

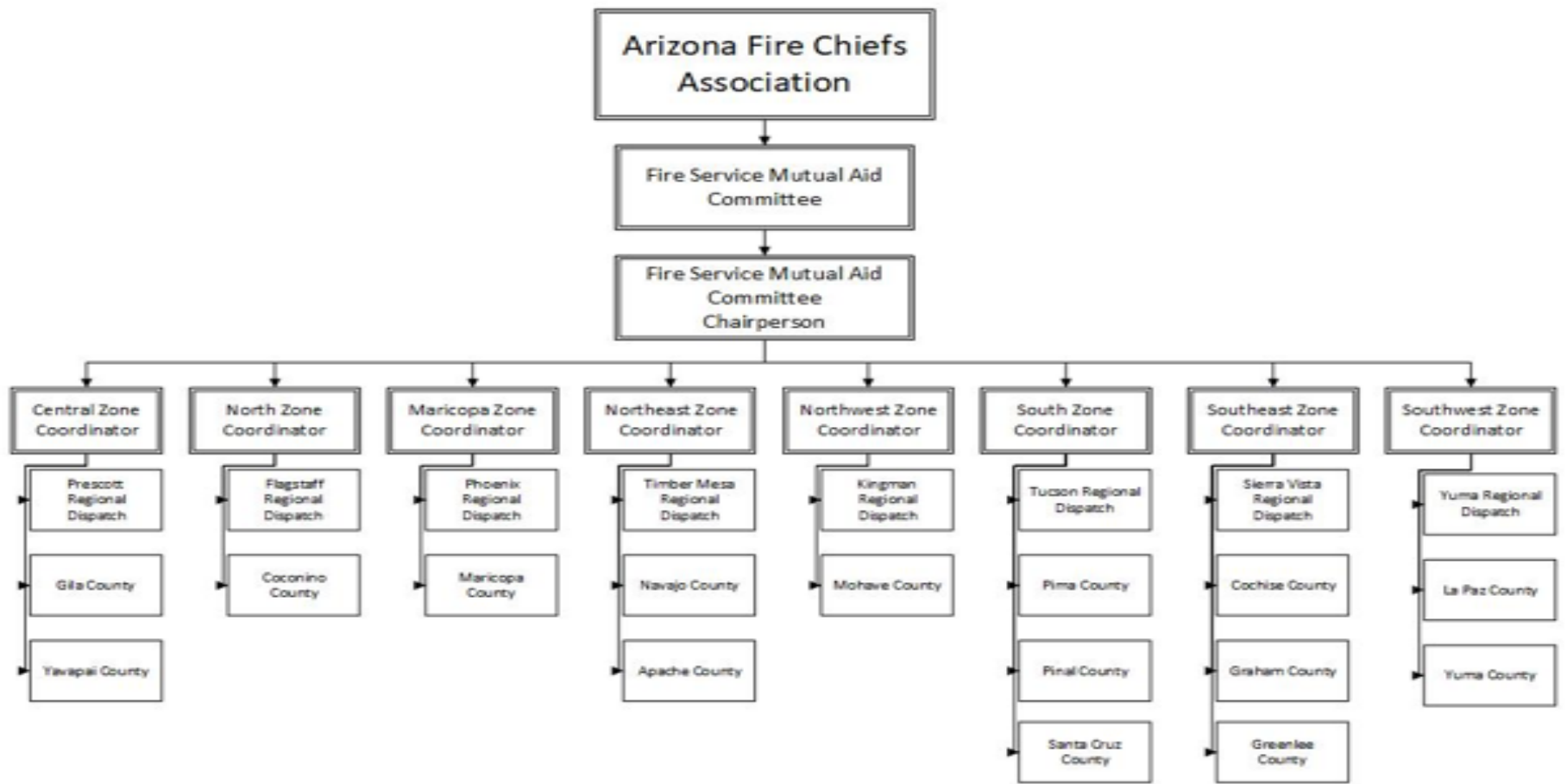
# Arizona Fire Service Mutual Aid Plan

## 2018 Revision

Arizona Fire Chief Association & Arizona Fire  
District Association Leadership Conference  
July 11, 2018







July 2018



# So What Is The Difference Between Plans?

- Old plan dealt with stand alone regions/counties and one state dispatch
  - Revised plan deals with Zones and Zone Dispatch connecting all of them
- Old plan used local auto and mutual aid resources before activating SWMA (All call for resources required a state call)
  - Revised plan used Local Auto and nearest Mutual Aid resources to get the closest most appropriate response
- Old plan expanded to Phoenix Alarm room for additional coordination and resources.
  - Revised plan utilizes Zone Dispatch Centers (Local knowledge)

Remains an OPT – OUT program (Governors Executive Order)



# How Did We Get Here and Why Are We Here

It's been 6 years since the plan was revised

Recent SWMA activations have illustrated the weaknesses of the current plan

Using Phoenix Alarm as the second level and statewide coordination site was cumbersome based on the size and diversity of our resources and geographic challenges – Limited local (Zone) familiarity

