



THE REVIEW

Central Arizona Fire and Medical - 8603 E. Eastridge Dr., Prescott Valley, AZ 86314 – July 9, 2021

This Edition:

The Chief's DeskPage 2
Diffusing fire department battles: Cross-training is key for better understanding and empathy Page 3
8 essential skills for career successPage 3
Monthly Call Report for JunePage 6

“Happiness is an inside job. Don’t assign that much power to someone else over your life.”
– Unk



Image compliments of Captain Karl Postula

The Chief's Desk

This is the Glendale, AZ edition of The Review. Why? Because many of us are attending the AFCA/AFDA Summer Leadership Conference. It's good to be back in person, and to see people's smiling faces! I think the networking this year is more meaningful than in prior years as a result of our long isolation. Yes, we've seen each other and talked via Zoom, but it is absolutely not the same as being together in one place.

We have experienced a significant uptick in the number of times AMR/Lifeline is at level zero, as well as the number of times we've had to use our transports. Again, thank you to Mesa Fire and Medical Department for the use of two of their reserve Rescues! Chief Bradley with Northwest Fire has offered to assist with a couple of Rescues as well which will bring us up to four. From all accounts they are a big improvement over what we've been using.

I want to thank Tony, Erik, Chief Rose and his wife Tammy, along with everyone else who spent their Friday getting these units in service prior to the July 4th weekend! It's my understanding that we have had to transport on several occasions since we put them in service, and at least twice yesterday, Thursday. Our number of transports may increase in the coming weeks. Please ensure you notify Chief Niemynski of any transports we make.

As you are likely aware, the BC's at Prescott FD have requested the use of our Rescues on a few occasions over the last couple of weeks. Chief Feddema and I will be meeting with Chief Light and DC Knapp on Monday to discuss how they would like to handle these situations. We appreciate you all trying to divert AMR/Lifeline units to Prescott calls and using our Rescues within our jurisdiction. We're not clear the statutory issues that may or may not be a challenge should we transport in Prescott. That said, we will aid our partners to the best of our ability in the best interest of the patient within the parameters set by Chief Light. We'll keep you posted.

It has come to my attention this week that it is the Department of Health/Bureau of EMS's intention to not do much of anything with our concerns. That was evident last week Wednesday during and subsequent to my call with them when the transport system **failed**. Despite the fact that there were no ambulances in the system, despite the fact that our Rescues were running, and despite the radio traffic and recorded phone calls with AMR – DHS has stated that there were no interruptions in service. That is interesting to me... Three Prescott engines were on calls with at least one or more critical patients. Their units were given estimated response times of 35 minutes to one hour. CAFMA also had engines on calls with critical patients awaiting transport; fortunately, we have the Rescues.

Cont. Page 4

Upcoming Events:

July 12: Pre-op appointment,
lunch meeting with Prescott FD
July 13: Shoulder Surgery
Rest of week: Movie marathon

Board Meetings:

July 26 Administration
CAFMA – 1700-1830

Diffusing fire department battles: Cross-training is key for better understanding and empathy

By: Linda Willing

Years ago, I worked as a consultant with a department that was having some serious conflicts between line firefighters and dispatchers. Because I was hired to work primarily with uniformed firefighters, I mostly heard their side of things. They told stories about dispatch errors and categorized dispatchers as lazy or incompetent. But when I asked what direct experience those firefighters had working and communicating with dispatchers apart from their own emergency response, the answer was very little.

When I suggested including dispatchers in the training sessions I was facilitating, I got strong pushback. “Why include them?” people asked. “We have nothing in common with them.”

This may have been an extreme case, but it’s really not that different from what I see and hear on a regular basis. Seemingly intractable conflicts exist between groups or agencies who are supposed to be working together toward a common goal. And in many cases, people just accept these conflicts as normal.

MIXING IT UP AND MAKING IT PERSONAL

Part of my job in working with this department was to improve relations between different groups. I started by insisting that all the training sessions be mixed by group and function, including people from operations, prevention and dispatch as well as representing members of all ranks. Previously, training had been mostly segregated by these definitions – dispatchers trained with dispatchers, chiefs trained with chiefs, etc.

It was awkward at first. People tended to sit and interact with those they already knew and felt comfortable with. I had to assign people to diverse small groups as part of the class.

But then, slowly, something started to happen. People started talking to one another. Those who thought they had major differences found themselves thinking the same way when solving a problem in a small group. A joke was shared. People started getting to know each other, just a little, outside of their perceived roles.

firechief.com

8 essential skills for career success

By: Flex Jobs

While technical skills and abilities are essential to career success, they are not the only things that matter. Personality traits and social skills are equally important factors.

