

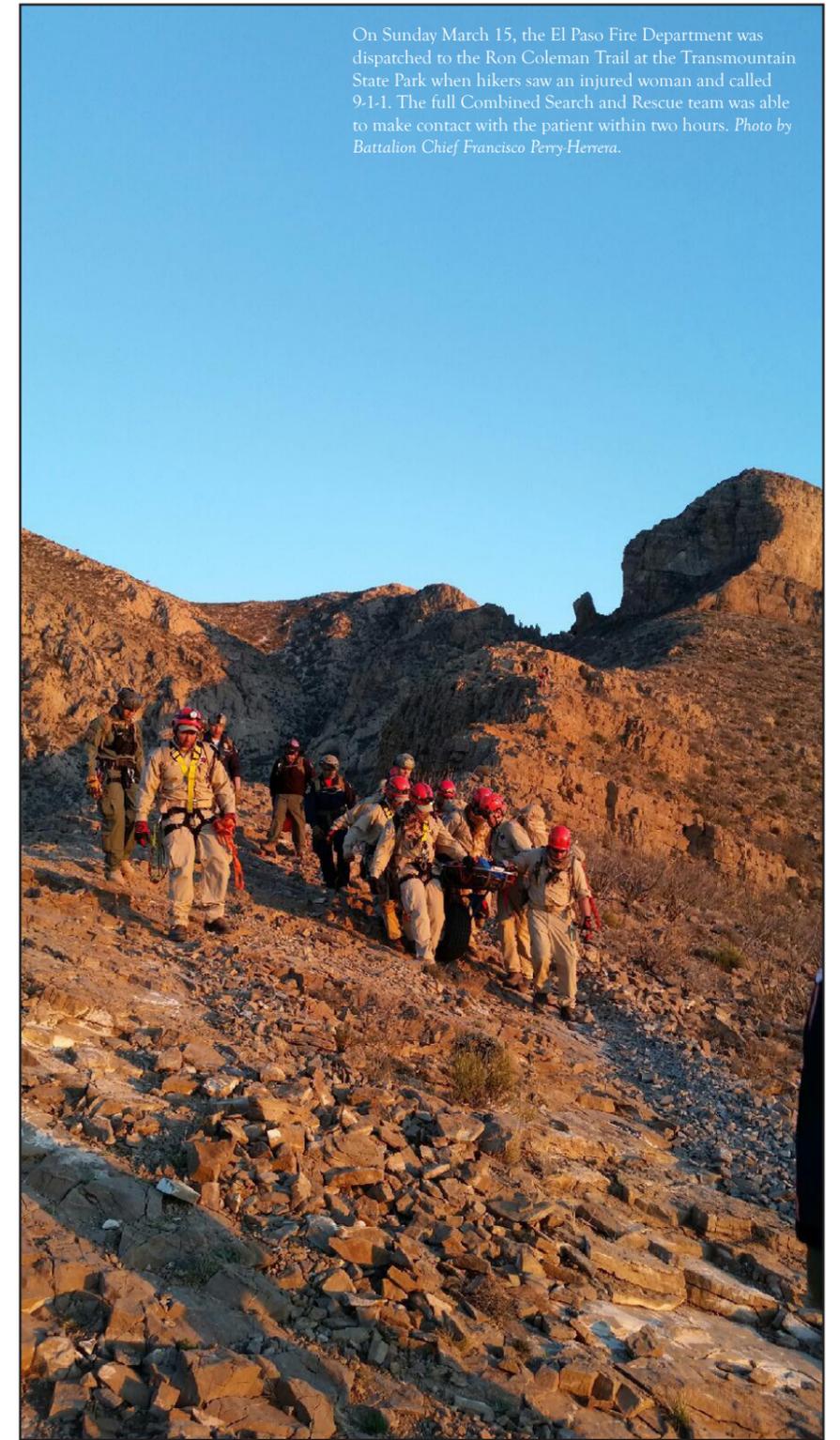
Meeting the Challenge

2014 Annual Report



- Introduction 3
- Letter from the Chief 4
- Mission Statement 5
- Firefighter of the Year 6
- Promotions/Retirements 7
 - Facts and Statistics 8
- Fire Incident Summary 10
- EMS Incident Summary 12
- Other Incidents Summary 14
 - Response Timeline 16
 - Facilities/Stations 18
- Office of the Chief 26**
 - Finance/Grants 28
 - Fire Human Resources 30
 - Professional Standard 32
 - Award Recipients 33
- Operations 34**
 - Emergency Operations 36
 - Fire Prevention 40
 - Prevention and Inspection 42
 - Fire Investigations 44
- Capital Assets and Personnel Support Services 46**
 - Office of Emergency Management 48
 - Special Operations 50
 - Fire Medical Research 52
 - Logistics 56
 - Facility Oversight 58
 - ARFF 60
- Technical Services and Professional Development 62**
 - 9-1-1 Communications 64
 - Health and Safety 66
 - Operations Research 68
 - Professional Development and Training 70

On Sunday March 15, the El Paso Fire Department was dispatched to the Ron Coleman Trail at the Transmountain State Park when hikers saw an injured woman and called 9-1-1. The full Combined Search and Rescue team was able to make contact with the patient within two hours. *Photo by Battalion Chief Francisco Perry-Herrera.*



Meeting the Challenge

The El Paso Fire Department has had to meet many challenges in its 142-year history. From its initial formation in 1883, when there were no fire hydrants in the city; to world wars, economic depressions, cultural and ethical changes, and advances in machines and technology.

Today's El Paso Fire Department has been, and will always be, ready to face all the challenges placed before it.

With a fire suppression force of 872 personnel, a complement of 31 pumpers, 14 aerials, 26 ambulances and four special team vehicles, the department meets a vast array of emergencies. Rated a Class 1 by the Insurance Services Office, the department has shown that the City of El Paso has exceptional coverage for all of its citizens, businesses and visitors. Whether responding to a building fire or a hazardous material release, the El Paso Fire Department will be there to protect people and property.

The El Paso Fire Department constantly challenges its personnel, processes and procedures to continually improve. The department received international recognition of this upon acquiring Center for Public Safety Excellence Accreditation (CPSE), becoming one of only 19 departments across the country with both an ISO Class 1 rating and CPSE Accreditation.

With each challenge, the El Paso Fire Department has stepped up. As the use of hazardous materials in industrial processes increased, the department met the challenge by creating a Hazardous Materials Response Team. This team is now responsible for releases and spills of chemicals in the City of El Paso, and has been assigned as the regional response team by the State of Texas.

Mountain rescue became a frequent event; so the El

Paso Fire Department responded with the creation of the Combined Search And Rescue (COMSAR) team. That challenge came the need for wilderness paramedics, rope and rescue technicians. As always, the men and women of the department stepped up and filled these needs.

The Rio Grande proved to be another danger, as year-by-year, the City of El Paso dealt with victims of drowning. So the department formed a Water Rescue Team capable of reaching these victims.

The El Paso Fire Department also met the challenge of disaster response and disaster preparedness by staffing the Office of Emergency Management for both the City of El Paso and the County of El Paso, ready to respond to natural disasters, manmade events, or terrorist attacks.

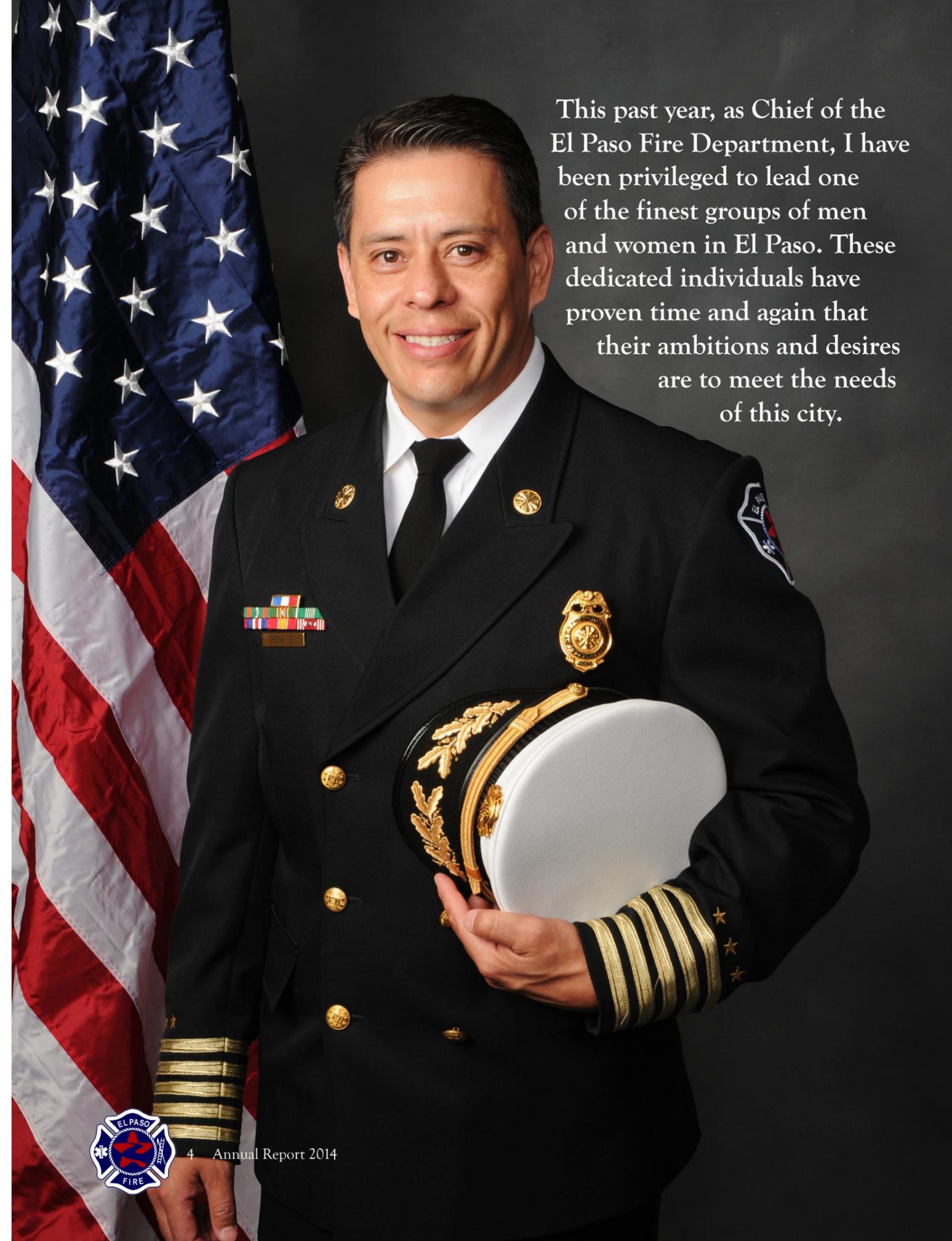
By far the largest challenge facing the City of El Paso was its population of 674,433 people, with all the accidents, illnesses, injuries that come with a city that big. The El Paso Fire Department merged with the El Paso Emergency Medical Services to provide rapid and professional response to the medical emergencies of the city. To meet this challenge, the department increased from the initial 14 ambulances in 1999 to 26 in 2012, and increased the number of paramedics from 125 in 1999 to the 276 it has today, with more being trained each year. Because of this, the City of El Paso is able to staff all of its ambulances as Advanced Life Support units.

The El Paso Fire Department also staffs the Air Rescue Fire Fighting (ARFF) unit at the El Paso International Airport. The ARFF unit has received a zero deficiencies on the annual inspection from the Federal Aviation Administration for the past four years.

The El Paso Fire Department meets the challenge. The future challenges are already here; community paramedicine, Urban Search and Rescue (USAR) teams, and international responses. Whether past, present, or future, the El Paso Fire Department will meet the challenge.

On Sunday March 15, the El Paso Fire Department was dispatched to the Ron Coleman Trail at the Transmountain State Park when hikers saw an injured woman and called 9-1-1. The woman, in her mid-thirties, was treated for injuries at the scene. Photo by Battalion Chief Francisco Perry-Heneva.