The old plan was difficult for the Initial Attack IC to access resources from the scene

We want to focus the resource requests to the dispatcher centers and avoid as much specific person intervention



*Revised plan uses a concentric circle model, accessing the closest most appropriate resource concept. The plan is designed to fill orders more quickly by utilization of local communication centers through regional and up to a statewide dispatch as needed to mitigate disasters.*

*“Neighbors Helping Neighbors  
Because It Is The Right Thing To Do”*



# Zone Concept

## Regions / Zones

- Old Plan was 5 Regions (15 Counties in the 2009 version)
- New Plan has 8 Zones
  - Allows for more local control/knowledge
  - Maximizes efficiency by utilizing existing strategically located communications centers

## Why?

- More local/regional knowledge of resource availability
- More local/regional geographical knowledge
- Local/Regional dispatch centers are already used to deploy and coordinating multi-agency resources in their response Zone
- Create better accountability / Reduce any freelancing

# Let Those Do What They Do Best

We want Dispatch Centers, Incident Commanders and local agencies do what they do best

- Provide emergency response resources
- Mitigate emergencies
- Fill requests for resources as requested from an IC
- Fill the needs of an IC/Dispatch as requested

We want to remove as much of the human element from Fire Chiefs and Zone Coordinators(ZC) who may bog down system of moving resources. There is a place for Fire Chiefs and ZCs.

We want the decisions to be made in the Dispatch system as an emergency is evolving- it is why we have elaborate CAD systems, highly qualified Incident Commanders and personnel who work 24/7 who are paid to balance resources in an agency or region.





# The Revised Plan- The Nuts and Bolts

- IC/Dispatch centered
- Local dispatch focus supported by Zone dispatch
- Promotes neighbors helping neighbors
- Builds from the local level up
- For state level emergencies, can assist with systematic coordination of local resource availability for closest most appropriate
- Single Point ordering from local dispatch/Zone dispatch



# The Revised Plan- The Nuts and Bolts

- Local resources managed per local plan
  - Once local resources exhausted- Zone will support operational needs
  - Zone resources exhausted or extended incident- Intra-Zone or Statewide Mutual Aid resources may be appropriate and dispatched to support operational needs
- Resources tracked within Zone
- All Hazard Based Model
  - Not a replacement for ROSS or Wildland Resource Needs on State or Federal Fires



# Data Elements

- Agency Resource Form
  - Online Word doc
  - Completed by Agency
  - Zone Coordinator will have access to info
  - Automatic updates database

## ARIZONA FIRE CHIEFS' ASSOCIATION

### STATE FIRE SERVICE RESOURCE SURVEY DATA COLLECTION SHEET 2018

Agency Name:		Dispatch Center Name:		
County:		Dispatch Center Phone:		
FS MAP Region:		Dispatch 24hr Contact		
FS MAP Zone:		Dispatch Contact Phone:		
FS MAP Coordinator:		Agency Address:		
Fire Chief		City:	State:	Zip:
Fire Chief Phone:		V Fire 21 (154.2800) Capable?	Yes	No
Fire Chief Email:		AZ VAIRS Capable?	Yes	No

	ENGINES	TYPE	RADIO ID	EMT LVL	FOAM TYPE CAPABLE	4x4	STAFFING
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							

	LADDERS	TYPE	RADIO ID	EMT LVL	ARIAL TYPE	LENGTH	QUINT	STAFFING
1								
2								
3								
4								
5								



# Resource Tracking Tool Database

Shared with me > AZMAC

Name ↑

- CENTRAL REGION
- MARICOPA REGION
- MASTER DOCUMENTS
- NORTH REGION
- NORTHEAST REGION
- NORTHWEST REGION
- SOUTH REGION
- SOUTHEAST REGION
- SOUTHWEST REGION
- STATE MUTUAL AID COORDINATOR