Though some aspects of our personalities are fixed, there are eight social skills we can learn and improve over time. Mastering these skills can help us achieve career success in ways we never imagined.

The big 5 personality traits

Modern personality psychologists believe there are five big personality traits. These broad categories are:

- Conscientiousness: how much impulse control you have and how self-directed you are.
- Openness: how open you are to trying new things and tackling new challenges.
- Agreeableness: how much empathy, interest, and concern you have in others.
- Emotional Stability (sometimes called Neuroticism): how you experience and handle stress.
- Extraversion: how introverted or extroverted you are.

These traits are found throughout people and cultures around the world. As such, they have been researched over the last 100 or so years to determine how they impact our success at work and in life.

theladders.com

Chief's Desk Continued

For their part, DHS called AMR/Lifeline and asked if there were any issues. The representatives for AMR said there were no interruptions in service, so DHS determined that we were not experiencing any issues. I find it interesting that a regulatory agency will simply take the word of the company they are charged with regulating over the data provided by other agencies outlining a clear problem with their service. It does appear that DHS is now taking the position that if Prescott does not call to complain, then there must not be a problem i.e. it's just CAFMA complaining. I assume that's the easy button for them, despite the fact that we protect nearly half the population of Yavapai County. One would think that if we make a complaint and back it up with data, that there may be some validity to it.

Chief Light and I did have a virtual meeting with DHS last week Friday. What he shared with them was in line with the concerns I raised last Wednesday morning. Additionally, he made them aware that AMR/Lifeline had been marking units on scene five to eight minutes prior to their actual arrival on scene. I know they were doing that when we first connected our CAD link, however I'm not sure if they have continued the practice since PRCC called them out.

We know that the challenges with ambulance transport continue to mount and that it is a frustration for all of you in the field as well as a cost to our tax payers. Your effort to ensure patient care remains our first priority is absolutely appreciated. Know that we will not back down and we will pursue every avenue available to find a resolution. Our CON application is looking good and should be in front of the board in the next few months. If approved, we will move forward as fast as we can. It will be the state that will slow us down.

We are partnering with Wickenburg FD, Lake Havasu FD, Kingman FD, and Casa Grande FD to spread the word about the challenges we face in our state with ambulance transport. By way of background, Chief Temerowski with Wickenburg has informed me that AMR/Lifeline is pulling their units to backfill Prescott and leaving Wickenburg with 45-minute wait times for transport units from Glendale. And yet, we are still seeing extended response times in the quad cities. Lake Havasu has been making the same complaints as CAFMA. In an effort to appease Lake Havasu, AMR has pulled units from Kingman. As a

result, Kingman FD has been stuck on scene waiting for transports to arrive from Lake Havasu. Again, even with the additional units, Lake Havasu is experiencing significant delays. In what world any of this would be considered appropriate, is beyond me!

I plan to do a Podcast in the next few weeks using some of the radio traffic from last Wednesday to help highlight the challenges we face. Personally, I think it makes for good television - we will see what we can do.

Chief Niemynski and I spoke about our current stretcher situation. I've asked him to explore a lease option to obtain some newer models – if possible. Hopefully, we'll have more on that soon.

On another EMS note, Brett Poliakon has been reassigned to an engine company as a Captain. Our Community Paramedic, Engineer Ingrao, will assist Chief Niemynski as needed to ensure our training programs and quality control.

I will be in the office next week Monday afternoon. However, I have shoulder surgery scheduled for Tuesday the 13th and will be out the remainder of the week. Someone on Senior Staff has graciously “volunteered” to write *The Review*, and Chief Feddema will record the Podcast. Fair warning, if you don't want to be his “guest” on the Podcast, you may want to hide 😊