This past year, as Chief of the El Paso Fire Department, I have been privileged to lead one of the finest groups of men and women in El Paso. These dedicated individuals have proven time and again that their ambitions and desires are to meet the needs of this city.

The El Paso Fire Department has shown how committed its personnel are to achieving excellence by gaining both an Insurance Service Offices Class 1 rating, the highest rating any department can attain, and by receiving Accreditation through the Center for Public Safety Excellence. These commendations from nationally recognized organizations demonstrate what we in El Paso have always known; El Paso has the best firefighters in the world.

Yet we cannot become complacent. Both I and the personnel of this department continue to seek out ways to improve both the services we deliver and ourselves. As we move forward into 2015, we will be adding more equipment, more stations and more units.

We have set goals for Employee Career Development, as well as Driver, Officer, and Chief Officer training programs. We have re-evaluated our stations and made improvements in both their locations and the number of units assigned to them.

We will be pursuing outreaches to the community in both Fire and Life Safety, as well as finding ways to meet our population's medical needs before they become emergencies.

I am looking forward to another year with these dedicated personnel, and to the future this department and this city hold.

Fire Chief Samuel Peña

Mission

The Mission of the El Paso Fire Department is to provide emergency response, prevention, preparedness and education to residents, businesses and visitors of our city so they can live safely and prosper in a hazard resilient community.

Vision

The El Paso Fire Department will be a recognized leader in the fire and rescue service at the local, state, regional and national level.

Our culture will reflect a trusting, cooperative and friendly team atmosphere nurtured by respect for each other and for the public we serve.

We will earn and honor our community's trust through the provisions of the most effective, efficient and fiscally responsible service possible to all groups in all areas in the city.

We will explore all opportunities to improve our people and our services, and spend time and energy developing the best strategy possible for providing the service delivery required in our community.

We will demonstrate our excellence at all times, and will be internationally accredited and recognized for applying industry best practices.

Values

- Professionalism
- Respect
- Integrity
- Duty
- Excellence



Firefighter of the Year

The El Paso Fire Department congratulates the following personnel who have been recognized as outstanding firefighters. Each quarter an individual is selected as the Firefighter of the Quarter. These individuals exemplify the vision, mission, and values of the El Paso Fire Department. One of these four is then selected as the Firefighter of the Year, one of the highest recognitions the department can give an individual firefighter.



At the Annual Medal Day Ceremony, held Thursday Sept. 4 at the Chamizal National Memorial Amphitheater, 15-year veteran Alfonso Fierro was named 2014 Firefighter of the Year. He is shown here with representatives of Classic American Homes who presented him with an award. Photo by Tim Bumgardner.

Firefighter of the Quarter



FF Alfonso Fierro FF Jose Torres Capt. Greg Hernandez Lt. Gilberto Ramirez



Promotions

- | | | | |
|---|--|--|---|
| <p>Deputy Chief
Hector Cano
Robert Arvizu</p> <p>Battalion Chief
Carlos Calvillo
Jorge Rodriguez
Roberto Diaz Jr.
Kevin Mende
Francisco Perry-Herrera
Sergio Armendariz
Sergio Ramirez</p> <p>Captain
Thomas Woo
Roberto Portillo
Gonzalo Soto
David Marquez
Adrian Santana
Ruben Candelaria
Sergio Cardenas</p> | <p>Christopher Hoggard
Frank Reyna Jr.
Lieutenant
Matthew Roddam
Brandon Kovach
Alejandro Rodriguez
Richard Carpio
Moises Martinez
Benjamin Martinez
Carlos Ornales
Aaron Tarin
Michael Mendez
Travis Reed
Enrique Basoco
James Schaerfl
Isaac Sattelmeier
Juan Soriano
Eduardo Orozco
Carlos Torres
Gregorio Komassa</p> | <p>Russell Franco
Juan Acuna
Adrian Espinoza
Charles Lujan
Fire Suppression Technician
Steve Lujan
Justin Serna
Ernesto Valencia
Adam Reyes
Abram Trujillo
Manuel Romero
Timothy Fennell
Luis Padilla
Daniel Hernandez
Steven Deucher
Fabricio Ibarra
Jonathon Lawson
Benjamin Alarcon
Randell Jared Knotts
Jason Ortiz</p> | <p>Hector Gutierrez
Jesus Ortega
Brian Webb
Xavier Romero
Braulio Rodriguez
David Hernandez
Michael Rossi
Timothy Burns
Paul Gleichauf III
Israel Gines
Carl Frede IV
Adriel Ayala
Guillermo Ortega
Omar Navarro
David McWatters
Robert Jones Jr.
Alejandro Hernandez</p> |
|---|--|--|---|

Retirements

- | | | | |
|---|---|--|--|
| <p>Uniform
Roger Razo, 35 yrs
Kendall Gutierrez, 32 yrs
Marc Campbell, 29 yrs
Ramon Grado IV, 29 yrs
Richard Albert Flores, 27 yrs
Scottie Spoon, 27 yrs
Donald Wilson, 27 yrs
Michael D. Golucke, 27 yrs
Eduardo Rodela, 27 yrs
Raul Garcia Jr., 25 yrs</p> | <p>Manuel Aguirre, 25 yrs
Robert Guerrero, 25 yrs
Jesse Kerwin, 25 yrs
Ricardo Flores, 25 yrs
Scott Calderwood, 25 yrs
Paul Solis III, 24 yrs
Alfredo Munoz Jr., 24 yrs
Joe Sarabia, 24 yrs
Javier Rubio, 24 yrs
David Zeiger, 23 yrs
Ruben Camacho Jr., 22 yrs</p> | <p>James Robertson Jr., 22 yrs
Richard Villa, 22 yrs
Antonio Hernandez, 22 yrs
George Medina, 22 yrs
Tommie Cromeens III, 21 yrs
Jose Hernandez, 21 yrs
Carlos Lopez, 21 yrs
Timothy Barnes, 20 yrs
Jesus Dorantes, 20 yrs
Kenneth Heidelberg, 20 yrs
Edmundo Venegas, 20 yr</p> | <p>Civilian
Jorge Limas Jr., 13 yrs
Bernardo Corralejo, 17 yrs
Victor Chavez, 7 yrs</p> |
|---|---|--|--|

The El Paso Fire Department honored 19 firefighters who were promoted in rank at a Promotion Ceremony on Thursday Oct. 23 at Firefighters Hall. Photos by Justin Stene.



Geographics

The El Paso Fire Department has response jurisdiction within the city limits of El Paso. This encompasses an area of 260 square miles and a population of 674,433.

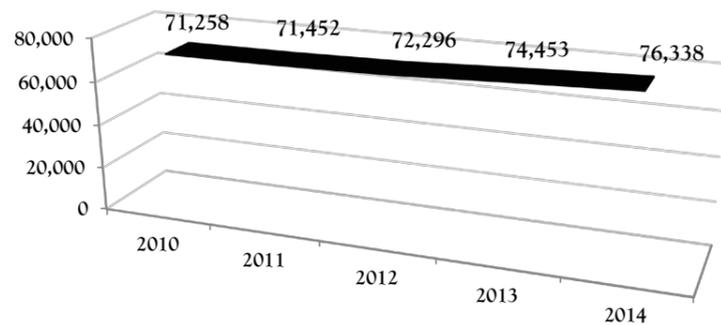
Incidents

Incident Annual Comparison

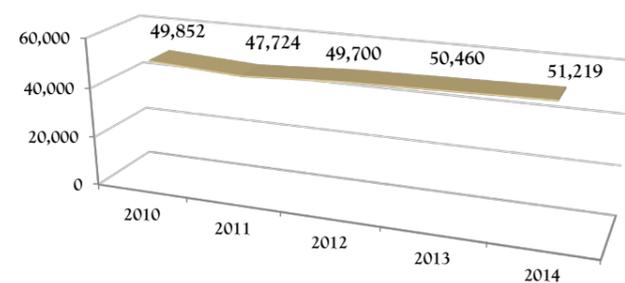
	2010	2011	2012	2013	2014
Fire Incidents	1,765	1,892	1,734	1,559	1,397
Rescue and EMS Incidents	49,852	47,724	49,700	50,460	51,219
Service Calls	7,773	9,718	8,287	8,911	9,653
Hazardous Conditions	1,384	1,393	1,327	1,282	1,788
Good Intent Calls	7,923	7,893	8,536	9,344	9,423
False Alarms	2,450	2,704	2,644	2,835	2,771
Other Calls	111	128	68	62	87
Total Incidents	71,258	71,452	72,296	74,453	76,338