Drive

Search Drive

Shared with me > AZMAC > NORTHWEST REGION

Name ↑

- CENTRAL ZONE
- NORTH ZONE
- NORTHWEST REGION COORDINATOR
- NORTHWEST REGION DISPATCH
- SOUTH ZONE
- WEST ZONE

Shared with me > AZMAC > NORTHWEST REGION > CENTRAL ZONE

Name ↑

- GOLDEN VALLEY FD
- HUALAPAI NATION FD
- KINGMAN FD
- LAKE MOHAVE RANCHOS FD
- NAC FD
- PINE LAKE FD
- PINION PINE FD

**KINGMAN RESOURCE TRACKING TOOL**

File Edit View Insert Format Data Tools Add-ons Help All changes saved in Drive

	A	B	C	D	E	F	G
1	Agency Name	Kingman Fire Department			RESOURCE	TOTAL	AVAILABILITY
2	County	Mohave			OVERHEAD	0	
3	AZ MAC Region	Northwest			ENGINES	6	STATE
4	Zone	Central			LADDERS	0	STATE
5	Fire Chief	Jake Rhoades			EMERGENCY MED	0	
6	Phone	928-753-2891			HAZAMRT	1	STATE
7	Email	jrhoades@cityofkingman.gov			TRT	1	STATE
8	Dispatch Center	Kingman 9-1-1			ARFF	0	
9	Phone	928-753-8050			ICP SUPPORT	0	
10	24hr POC	Duty Supervisor			ATV/UTV	0	
11	Phone	928-753-8050			HAND CREWS	0	
12	V FIRE 21 (154.2800) Capable?		<input type="checkbox"/>		AIRCRAFT	0	
13	AZ VAIRS Capable?		<input type="checkbox"/>		HEAVY EQUIPMENT	0	
14					MOBILE COMMAND	0	



