335	363	335	311	293	2223



Call Types Categorized as "Other" by National Fire Incident Reporting System (NFIRS) Code (2013-2017), Includes Emergency and Non-Emergency

NFIRS Code	Incident Type Description	2013	2014	2015	2016	2017
20	Overpressure rupture, explosion, overheating, other			1		
21	Overpressure rupture from steam (no ensuing fire)			1	1	1
22	Overpressure rupture from air or gas (no fire)	3	1			1
24	Explosion (no fire)		2			
25	Excessive heat, scorch burns with no ignition	1			3	1
37	Electrical rescue					
44	Electrical wiring/equipment problem	16	12	11	19	14
46	Accident, Potential Accident				5	1
50	Service call, other	44	20	33	23	19
51	Person in distress	4	7	7	6	8
52	Water problem	13	6	12	5	4
53	Smoke, odor problem	8	8	10	6	6
54	Animal problem or rescue		1	3		1
55	Public service assistance	30	23	38	37	35
56	Unauthorized burning	1	7	2	7	3
57	Cover assignment, standby at fire station, move-up	96	96	53	62	88
61	Dispatched and canceled en route		2	5	8	11
62	Wrong location, no emergency found	13	17	17	21	11
63	Controlled burning	2	2	15	2	5
64	Vicinity Alarm			1		
65	Steam, other gas mistaken for smoke	26	17	24	17	15
66	EMS call where party has been transported					2
67	HazMat release investigation w/no HazMat		3			
70	False alarm and false call, other	1		1		
71	Malicious, mischievous false alarm	2	4	1	1	2
72	Bomb scare	1	1	4		
73	System or detector malfunction	108	78	77	69	60
74	Unintentional system/detector operation (no fire)	147	162	147	122	132
80	Severe weather & natural disaster - other	1	1		1	1
81	Severe weather & natural disaster - Specified	10		1		2
90	Special type of incident, other	2	3	3	10	21
91	Citizen complaint		1	1		
Totals		529	474	468	425	444



Call Volumes by Population Density for 2017

Population Density	Emergency	Non-Emergency	Grand Total
Suburban	748	445	1193
Rural	712	233	945
Wilderness	33	11	44
OUT	32	9	41
Grand Total	1525	698	2223

2016

Travel Time Responding to Arrival		Total Response Time Pickup to Arrival	
	Benchmark 6 minutes or less 90% of the time Met 91%		Benchmark 12 minutes 20 seconds or less 90% of the time Met 94%
Travel time is within the Benchmark time for all risk areas and all population densities.		Total response time is within the Benchmark time for all risk areas and all population densities.	

2017

Travel Time Responding to Arrival		Total Response Time Pickup to Arrival	
	Benchmark 6 minutes or less 90% of the time Met 92%		Benchmark 12 minutes 20 seconds or less 90% of the time Met 98%
Travel time is within the Benchmark time for all risk areas and all population densities.		Total response time is within the Benchmark time for all risk areas and all population densities.	

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TELEPHONE DIRECTORY

LAFD Main Line 505-662-8301
LAFD Main FAX Line 505-662-8302

ADMINISTRATION

Fire Chief Troy Hughes	662-8309
Deputy Fire Chief Steven Dawald	662-8308
Sharyl Hofer, Safeguards & Security Mgr.	662-8066
WILDLAND Division Chief Kelly Sterna	662-8304
FIRE MARSHAL Jeffrey Wetteland	662-8305
Fire & Life Safety Specialist Stephen Rinaldi	662-8314
SAFETY Division Chief James Thwaits	662-8329
EMS Division Chief Benjamin Stone	662-8376
EMS Training Coordinator Donna McHenry	662-8307
TRAINING Division Chief Michael Gill	662-8406
Captain Joseph Baca, Training	662-8411
LANL TRAINING Division Chief Paul Grano	662-8313
Captain Kelly Grace-Meyer	663-1883

OPERATIONS

A SHIFT Battalion Chief Steve Saiz	667-7026
B SHIFT Battalion Chief Wendy Servey	667-7026
C Shift Battalion Chief Joseph Candelaria	667-7026

FIRE STATIONS

Fire Station 1, West Jemez Road	667-4813
Fire Station 2 (Training)	662-8406, 662-8411
Fire Station 3, 129 State Road 4	663-1843, 663-1832
Fire Station 4, 4401 Diamond Drive	662-2265, 667-7350
Fire Station 5, State Road 501	667-7354, 667-4014
Fire Station 6, 457 East Road	665-6617, 665-6618

ADMINISTRATIVE SERVICES

Norma Jean Valdez, Accreditation Manager	662-8306
Heather Garcia, Finance and Budget Manager	662-8328
Beverly Purtymun, Business Operations Mgr.	662-8318
Ana Martinez, Training & EMS SOS	662-8303
Bernadine Martinez, Physical Resources SOS	662-8375
Marisha Griego, Human Resources & Staffing	662-8310
Marisol Padilla, Payroll, Pub Ed, Wildland SOS	662-8317

To request a Station tour or Pub-Ed event:	662-8317
To request a code enforcement inspection:	662-8314
To request a wildfire home assessment:	662-8317



Department of Energy Pumper in the early years



LAFD's newest pumper

L S A L A M O S

where discoveries are made



We Walk With P.R.I.D.E.



Internationally Accredited Agency