Statistics

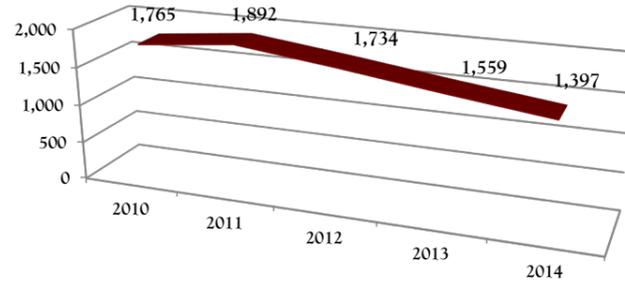
Total Incidents



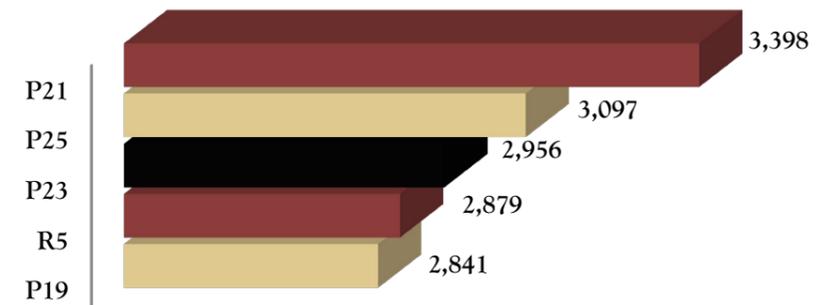
Rescue and EMS Incidents



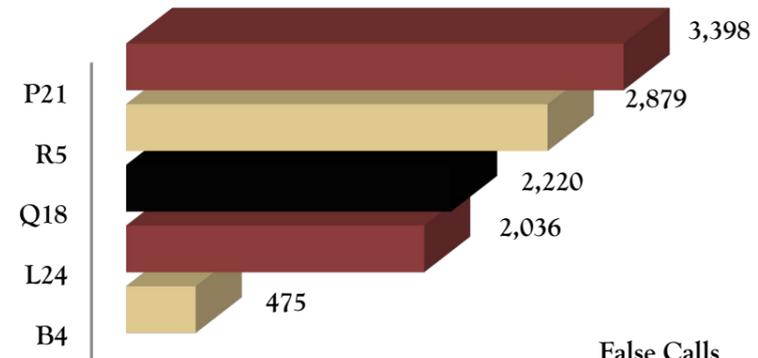
Fire Incidents



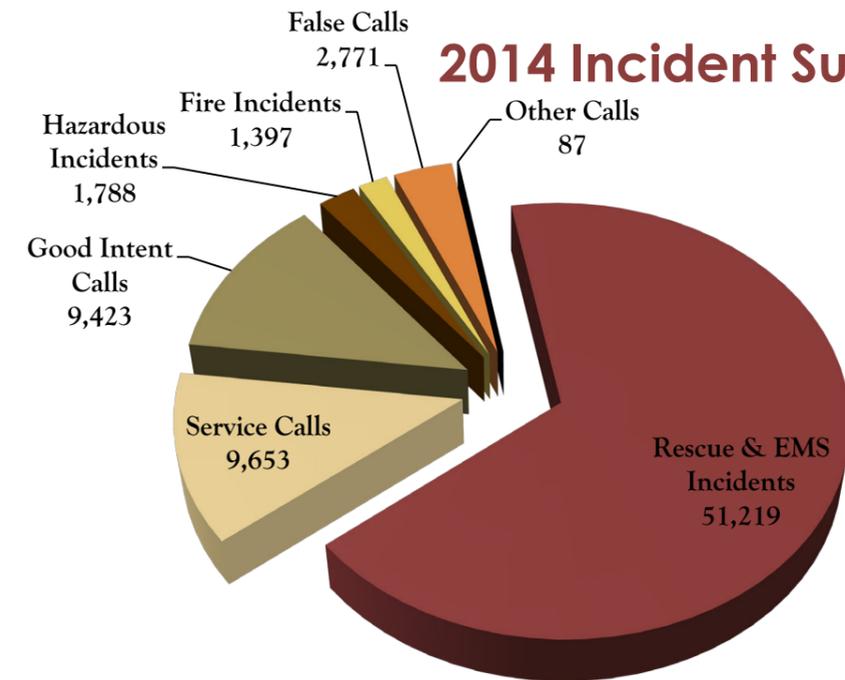
Busiest Units



Busiest Units by Type of Unit



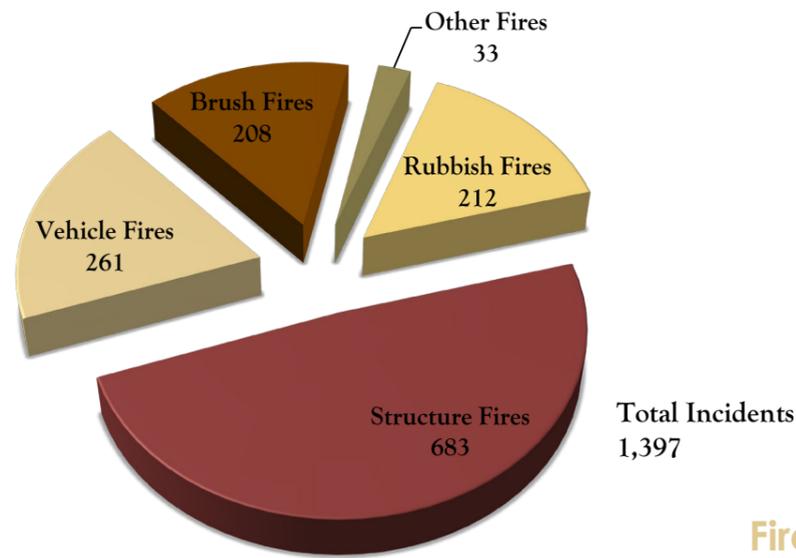
2014 Incident Summary



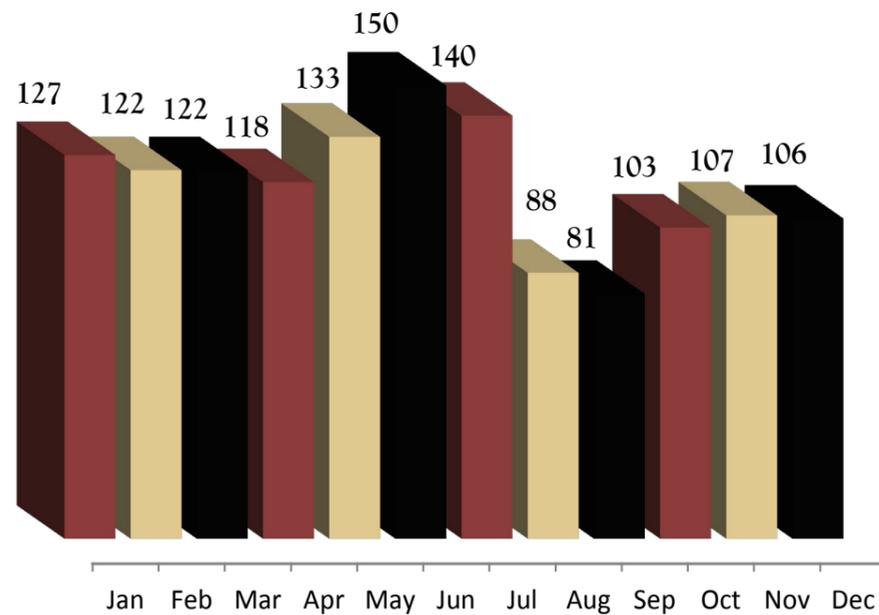
Fire Incident Summary

In 2014 the City of El Paso experienced 1,397 fires. The majority of these fires were structure fires, which accounted for 49% of all fire incidents. The El Paso Fire Department responds with a minimum of seven fire fighting vehicles to any structural fire. The Primary Response matrix includes: three Pumpers, two Aerials, one Rescue (ambulance) and one Battalion Chief for command and control. Larger incidents would involve a Full Response, which would include: four Pumpers, two Aerials, two Rescues (ambulances) and three Battalion Chiefs.

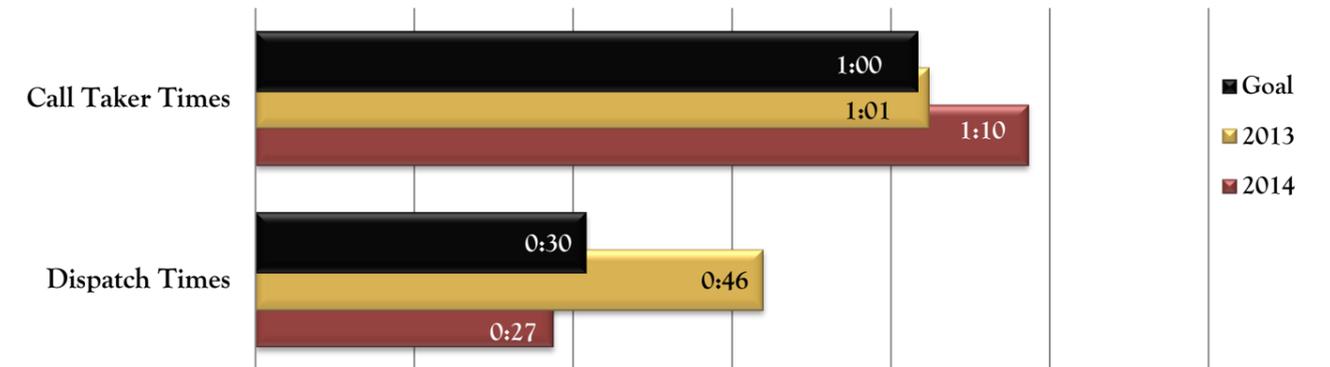
**2014 Fire Incidents
Total Incidents**



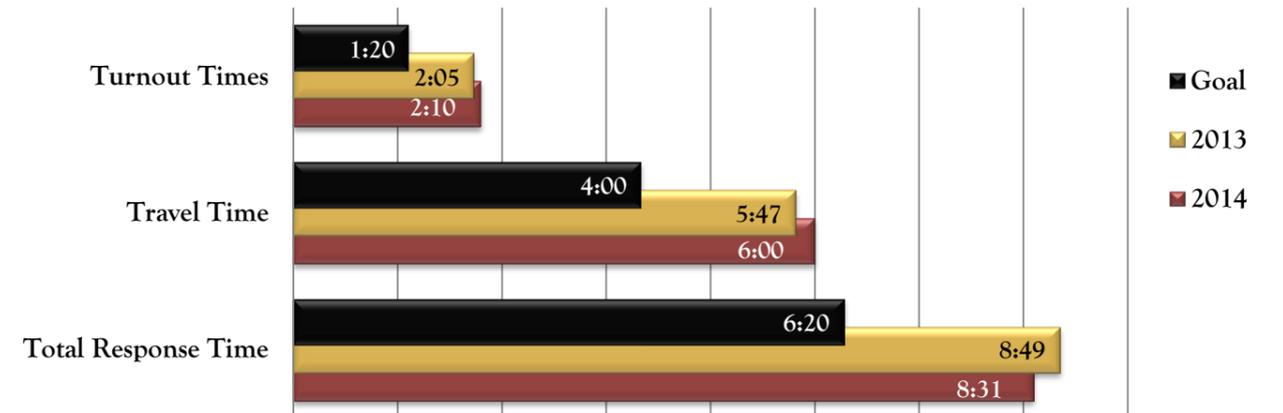
Fire Incidents



2014 Alarm Processing Times



2014 First Unit Times - Fire

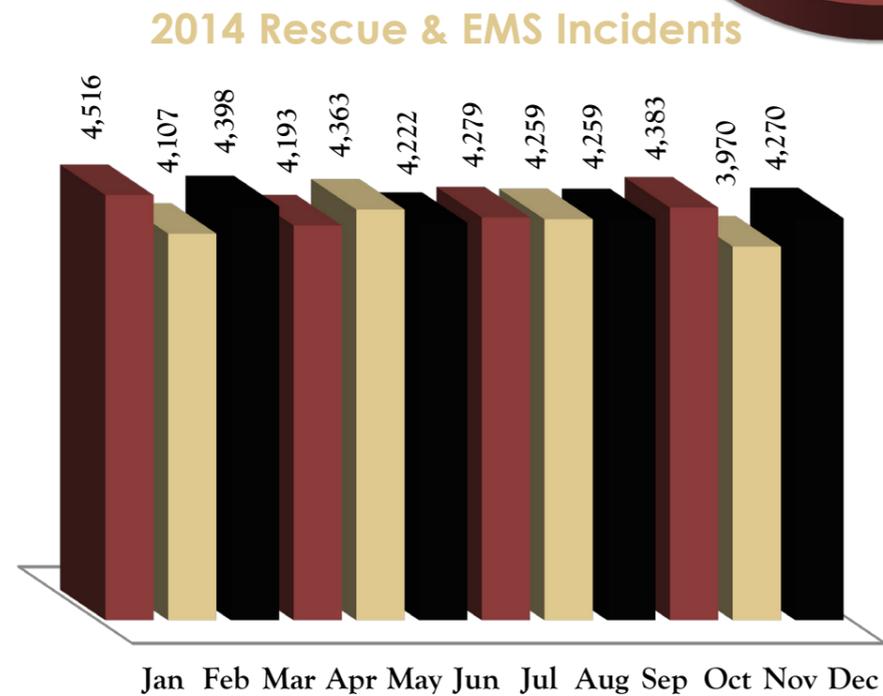
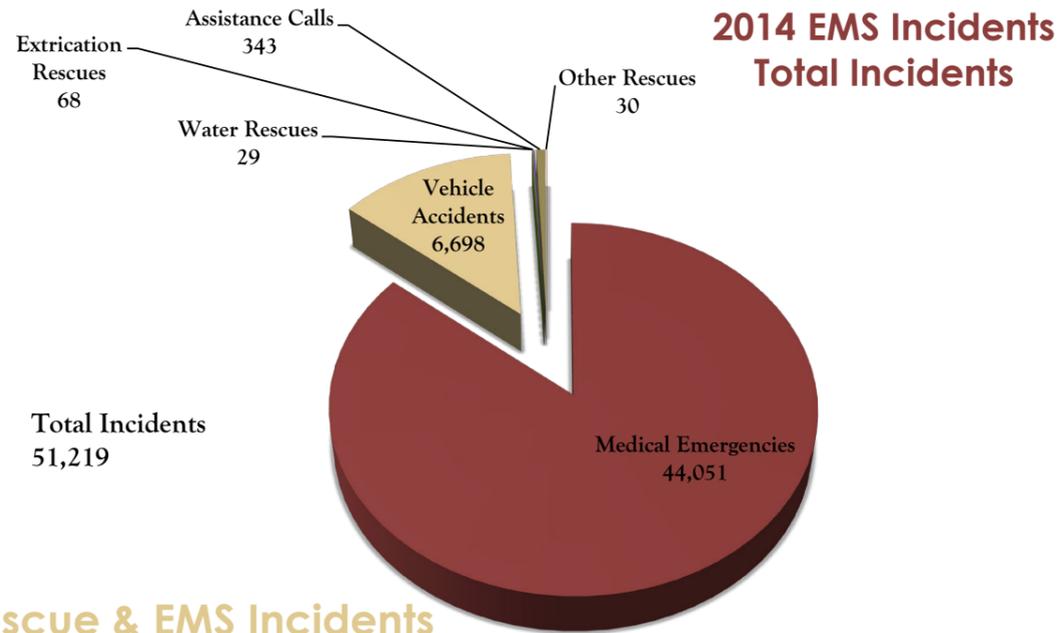