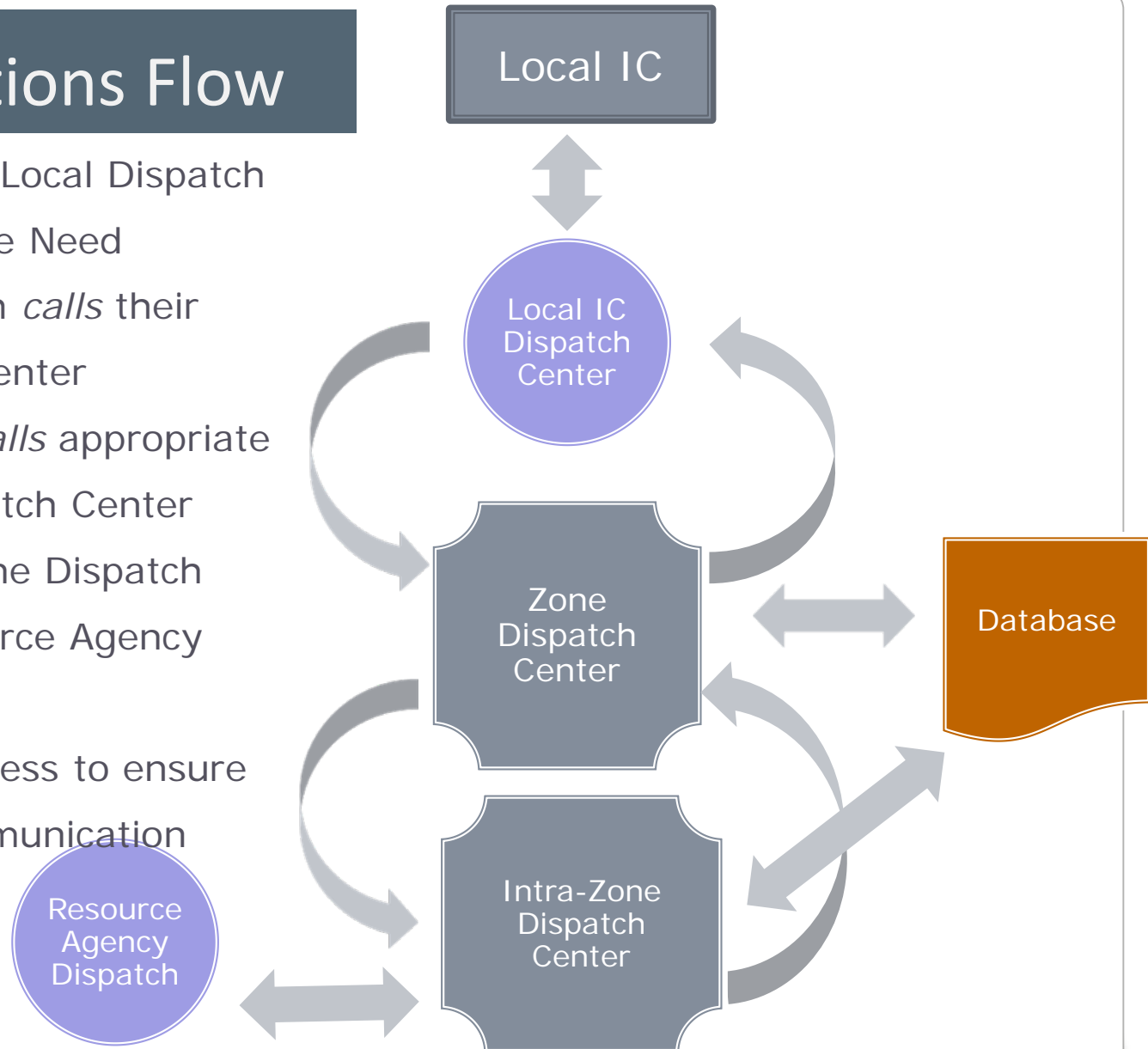
# What Does and Incident Look Like

Diagram Flow Chart of What Local, Zone and Statewide Incident May Look Like



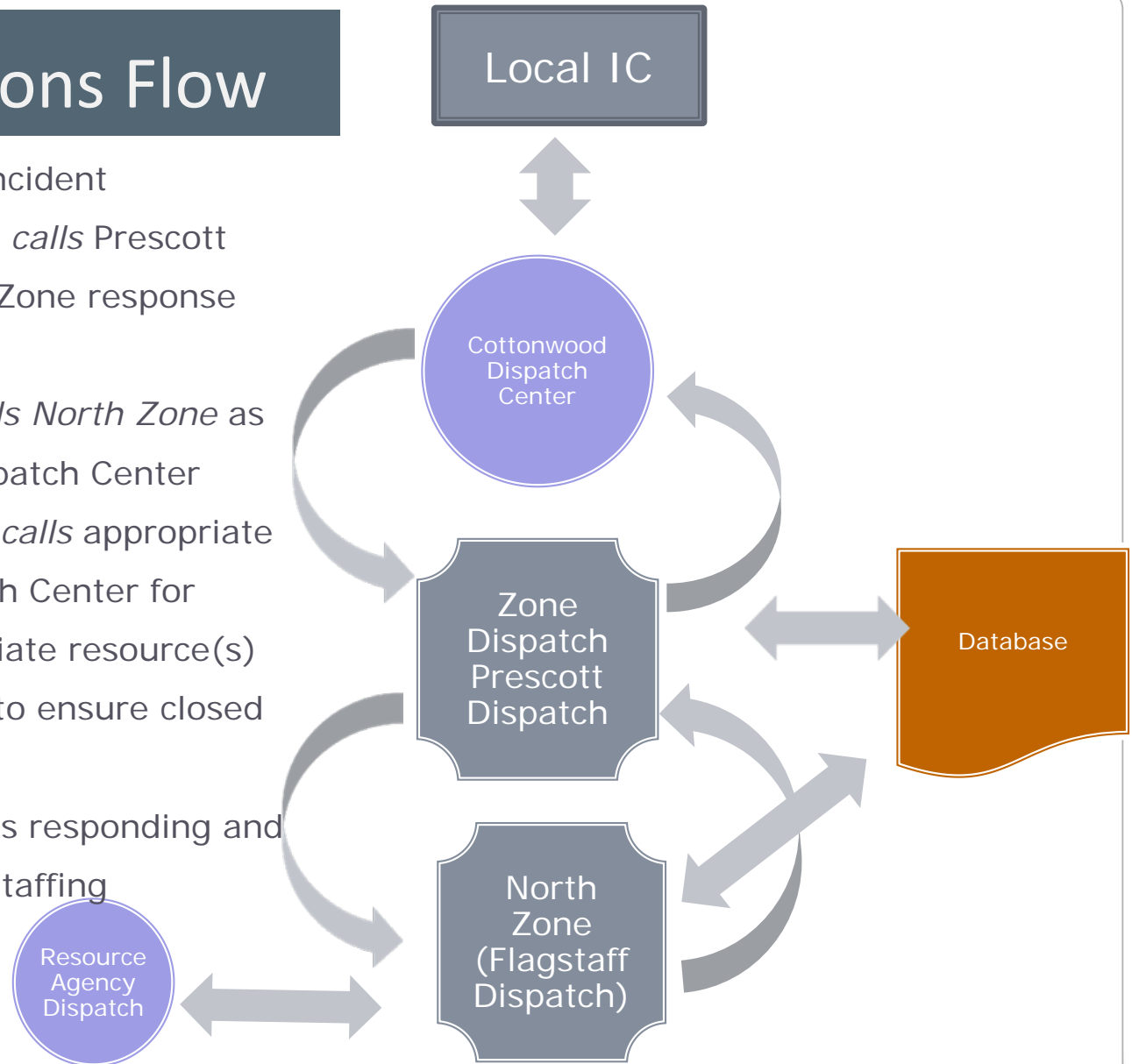
# Communications Flow

1. Local IC Notifies Local Dispatch of Zone Response Need
2. Local IC Dispatch *calls* their Zone Dispatch Center
3. Zone Dispatch *calls* appropriate Intra-Zone Dispatch Center
4. Closest Intra-Zone Dispatch *calls* Local Resource Agency Dispatch(s)
5. Reverse the process to ensure closed loop communication



# Communications Flow

1. Sedona Fire has an incident
2. Cottonwood Dispatch *calls* Prescott Dispatch (ZONE) for Zone response request
3. Prescott Dispatch *calls North Zone* as the Closest Zone Dispatch Center
4. North Zone Dispatch *calls* appropriate Local Agency Dispatch Center for closest most appropriate resource(s)
5. Reverse the process to ensure closed loop communication
6. IC is notified of who is responding and ETA/Resource Type/Staffing