Monthly Call Report for June

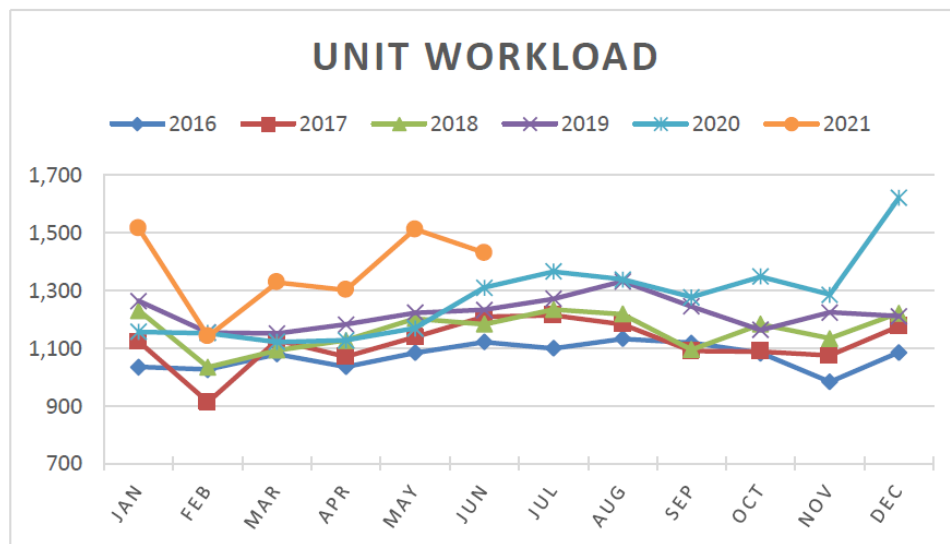
By: GIS/Statistician Michael Freeman

See Next Page

Unit Workload History

(RESPONSES BY TYPE-1 ENGINES)

	2016	2017	2018	2019	2020	2021
Jan	1,034	1,123	1,231	1,263	1,157	1,516
Feb	1,026	913	1,034	1,155	1,152	1,141
Mar	1,080	1,128	1,093	1,151	1,121	1,328
Apr	1,036	1,071	1,127	1,182	1,127	1,302
May	1,084	1,138	1,203	1,223	1,169	1,512
Jun	1,121	1,208	1,183	1,233	1,310	1,431
Jul	1,099	1,214	1,234	1,271	1,366	
Aug	1,132	1,183	1,218	1,332	1,338	
Sep	1,118	1,091	1,095	1,245	1,277	
Oct	1,083	1,088	1,183	1,163	1,348	
Nov	983	1,074	1,134	1,224	1,285	
Dec	1,085	1,177	1,222	1,211	1,622	
AVG	1,073	1,117	1,163	1,221	1,273	1,372
TOTAL	12,881	13,408	13,957	14,653	15,272	8,230





June Response Report - 2021

Land Area: 369 sq. miles Population: ≈100,000 Fire Stations: 10 Full-Staffed

Responses in District

TOTAL FIRE INCIDENTS	22
STRUCTURE FIRE	2
STRUCTURE FIRE; CONFINED	1
MOBILE HOME/PORTABLE BLDG	4
VEHICLE FIRE	5
BRUSH/GRASS/WILDLAND FIRE	5
TRASH FIRE/OTHER	5

Fire is 1.85% of call volume

TOTAL RESCUE & EMS	777
--------------------	-----

EMS is 65.19% of call volume

OVERPRESSURE / OVERHEAT	1
HAZARDOUS CONDITION	14
SERVICE CALL	237
GOOD INTENT	108
FALSE ALARM/OTHER	33

Other is 32.97% of call volume

TOTAL INCIDENTS IN DISTRICT	1,192
-----------------------------	-------

INCIDENT RESPONSES BY CAFMA	1,322
-----------------------------	-------

Residential Fire Loss	\$703,185
Commercial Fire Loss	\$150
Vehicle Fire Loss	\$5,800

Calls in Town of Chino Valley	194
Calls in Town of Prescott Valley	591
Calls in Town of Dewey-Humboldt	60
Calls in District, Unincorporated Areas	347
Calls Out of District	12

Average total # of calls per day	39.73
Average fire calls per day	0.73
Average EMS calls per day	25.90
Average all other calls per day	13.10

Aid Given to Prescott	137
Aid Received from Prescott	69
Mutual Aid Given	4
Mutual Aid Received	0

Unit Responses

	In District	Total
E50	141	149
E51	35	179
E53	198	202
E540	31	31
E54	148	152
E57	50	52
E58	162	166
E59	152	166
E61	112	114
E62	148	155
E63	61	65
T50	0	0
B3	59	72
B6	39	43

Call Volume at PRCC

	MONTH	YTD
PFD	899	4,717
CAFMA	1,192	6,980
GCFD	16	57
OD	17	56
WKFD	7	22

Top 5 Call Types

708	EMS
103	Assist Invalid
66	Cancelled en Route
52	Public Service
32	Medical Assist

Move Ups

E50: 22	E57: 3
E51: 64	E61: 14
E53: 10	E62: 4
E54: 0	E63: 28
E58: 4	E540: 13
E59: 3	TOTAL: 165