2014 Medium Effective Response Force Times - Fire

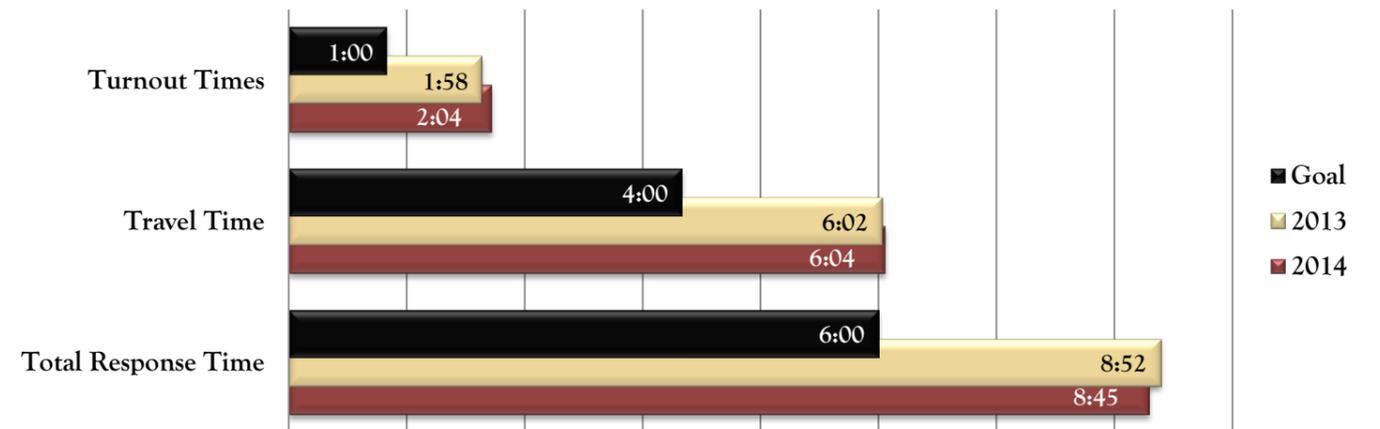


EMS Incident Summary

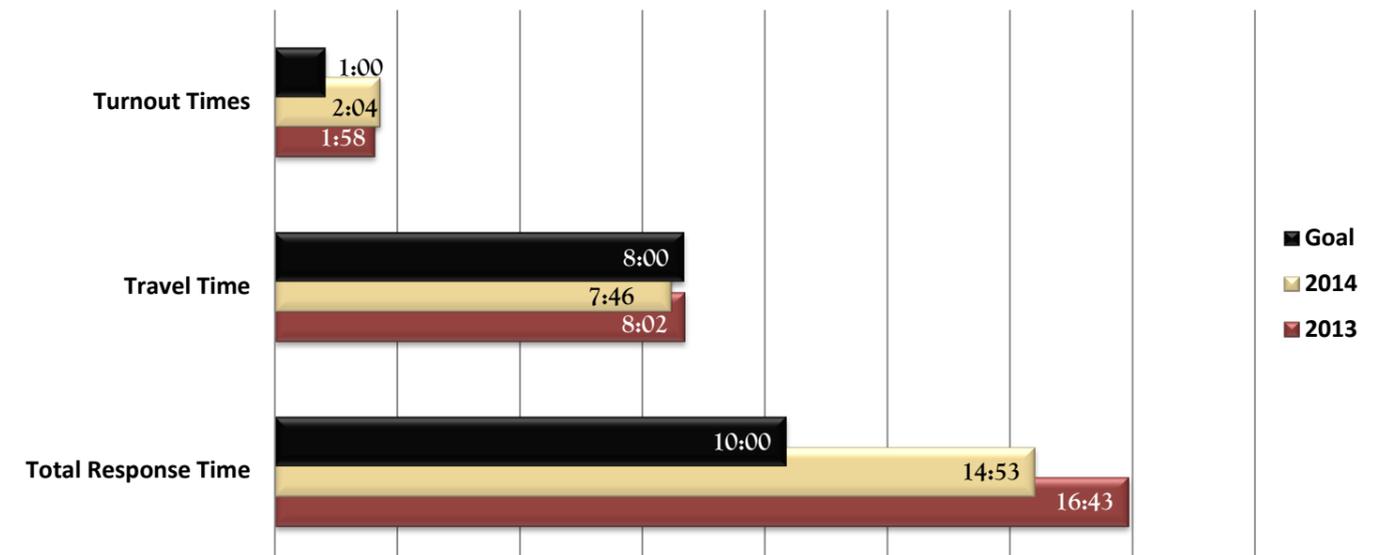
The City of El Paso saw 51,219 Rescue and EMS incidents during 2014. With 26 ambulances covering the city, that averages out to just over 1900 calls per ambulance. 44,051 one those calls were medical emergencies ranging from cardiac arrests to fainting. The second most responded to EMS emergency was vehicle accidents, accounting for 13% of all medical calls. The El Paso Fire Department is one of the few departments in the country that provides Advanced Life Support capability with every ambulance. Averaging over 4,000 calls a month, the El Paso Fire Department meets the challenge of medical response.



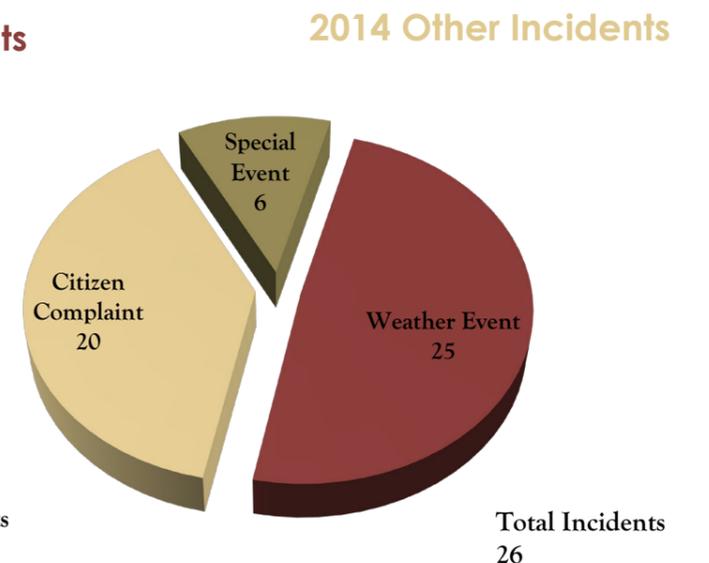
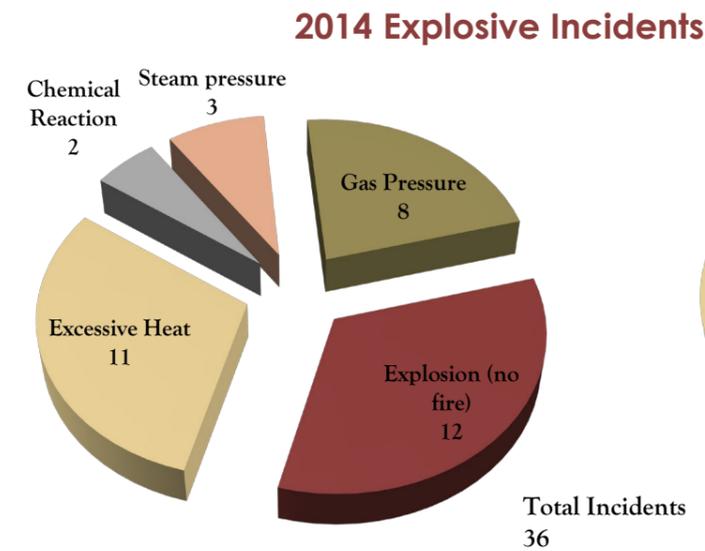
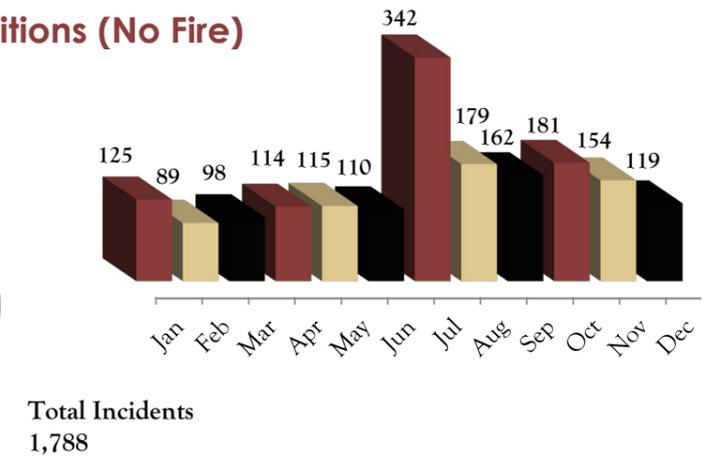
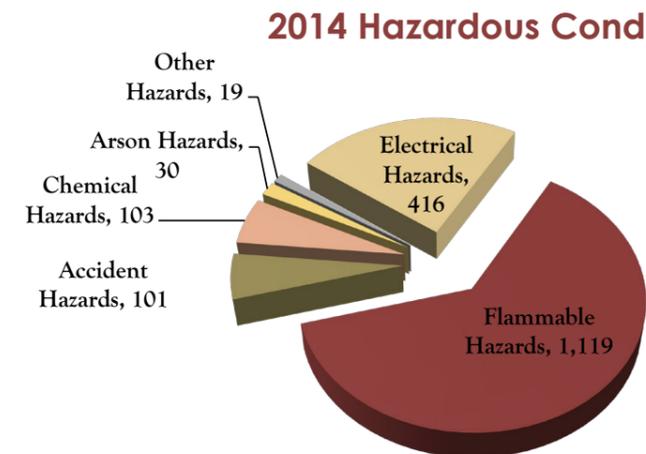
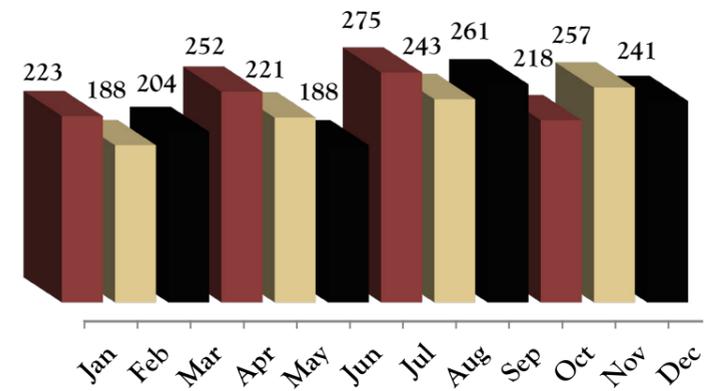
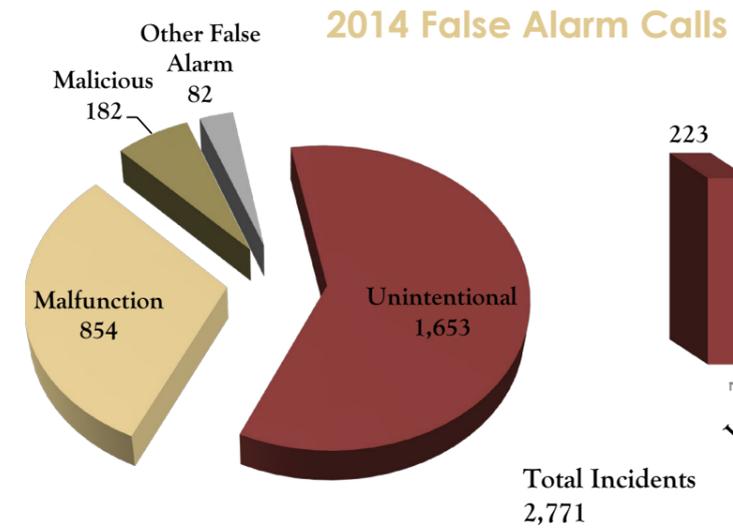
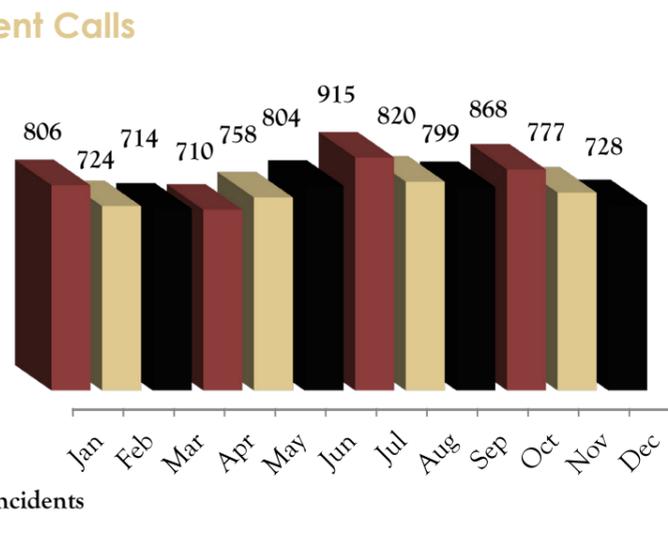
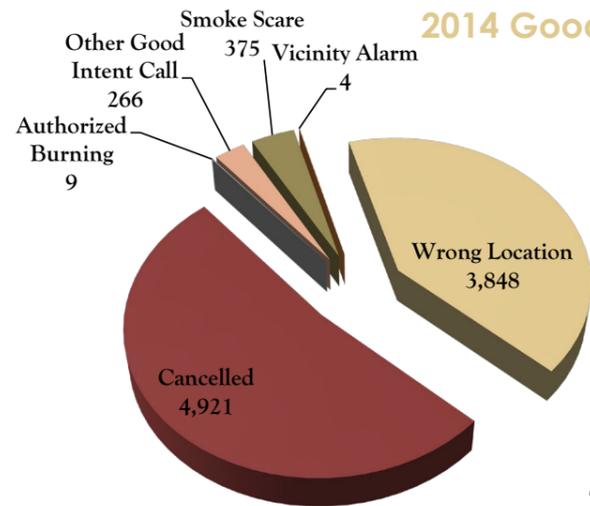
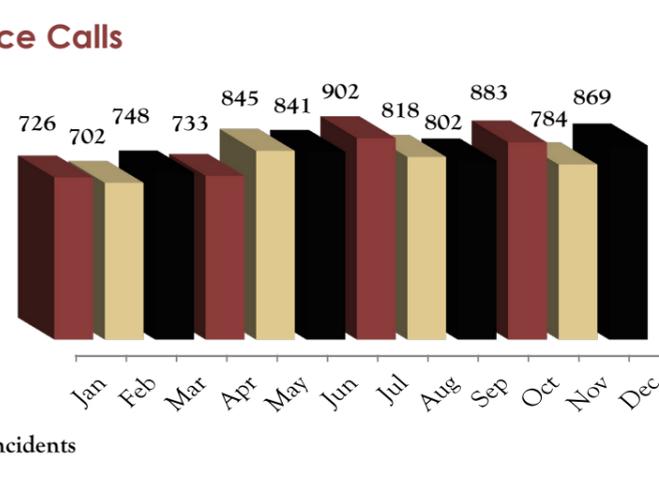
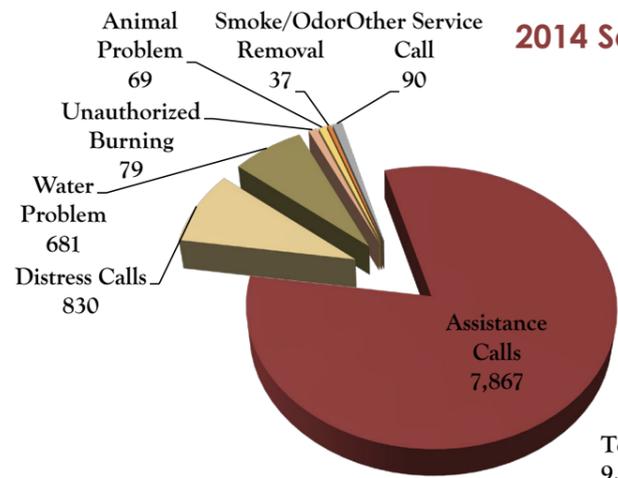
First Unit Times - Medical