# Scenario One- Railway Fire- Winslow

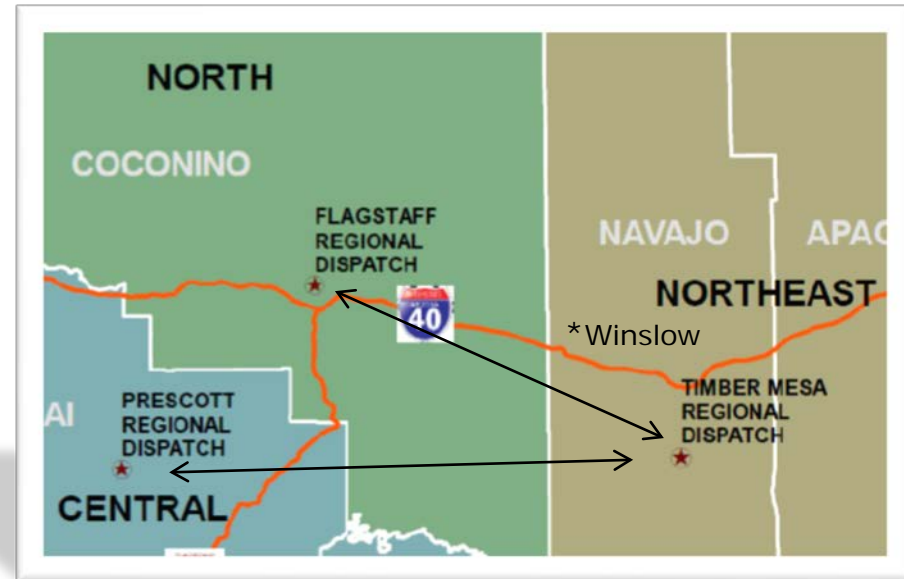
- Railway Fire in Navajo County, Winslow Arizona
- The Northeast Zone has exhausted all mutual aid resources but needs 2 Engines, 1 Water Tender and 1 Chief Officer
- Winslow Dispatch contacts their Zone Dispatch Center (Show Low Northeast Zone) with request





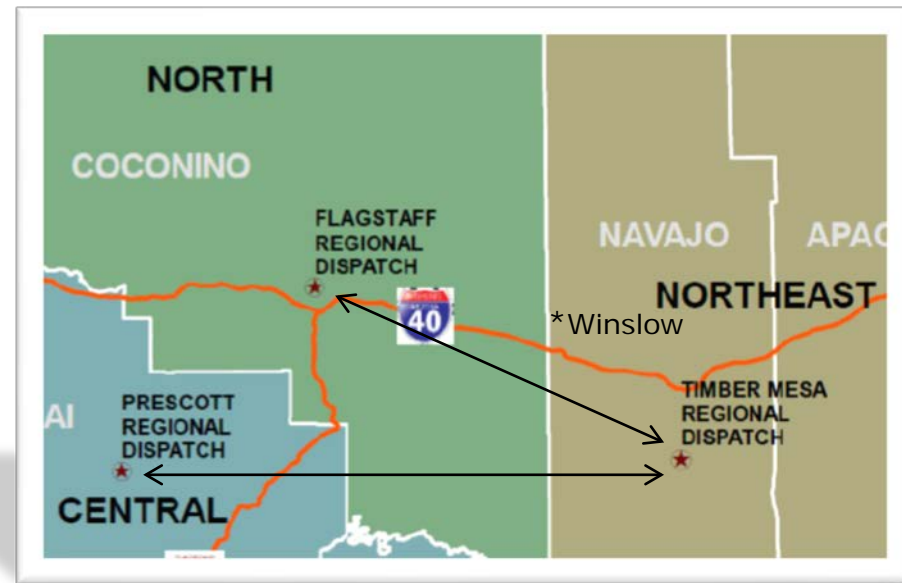
# Scenario One- Railway Fire- Winslow

- Northeast Zone Dispatch Center (Show Low) accesses database to obtain closest Zone Dispatch Center closest most appropriate response
- Northeast Zone Dispatch calls North Zone Dispatch Center (Flagstaff) and requests 1 Engines and 1 Water Tender
- Northeast Zone Dispatch calls Central Zone Dispatch Center (Prescott) and requests 1 Engines and 1 Chief Officer



# Scenario One- Railway Fire- Winslow

- North Zone Dispatch calls Northeast Zone Dispatch and confirms Flagstaff and Jighlands resources, ETA, and Staffing
- Central Zone Dispatch Calls Northeast Zone Dispatch and confirms Copper Canyon and Sedona resources, ETA and Staffing