Medium Effective Response Force Times - Medical



Other Incidents Summary



On Thursday Jan. 29, the El Paso Fire Department was dispatched when a concerned citizen called 9-1-1 about a trapped animal in a park canopy. The crew of Pumper 16 was able to safely bring down the animal. Photos by Lt. Joseph Weissbard.



Response Timeline

The types of calls the El Paso Fire Department responds to can be broken down into a 24-hour time period.

There were 6,698 Motor Vehicle Accidents (MVAs) in El Paso in 2014. That was one every hour and 18 minutes. Many involved injuries or death. Someone is there to help.



With 1,397 fire calls in 2014, "firefighters" earned their namesake, whether it was a simple grass fire or someone's precious home. That was one every six hours and 16 minutes.



Medical responses are the lion's share of EPFDs work, and the 51,219 calls were attended by professional paramedics and EMTs. That was one every 10 minutes and 15 seconds.

The City of El Paso had 76,338 incidents in 2014, one every six minutes and 42 seconds. Firefighters must respond at a moment's notice, at any time, day or night.



Time is muscle. Each one of the 2,229 heart attacks in 2014 required a rapid response to give a person a chance to survive. That was one every three hours and 56 minutes.

False Alarms steal precious personnel and resources. EPFD received 2,771 in 2014, one every three hours and 10 minutes.

On Monday Nov. 17, the El Paso Fire Department was dispatched to a Condition 4 fire at 3001 Rivera Ave. when neighbors saw the vacant building on fire and called 9-1-1. Firefighters were able to bring the fire under control in about three hours. Photo by PIO Carlos A. Briano.



Strokes accounted for 626 of the responses by EPFD. That was one every 13 hours and 56 seconds. Rapid paramedic intervention is the key.



Rapid CPR and AED use were the keys to responding to the 408 cardiac arrest calls in 2014. That was one every 21 hours and 28 minutes.



Photos by Battalion Chief Ricci Carson and PIO Carlos A. Briano.



Facilities

The El Paso Fire Department currently operates out of 40 facilities.



The headquarters for the department is currently at 416 N. Stanton, occupying the 2nd floor, 3rd floor and part of the 5th floor. The following divisions operate out of the headquarters building:

- Fire Chief's Office
- Assistant Fire Chief Offices
- Finance Program
- Human Resources Program
- Payroll Personnel
- Operations Research Program
- Professional Standards Office

- Fire Prevention Division
- Community Risk Reduction
- Construction Codes Compliance
- Fire Prevention and Safety Inspection
- Facilities Oversight Program
- Fire Medical Research Program
- Public Information Office



Logistics operates out of 8600 Montana, currently occupying the back half of the building. All equipment, apparatus, and supply needs are handled by the Logistics Program personnel, to include:

- Structural Apparatus
- Ambulances
- SCBAs
- Rescue Equipment
- Personal Protective Equipment
- Uniforms
- Firefighting Supplies
- Medical Supplies
- General Supplies



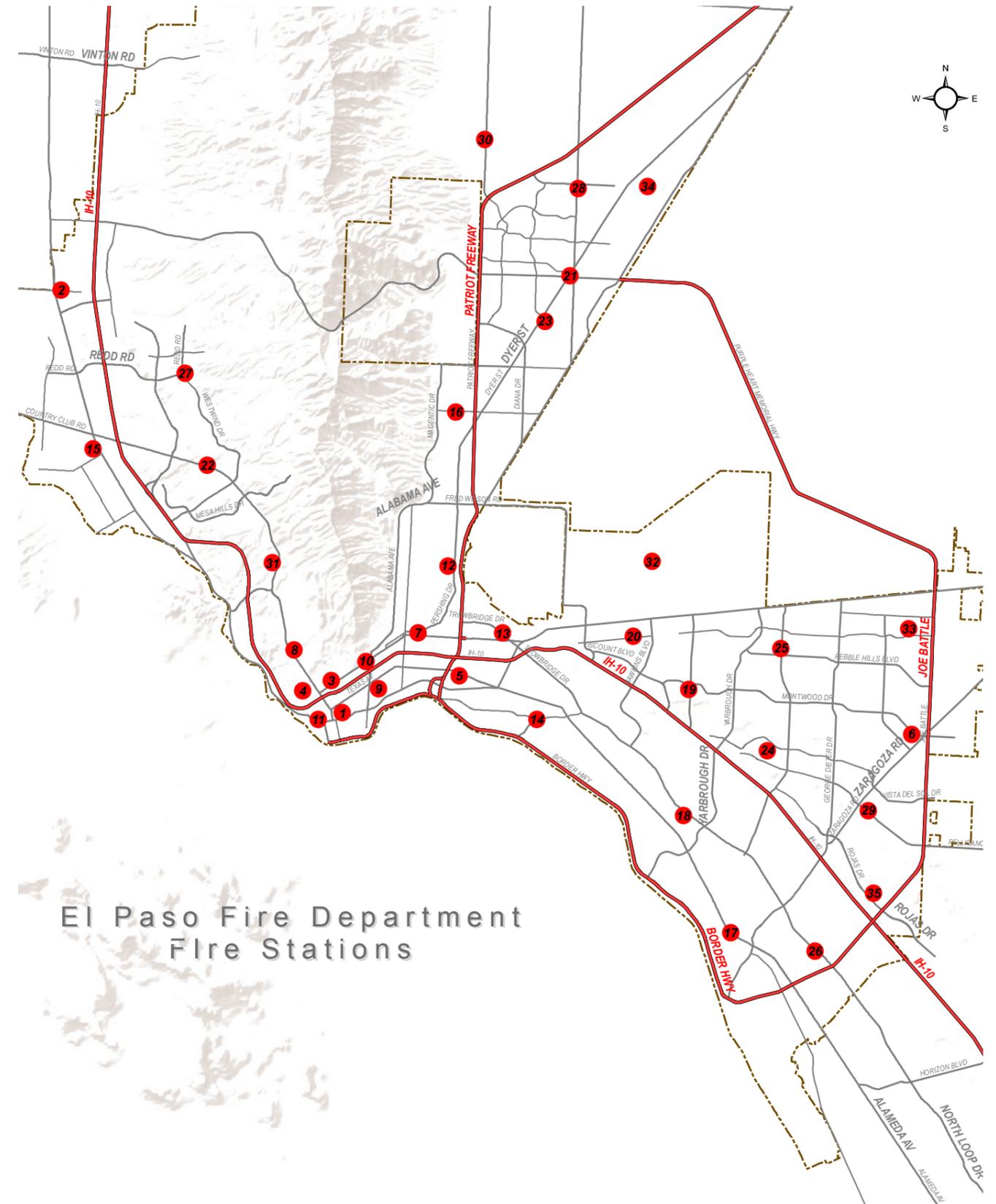
The Training Academy is located within Ascarate Park at 6800 Delta. The Academy annually trained between 30 to 60 recruit personnel and provided nearly 50,000 continuing education hours to department personnel. The programs located at the Training Academy are:

- Professional Development and Training Program
- Health and Safety Program
- Special Operations Program



The 9-1-1 Emergency Communications Program, as well as the Office of Emergency Management, are located in the 9-1-1 Center at 200 N. Kansas St. The facility is operated by the El Paso 9-1-1 District. Located on the 2nd floor of the building is the Emergency Operations Center for the city and county of El Paso.