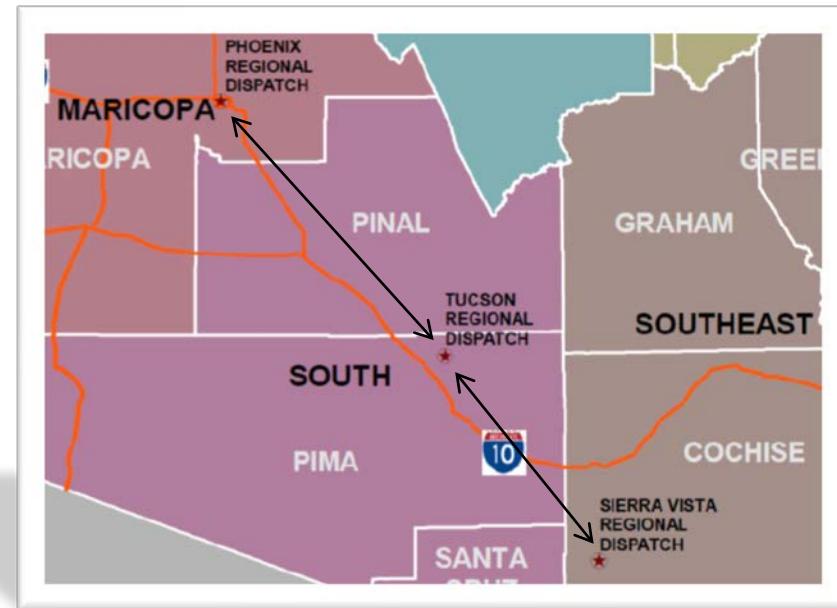
# Scenario One- Railway Fire- Winslow

- Northeast Dispatch contacts Winslow Dispatch of incoming resources
- Winslow Dispatch closes the communication loop by notifying the IC of the status of their resource request and ETA



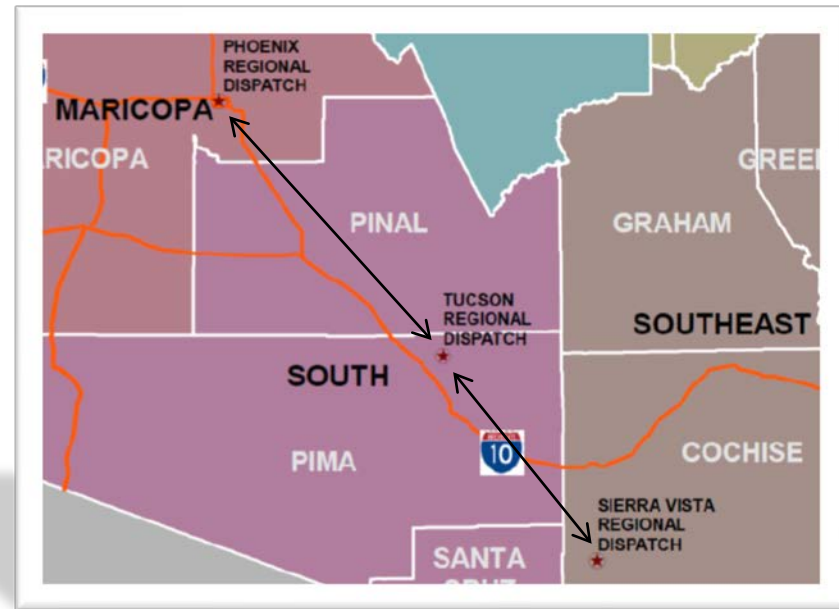
# Scenario Two- Mass Casualty Incident at Tucson International Airport

- South Zone Dispatch (Tucson) accesses database to contact the appropriate Zone Dispatch Center(s) to request the closest most appropriate resources
- South Zone Dispatch calls Southeast Zone Dispatch Center (Sierra Vista) and requests 1 Engines and 1 EMS
- South Zone Dispatch calls Maricopa Zone Dispatch Center (Phoenix) to request 1 Engine, 1 EMS, 1 Water Tender and 1 Chief Officer



# Scenario Two- Mass Casualty Incident at Tucson International Airport

- Sierra Vista calls Tucson to confirm 1 Engine and 1 EMS from Sierra Vista (Manage those resources direct)
- Phoenix calls Chandler and Mesa to request resource and availability
- Phoenix calls Tucson to confirm 1 Engine and 1 EMS from Chandler and 1 Water Tender and 1 Chief Officer from Mesa
- Tucson closes the communications loop by advising Airport IC of responding resources, ETA, and Staffing



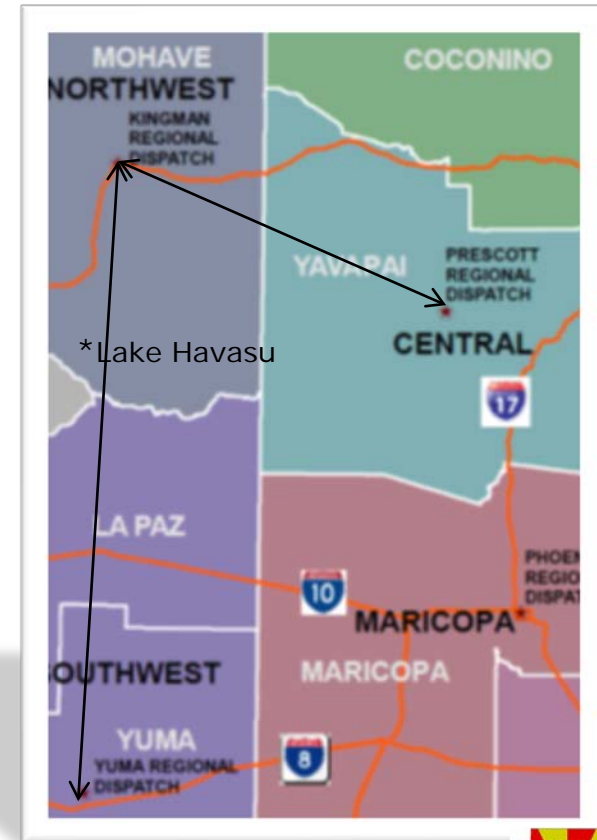
# Scenario Three- Haz-Mat Incident- Lake Havasu City