- Call Taking and Dispatch
- Office of Emergency Management
- 9-1-1 District
- Border Regional Advisory Council (RAC)



Battalion 1



Sta. 8 - 301 E. Robinson (1948)	
Apparatus	Responses
Pumper 8	1,380
Total	1,380



Sta. 10 - 1801 Montana (1949)	
Apparatus	Responses
Pumper 10	1,734
Total	1,734



Sta 3 - 721 Rio Grande (1930)	
Apparatus	Responses
Pumper 3	1,486
Rescue 3	2,521
Water Rescue 3	10
Total	4,017



Sta. 4 - 1218 Randolph (1908)	
Apparatus	Responses
Rescue 4	2,333
Total	2,333



Sta. 9 - 47 Dallas (2002)	
Apparatus	Responses
Pumper 9	1,770
Rescue 9	47
Medic 9	769
Total	2,586



Sta. 11 - 314 S. Leon (2002)	
Apparatus	Responses
Pumper 11	1,368
Ladder 11	1,282
Special Rescue 11	21
Total	2,671



Central - 201 S. Florence (1982)	
Apparatus	Responses
Battalion 1	245
Pumper 1	1,298
Ladder 1	1,104
Rescue 1	2,789
Total	5,436

Battalion 2



Sta. 2 - 111 E. Borderland (1991)	
Apparatus	Responses
Pumper 2	1,607
Rescue 2	1,257
Attack 2	15
Total	2,879



Sta. 27 - 6767 Ojo De Agua (2000)	
Apparatus	Responses
Pumper 27	2,029
Rescue 27	1,651
Total	3,680



Sta. 15 - 115 Shorty Lane (1956)	
Apparatus	Responses
Pumper 15	1,281
Pumper 51	1,322
Total	2,603



Sta. 22 - 6500 N. Mesa (1960)	
Apparatus	Responses
Battalion 2	349
Pumper 22	2,057
Ladder 22	1,767
Rescue 22	2,145
Medic 22	630
Total	6,948



Sta. 31 - 122 Mesa Park (2012)	
Apparatus	Responses
Quint 31	1,420
Rescue 31	1,337
ROC 31	124
Rehab 31	4
Total	2,885



Battalion 3



Battalion 4



Battalion 5



Battalion 6



Office of the Chief

The Office of the Chief is the administrative office of the El Paso Fire Department. Chief Samuel Peña is the Fire Chief of the El Paso Fire Department, holding that position since March 2013. Chief Peña came from within the ranks of the El Paso Fire Department with 20 years of experience, working as both Strategic Planning Chief and Training Chief before his current position. Chief Peña oversees a department of 1066 uniform and civilian personnel who together meet the challenge of protecting an international city of over 679,000 people. The Office of the Chief oversees all operations of the El Paso Fire Department, which are broken down into the following divisions:

Operations Division
Capital Assets and
Personnel Support Services Division
Technical Services and
Professional Development Division

The Office of the Chief is also comprised of several programs which ensure the efficient workings of the department. These programs include:

Finance Program
Grants Program
Human Resources Program
Public Information Office

On Monday Nov. 17, the El Paso Fire Department was dispatched to a Condition 4 fire at 3001 Rivera Ave. A total of 25 units and 59 personnel responded to the incident. Two firefighters were injured when a wall collapsed. *Photo by PIO Carlos A. Briano.*



Finance

The purpose of the Finance Program is to provide financial management reporting services to city and department leadership so they can receive accurate and timely information to make decision.

Strategic Achievements

5428 Vendor Invoices Paid
\$147,235 Dollars Awarded Locally

Nicole Cote
Fiscal Operations Administrator



The Finance Program oversees the financial operations of the department, recording and directing purchases and revenues. In 2014, the Finance Program managed the department's \$97,545,192 budget, to include salaries, program budgets and capital

outlays. With a staff of six personnel, Fiscal Operations Administrator Nicole Cote, with 13 years of experience with the City of El Paso and 3½ years with the El Paso Fire Department, directs operations to facilitate efficient and effective processes to obtain goods and services and provide sound financial management, budgeting and reporting.

Grants

The purpose of the Grants Administration Program is to provide grant application, tracking and reporting services to the department so that it can have access to additional funding to fulfill its mission.

Strategic Achievements

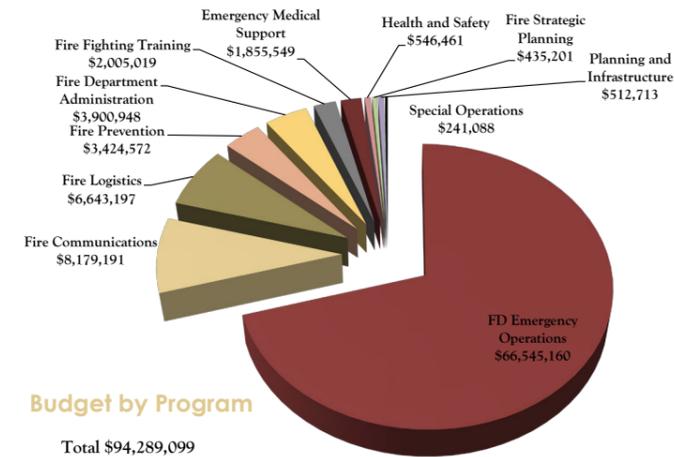
1 Grant Program Managed
\$6,700 Grant Funds Managed
5 Grant Applications Submitted

Chief Frank Gallegos
Grants Program Manager

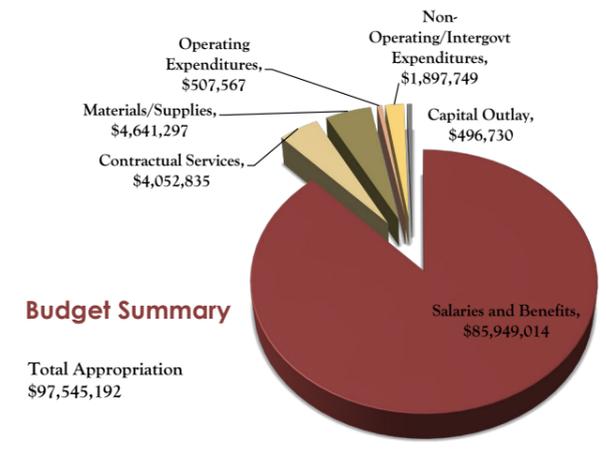


The Grants Administration Program faces the ongoing challenge of seeking and acquiring grant funding for the El Paso Fire Department. The program is managed by Battalion Chief Frank Gallegos, with 22 years of experience with the department, who was

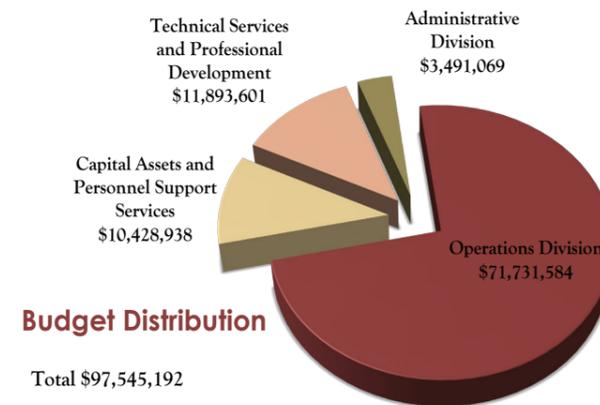
assigned the position in October 2013. The program submits grant requests, tracks grant funding and grant-matching funding, and submits fiscal reports of the grants funds to both the department and to the agencies directing the grants.



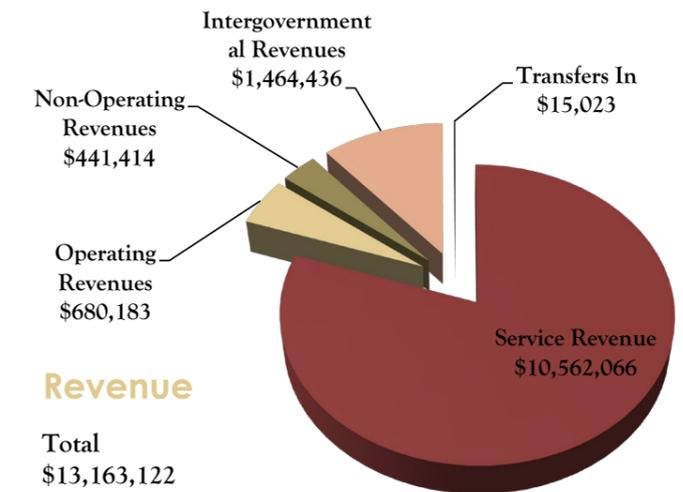
Budget by Program
Total \$94,289,099



Budget Summary
Total Appropriation \$97,545,192



Budget Distribution
Total \$97,545,192



Revenue
Total \$13,163,122

Grants being Managed

Title	Award Amount	Grant Term	Contractor	Financial Report Due
2013 State Homeland Security Program-Urban Area Security Initiative (UASI)	\$8,000.00	09/01/13-06/30/15	DHS	1/20/2015
2014 State Homeland Security Program	\$64,574.40	9/1/14 - 1/31/16	DHS	1/20/2015
2014 State Homeland Security Program-Urban Area Security Initiative (UASI)	\$8,000.00	9/1/14 - 6/30/16	DHS	1/20/2015
Staffing for Adequate Fire & Emergency Response (SAFER) 2011	\$2,120,160.00	09/22/12-09/21/14	DHS	7/31/2014
2012 State Homeland Security Program	\$140,000.00	09/01/12-06/30/14	DHS	7/20/2014
2013 State Homeland Security Program-Urban Area Security Initiative (UASI)	\$8,000.00	09/01/13-06/30/15	DHS	7/20/2014



Fire Human Resources

The purpose of the Human Resources program is to provide information, guidance and support services to the department so it can have the resources available to achieve the department's mission.

Strategic Achievements

99 New Hires Processed

5 Human Resources Training Sessions Conducted

4 Promotional Exams Administered

Monica Puga
Fire Human Resources Manager



The El Paso Fire Department Human Resources Division serves Uniform and Civilian employees encompassing all divisions of the Fire Department. The team is tasked with ensuring that employees basic needs are met enabling them to concentrate on their role in

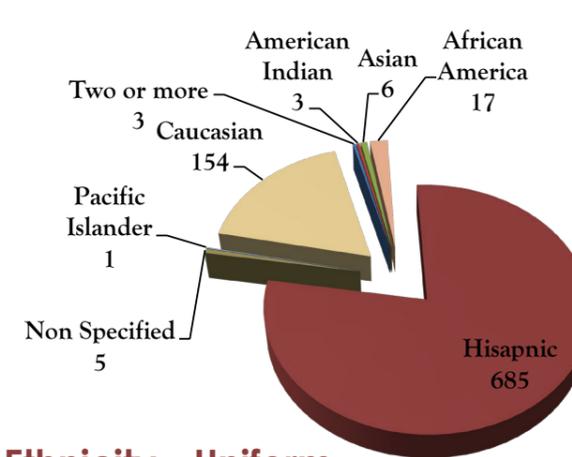
achieving the departments mission. The program maintains and improves processes to better serve the department's employees. These services include: Payroll processing, FMLA/LOA and Transitional Duty processing, testing and recruiting, discipline, training and employee relations. The program is often an applicant's first contact with the department. The Fire Human Resources program makes sure to represent the department's core values in every

aspect of the hiring process and interactions with external contacts.

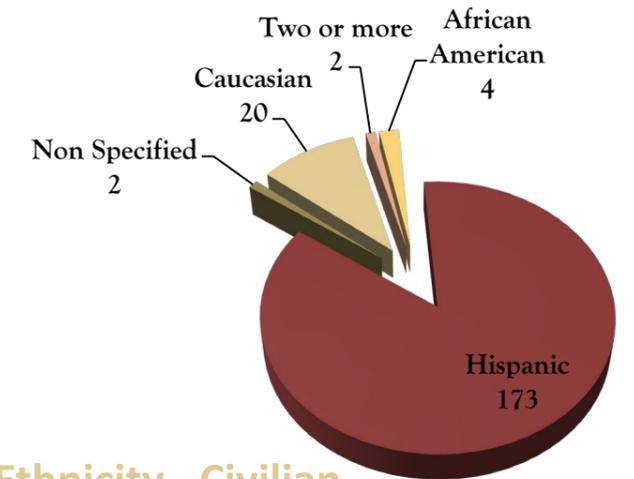
Over the past fiscal year the Fire Human Resources team has completed recruiting and testing for several positions. Some of these recruitments and exams include: Public Safety Communicator Trainee, Certified Firefighter Trainee, Firefighter Trainee, Fire Suppression Technician, Fire Captain, Battalion Chief, Fire Code Compliance Inspector, and Public Safety-Public Information Officer. In summary, the program has processed over 1500 applications, 133 promotions / new hires, and conducted an assessment center for Battalion Chief.