- Hazardous Material Incident, Mohave County, Lake Havasu City Arizona
- Lake Havasu City and the Northwest Zone have exhausted all auto and mutual aid resources in their Zone
- Lake Havasu City Dispatch contacts the Northwest Zone Dispatch (Kingman) and requests 2 HazMat units and 2 Chief Officers



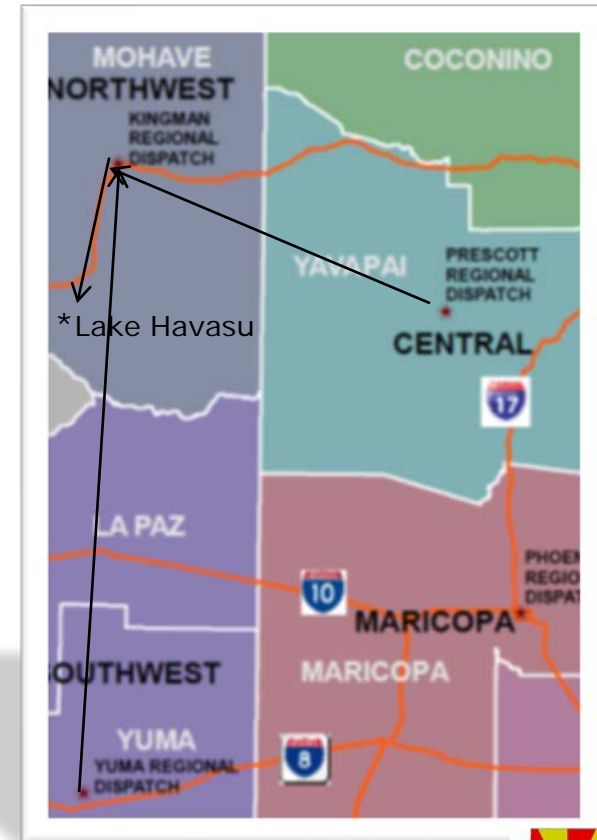
# Scenario Three- Haz-Mat Incident- Lake Havasu City

- Northwest Zone Dispatch Center accesses database to contact the appropriate Zone Dispatch Center(s) to request the closest most appropriate resources
- Northwest Zone Dispatch calls Southwest Zone Dispatch Center (Yuma) and requests 1 HAZMAT Unit and 1 Chief Officer to Lake Havasu City
- Northwest Zone Dispatch calls Central Zone Dispatch Center (Prescott) and requests 1 HAZMAT Unit and 1 Chief Officer



# Scenario Three- Haz-Mat Incident- Lake Havasu City

- Southwest and Central Zone Dispatch Centers confirm resources, ETA, and staffing to Northwest Zone Dispatch
- Northwest Zone contacts Lake Havasu City Dispatch with the responding resources and ETA
- Lake Havasu City Dispatch closes the communications loop by calling IC and advising them of the responding resources and ETA





# A Few Real Life Examples

## Goodwin Fire-

Type 1 team in place for a few days when fire moves rapidly towards structures and threaten a neighboring community

## Tinder Fire-

Federal Fire moving towards private land threatening community of Blue Ridge

## View Point Fire-

Private lands fire heading towards State Lands and Federal

## Wagon Wheel Flood/Drowning-

Flashflood event creates multiple victims washed away and unaccounted for

# Summary- Where Do We Go From Here

We want the local Incident Commander to be able to operate at an incident and request resources as needed for the incident and have them arrive in a timely and appropriate manner.

We are looking at automating a system that can best leverage technology and the experts who work to request and allocate resources everyday- our local and Zone dispatch centers.

We are looking to develop training opportunities to exercise the plan on a regular interval. Most frequently in "Radio Drills" and within the Zone more regularly and on a statewide basis as required.



# Summary- Where Do We Go From Here

Enter the rest of the Region's data entry by October 1st and develop functionality within the database for "final" release

Work on adjustments/recommendations to the plan based on feedback throughout the next months by critical partners


Establish the Final Plan for roll out which is intended to implemented on January 1, 2019



# Summary- Where Do We Go From Here

*Create partnerships within our region with an expectation that people will help one another in a time of need with the closest and most appropriate resources to provide effective Fire and EMS to our communities*




# Summary- Where Do We Go From Here



# NMMAS

Request. Locate. Deploy.