Monica Puga, the Fire Human Resources Manager, has been with the city for over 13 years, eight of those being with the El Paso Fire Department. She operates with a staff of two Human Resource Specialists, two Human Resource Analysts, a Senior Office Assistant and three Payroll Clerks, to meet the challenge of overseeing the human resources needs of 1066 personnel.

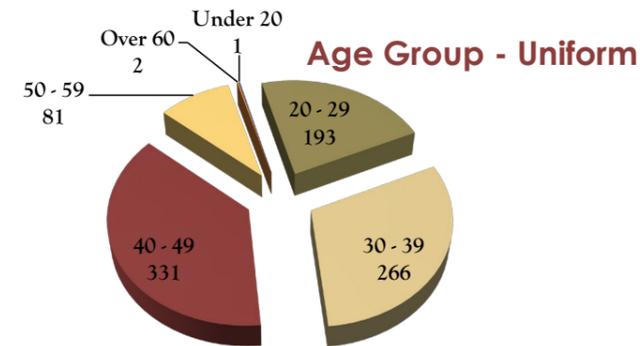
Photo by PIO Carlos A. Briano.



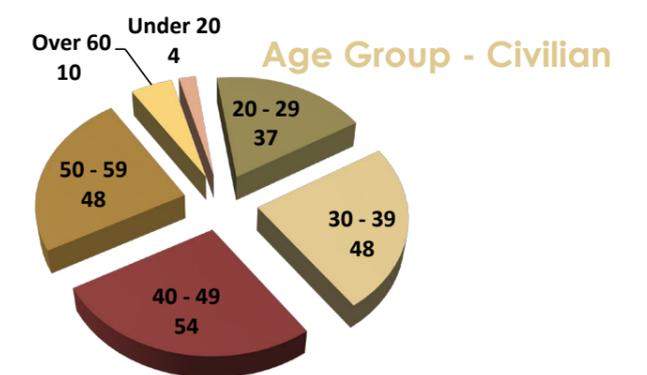
Ethnicity - Uniform



Ethnicity - Civilian

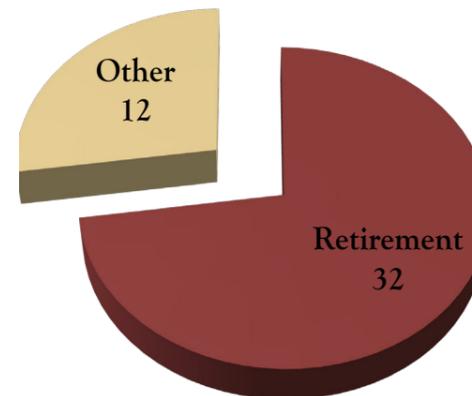


Age Group - Uniform

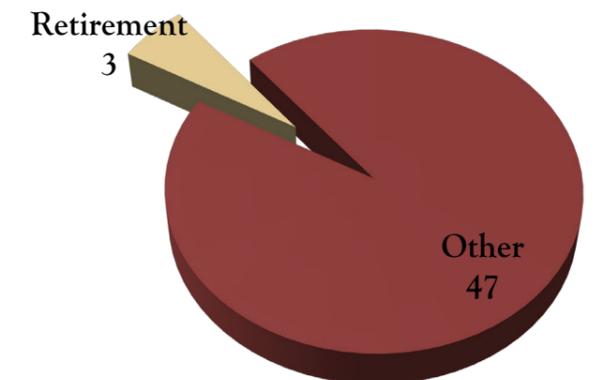


Age Group - Civilian

Separations - Uniform



Separations Civilian



Professional Standards

The purpose of the Professional Standards Office is to oversee and ensure a consistent and fair disciplinary process for all employees and to recognize members for their exceptional professionalism, duty and sacrifice in public service.

Chief Jorge Rodriguez



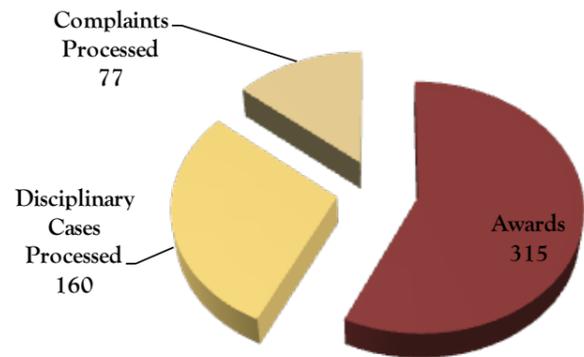
Battalion Chief
The Professional Standards Office has been given the responsibility of overseeing the Awards program for the department and to ensure proper procedures and investigations for any disciplinary actions.

Chief Jorge Rodriguez was given the duty of Professional Standards Officer in February 2015. He brings 16 years of fire experience to the office. With a staff of three, Chief Rodriguez heads the Awards Committee, which reviews and approves all awards recommendations submitted by personnel in the department. The office also processes any citizen complaints to ensure that the public has a voice with the Fire Chief.

Photos by Rick Isaías and PIO Carlos A. Briano.



2014 Professional Standards Actions



Awards Recipients

- Purple Heart**
Robert Cancellare
Rafael Navarrete
- Lifesaving**
Robert Cancellare
Rafael Navarrete
Luis Acosta
Octavio Acosta
Joash Arreola
Robert Avila Jr.
Thomas Woo
David Valenzuela
Enrique Basoco
Timothy Beghtel
David Beltran
Daniel Boisselier
Hermes Carbajal
Isaac Cenicerros
Alonzo Zambrano
John Valerio
Scottie Chambers
David Chavez
Brian Cole
Tommie Cromeens
Charles Davis
Roberto Diaz Jr.
Fernando Zeh Jr.
Clifford Vance
Mike Duran
Richard Albert Flores
Richard Flores
Michael Franco
Anthony Garcia
Ricardo Garcia
David Zeiger
Arthur Villareal
Daniel Gardea
Arturo Garza
Israel Gines
Andres Gutierrez
Alejandro Hernandez
Antonio Hernandez
Enrique Saucedo
Manuel Villegas
Arturo Hernandez Jr.
Carlos Hernandez Jr.
Marco Hernandez
Christopher Hoggard
Fabricio Ibarra
MiltonWayne Jones
James Starkes
Paul Wasiewski
Michael Jordan
Joseph Lawson
Armando Lopez
Juan Lopez
- Meritorious Service**
Eduardo Aragon
Rody Kolker
Hector Martinez
Randell Jared Knotts
Jacob Serrano
- Commendation Ribbon**
Jesus Ortega
Carlos Ornelas
Ray Rodriguez
Olivia Saenz-Martinez
Sean Salimian
David Zeiger
- Outstanding Fire Officer**
Tristan Berry
Ricardo Flores
Enrique Saucedo
Ricci Carson
Christopher Grijalva
Rafael Reyes
Hector Santiago Jr.
Kenneth Persinger
David Valero
James Younger
Michael Bell
Jorge Cortez
Vincent Frausto
- Outstanding Training Contribution**
Pedro Chavez Jr.
Curtis Sanchez
Jeffery Mackell
Michael Bell
Jorge Cortez
Vincent Frausto
Hector Santiago Jr.
Gilberto Ramirez
Larry Hernandez
Dennis Huff
Jonathan Killings
Marcelo Morales
Antonio Muro Jr.
Samuel Peña
Edward Snyder
Troy Reister
Francisco Perry-Herrera
Kenneth Persinger
David Zeiger
- Outstanding Technical Support**
Jay McCutchen
- Good Conduct**
Juan Acuna
Alfredo Aguirre
- Administrative Excellence**
Michael Aldaco
J. Beeman
Jesse Cannoy
Mario Carrasco
Jesus Dorantes
Michael Jordan
Jose Muela
David Smith
Javier Fernandez
Juan Medina
- Outstanding**
Larry Hernandez
Edward Snyder
Gilberto Ramirez
Dennis Huff
Jonathan Killings
Marcelo Morales
Antonio Muro Jr.
Samuel Pena
Francisco Perry-Herrera
David Zeiger
Troy Reister
Francisco Perry-Herrera
- National Defense Ribbon**
Juan Acuna
Alfredo Aguirre
Xavier Arreola
John Bailey
Juan Balderrama
Jose Berumen
Miguel Torres
Boyd Smith III
- Purple Heart**
Samuel Lucero
Ricardo Marin
John Tobias
Scott Sakells
Moises Martinez
Gabriel Mena
Daniel Mendoza
Alberto Moreno
Gil Nevarez
Roger Ruiz
Alberto Saldana
Eduardo Orozco
Jesus Ortega
Divenus Parker
Francisco Perry-Herrera
Gilbert Quinones
Gregory Rap
Ernesto Saenz
Enrique Sanchez
Andrew Renteria
Carlos Rivas Jr.
Juan Romero
Manuel Romero Jr.
- Administrative Excellence**
Michael Aldaco
J. Beeman
Jesse Cannoy
Mario Carrasco
Jesus Dorantes
Michael Jordan
Jose Muela
David Smith
Javier Fernandez
Juan Medina
- Outstanding**
Larry Hernandez
Edward Snyder
Gilberto Ramirez
Dennis Huff
Jonathan Killings
Marcelo Morales
Antonio Muro Jr.
Samuel Pena
Francisco Perry-Herrera
David Zeiger
Troy Reister
Francisco Perry-Herrera
- National Defense Ribbon**
Juan Acuna
Alfredo Aguirre
Xavier Arreola
John Bailey
Juan Balderrama
Jose Berumen
Miguel Torres
Boyd Smith III
- Unit Citation**
William Adler
Joel Lara
Kristian Menendez
Clarence O'Hagen
Daniel Roy
Ramon Alaniz
Calvin Shanks
Roger Razo
Ernest Flores
Justin Hernandez
Mario Herrera
Pablo Macias
Adrian Palomo
Edmundo Vega
Victor Rodriguez
Jose Berumen
Michael Burke
Robert Cancellare
Jorge Cortez
Gregory Duran
Ricardo Gallegos
Edmundo Venegas
Ernesto Saenz
Jacob Garcia
Arturo Garza
David Guzman
Hector Hernandez
Jesus Hernandez
Jonathan Killings
Sean Wilson
Oscar Salazar
Randell Jared Knotts
Jeffery Mackell
Ricardo Marin
Mitchell Marquez
Gabriel Martinez
Moises Martinez
David Zeiger
Enrique Saucedo
David McWatters
Samuel Pena
Francisco Perry-Herrera
Gilberto Ramirez
Justin Ramirez
James Younger
Wyatt Schmidt
Sergio Renteria
Edward Snyder
Armando Valencia
- Unit Citation**
William Adler
Joel Lara
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Enrique Saucedo
David McWatters
Samuel Pena
Francisco Perry-Herrera
Gilberto Ramirez
Justin Ramirez
James Younger
Wyatt Schmidt
Sergio Renteria
Edward Snyder
Armando Valencia
- Police Department Officers**
Daniel Vallejo
Juan Lopez
Esau Villegas
Ruben Aparicio
Mark Carder
Patrick Curry
Javier Fernandez
Ruben Flores
Jose Miranda
Paul Macias
Ricardo Garcia
Ivan Harris
Antonio Hernandez
Daniel Hernandez
David Hernandez
Hector Hernandez
Eduardo Orozco
Kevin Mende
Jeffrey Park
Nicholas Marini
Jesus Gutierrez
Adrian Cervantez
Thomas Griese
Police Department Officers
Marco Anaya
Joquin Cruz
Jesus Gomez
Robert Looney
Robert Psarick
Fernie Rincon
Ben Rodriguez
Jose Talavera
Robert Zavala
Ron Martin
- Achievement Citation**
Taron Peeples
Jaqueline Manriquez
J.C. Gallegos
Manuel Cano
Robert Mendoza
Dona Dorman
Francisco Perry-Herrera
Enrique Mendoza
Thomas Griese
Gilberto Ramirez
David Gutierrez
Bradley St. Myers
Jennifer Rubio
James Schaeffl
Police Department Officer
Anthony Luera
- Unit Citation**
William Adler
Joel Lara
Kristian Menendez
Clarence O'Hagen
Daniel Roy
Ramon Alaniz
Calvin Shanks
Roger Razo
Ernest Flores
Justin Hernandez
Mario Herrera
Pablo Macias
Adrian Palomo
Edmundo Vega
Victor Rodriguez
Jose Berumen
Michael Burke
Robert Cancellare
Jorge Cortez
Gregory Duran
Ricardo Gallegos
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Ernesto Saenz
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Gilberto Ramirez
Justin Ramirez
James Younger
Wyatt Schmidt
Sergio Renteria
Edward Snyder
Armando Valencia



Operations Division

On Thursday Oct. 23, the El Paso Fire Department was dispatched to a Condition 2 fire at 1381 Amber Morgan Dr. A total of nine units and 23 personnel responded to the incident. Firefighters brought the fire under control in 25 minutes. Photo by Captain James Younger.