Powered by



# Summary- Where Do We Go From Here

*Promote the Mutual Aid Plan as a  
“Neighbors Helping Neighbors Because It Is  
The Right Thing To Do”  
concept*

# Committee

Name	Agency	Committee Function	Representing
Kris Kazian	Sedona Fire District	Chairperson	AFCA
Randy Karrer	Golder Ranch Fire District	Co-Chairperson	Pima County
Chuck Kmet	Pinal County Emergency Mgmt.	Member	Emergency Management
Dave Bunce	AFCA Alumni	Member	
Dave Staub	Payson Fire Department	Member	Gila County
Don Devendorf	Prescott Fire Department	Member	Yavapai County
Ed Temerowski	Wickenburg Fire Department	Member	Yavapai County
Jake Rhoades	Kingman Fire Department	Member	Mohave County
Jeff Whitney	DFFM	Member	DFFM
Mark Gaillard	Flagstaff & Summit Fire/Medical Depts.	Member	Coconino County
Mike Casson	AFCA Alumni	Member	
Mike Garcia	Tucson Fire Department	Member	Pima County
Pat Dennen	Desert Hills Fire Department	Member	Mohave County
Scott Frietag	Central AZ Fire & Medical Authority	AFCA Executive Committee	AFCA
Scott Krushak	Phoenix Fire Department	Member	Maricopa County
Todd Whitney	Coconino County Emergency Mgmt.	Member	Emergency Management
Troy Lutrick	Avondale Fire Department	Member	Maricopa County

Contributor – Don Weaver DFFM



# County Regional Coordinators

Region	Regional Mutual Aid Coordinator	County	County Fire Resource Coordinator	Regional Dispatch Coordinator	County Emergency Manager
Central	Don Devendorf	Yavapai	Don Devendorf	Kevin Perlak	Ron Sauntman
		Gila	Dave Staub		Carl Medford
Maricopa	Scott Krushak	<u>Maricopa</u>	Scott Krushak	Felicia Austin	Rob Rowley
North	Mark Gaillard	<u>Coconino</u>	Mark Gaillard	Irene Hunkler	Todd Whitney
Northeast	Clay Wood	Navajo	Clay Wood	Maria Garvin	Catrina Jenkins
		Apache	Jason Kirk		Brannon Eager
Northwest	Jake Rhoades	Mohave	Jake Rhoades	Deann Macloed	Bryon Steward
South	Mike Garcia	Pima	Mike Garcia	Geoffrey Kuhn	Jeff Guthrie
		Pinal			Chuck Kmet
		Santa Cruz			Raymond Sayre
Southeast	Ron York	Cochise	Ron York	Susan Papatrefon	Gabriel Levine
		Graham			Brian Douglas
		Greenlee			Stephan Rutherford
Southwest	Dusty Fields.	Yuma	Dusty Fields	Heather Pyeatt-Morris	Tony Badilla
		La Paz	Ralph Beard		Steve Biro





# Regional Dispatch Center

Region	Dispatch Center	Host Agency	Counties Served
Central	Prescott Regional Dispatch	City of Prescott	Yavapai Gila
Maricopa	Phoenix Fire Regional Dispatch	City of Phoenix	Maricopa
North	Flagstaff Regional Dispatch Center	City of Flagstaff	Coconino
Northeast	Timber Mesa Regional Dispatch Center	City of Show Low	Navajo Apache
Northwest	Kingman Regional Dispatch Center	City of Kingman	Mohave
South	Tucson Regional Dispatch Center	City of Tucson	Pima Pinal Santa Cruz
Southeast	Sierra Vista Regional Dispatch Center	City of Sierra Vista	Cochise Graham Greenlee
Southwest	Yuma Regional Dispatch Center	City of Yuma	Yuma La Paz



# Regional Dispatch Coordinators

Region	City	Contact	Phone	Email
Central	Prescott	Kevin Perlak	928-777-2020	kevin.perlak@prescott-az.gov
Maricopa	Phoenix	Felicia Austin	602-262-6524	felicia.d.austin@phoenix.gov
North	Flagstaff	Irene Hunkler	928-213-3372	ihunkler@coconino.az.gov
Northeast	Show Low	Maria Garvin	928-537-2000	mgarvin@showlowaz.gov
Northwest	Kingman	Deann MacLeod	928-753-8050	dmacleod@cityofkingman.gov
South	Tucson	Carl Fortner III	520-351-4175	CFortner@veccaz.org
Southeast	Sierra Vista	Susan Papatrefon	520-458-3311	susan.smith@sierravistaaz.gov
Southwest	Yuma	Heather Pyeatt-Morris	<u>928-373-5000</u> <u>EXT 6500</u>	Heather.pyeatt-morris@yumaaz.gov



*“Neighbors Helping Neighbors  
Because It Is The Right Thing To Do”*

Questions