The purpose of the Operations Division is to provide response, investigation and prevention services to the residents, businesses, visitors and emergency responders so they can experience timely, accurate and appropriate requests, and prevent incidents through education and community outreach.

Chief Samuel Rodriguez has been the Assistant Chief of Operations since May 2013, having a career that spans 29 years with the El Paso Fire Department. Chief Rodriguez oversees the operational programs of the department. This includes the Emergency Operations Program comprised of three shifts: A Shift, B Shift and C Shift. The Emergency Operations Program is the largest program within the department, numbering 754 members. Here the personnel respond to the challenge of fire incidents, medical emergency, hazardous materials releases and trapped victims. Chief Rodriguez also oversees the Fire Prevention Division. Within the Fire Prevention Division are the following programs:



Chief Samuel Rodriguez
Fire Assistant Chief
Operations Division

- Community Risk Reduction Program
- Construction Code Compliance Program
- Fire Investigations Program
- Fire Prevention and Safety Inspection Program



Emergency Operations

The purpose of the Emergency Operations Response Program is to provide emergency medical, fire suppression, prevention, and specialized rescue services to residents, businesses and visitors of our city so they can have rapid and effective responses to emergencies

Strategic Achievements

- 65% of Structural Fires Confined to Room of Origin
- 83% on Fire Incidents with a Travel Time of 5:30 or less
- 95% of Advanced Life Support calls with a Travel Time of 8:00 or less

The Emergency Operations Program is the largest of the department's programs as it includes all the personnel involved in incident response and mitigation. With over 745 personnel, the Emergency Operations Program is

Operations

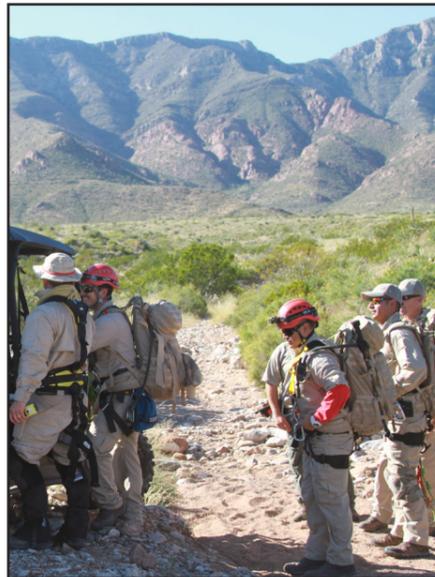
prepared to meet the challenge of all types of incidents, responding to 76,338 calls in 2014.

The Emergency Operations Program is a 24/7/365 operation that is divided between three shifts. The personnel work 24-hour shifts, coming on to duty at 11:45 a.m. and going off duty the next day at 11:45 a.m. This workload is handled by 31 Pumpers, 14 Aerial and 26 Rescue Ambulances.

Each shift is led by a Deputy Chief, who directs citywide operations through six Battalion Chiefs under their direction. This effectively divides the city into six districts: West, Downtown, Central, Northeast, East and Far East. Each Battalion Chief directs the operations of response apparatus and personnel from stations within their districts.

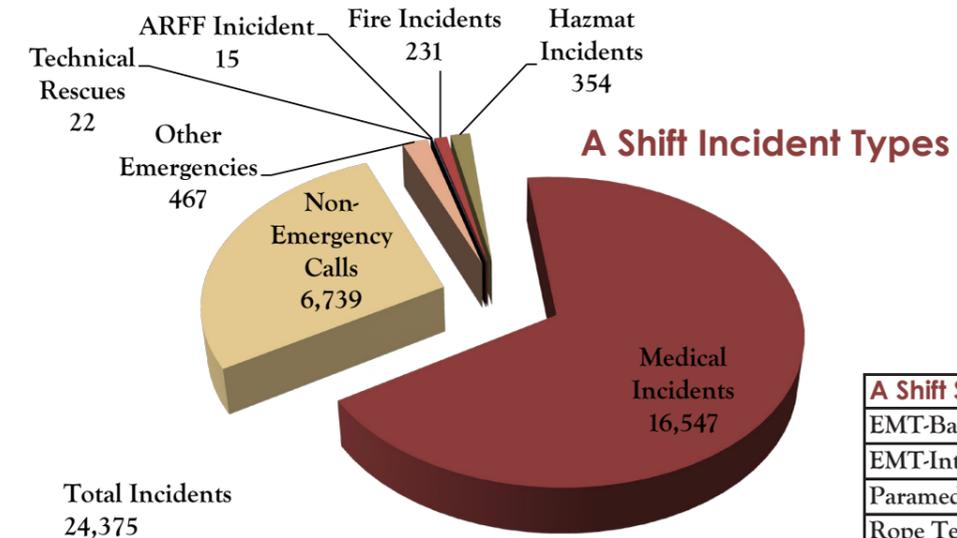
Personnel who respond are certified as Structural Firefighters and medically certified as EMT-Basics, EMT-Intermediates or Paramedics. Select personnel from each shift have additional special certifications in Technical Rescue, Water Rescue, Rope Rescue, Hazardous Materials Technician and COMSAR Rescue.

Photos by Carlos A. Briano, Cesar Ruiz and Captain James Younger.



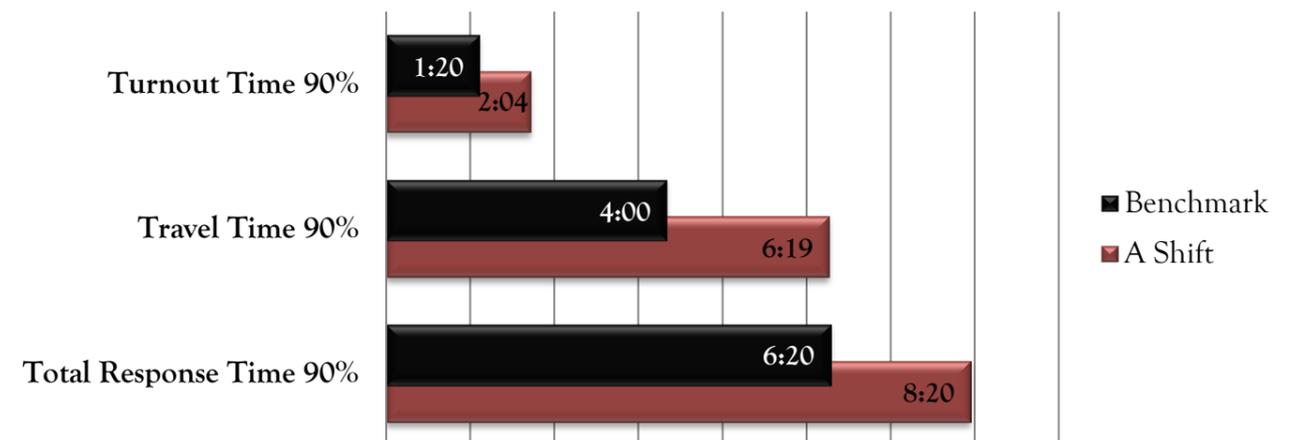
A Shift

Chief Hector Cano is the Deputy Chief in charge of A Shift. Chief Cano began his tenure as Deputy Chief in February of 2014, previously serving as the Professional Standards Officer for the department. With 20 years of experience, he leads 257 personnel responding from 36 fire stations to a variety of incidents.



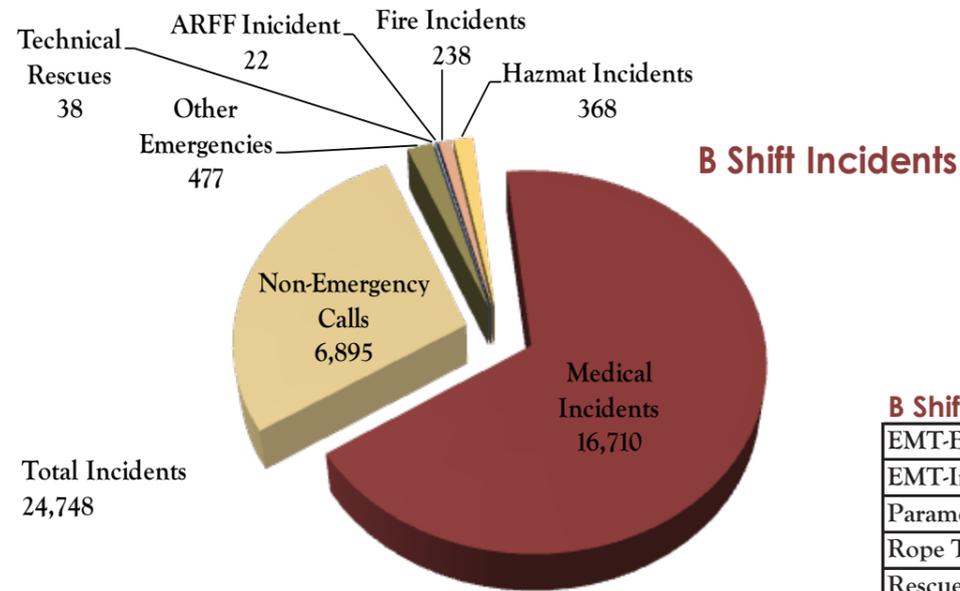
Certification	Count
EMT-Basic	149
EMT-Intermediate	2
Paramedic	82
Rope Tech	33
Rescue Tech	4
Water Rescue	6
COMSAR	9
Hazmat Tech	53
ARFF	18

A Shift Response Time 90 Percentile



B Shift

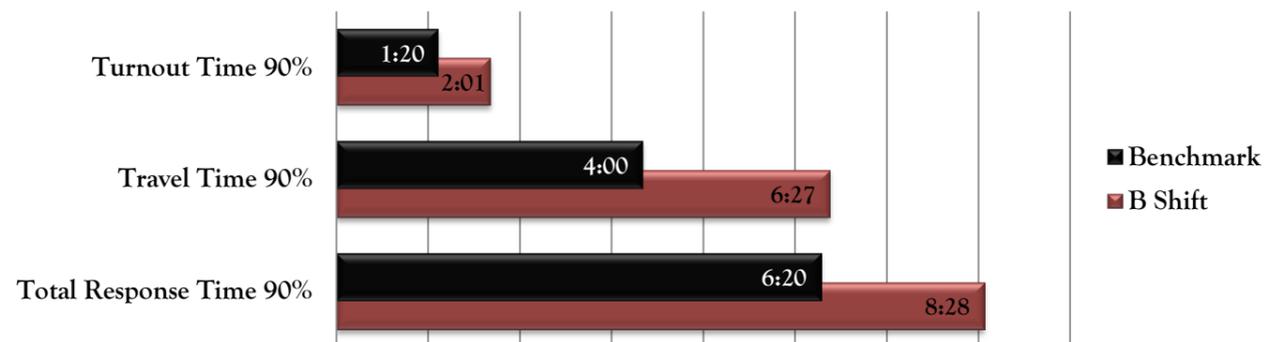
Chief Avelardo Talavera is the Deputy Chief in charge of B Shift. Chief Talavera began his tenure as Deputy Chief in November of 2011, previously serving as a Battalion Chief on Battalion 3 for the department. With 24 years of experience, he leads 257 personnel responding from 36 fire stations to a variety of incidents.



B Shift Special Certifications

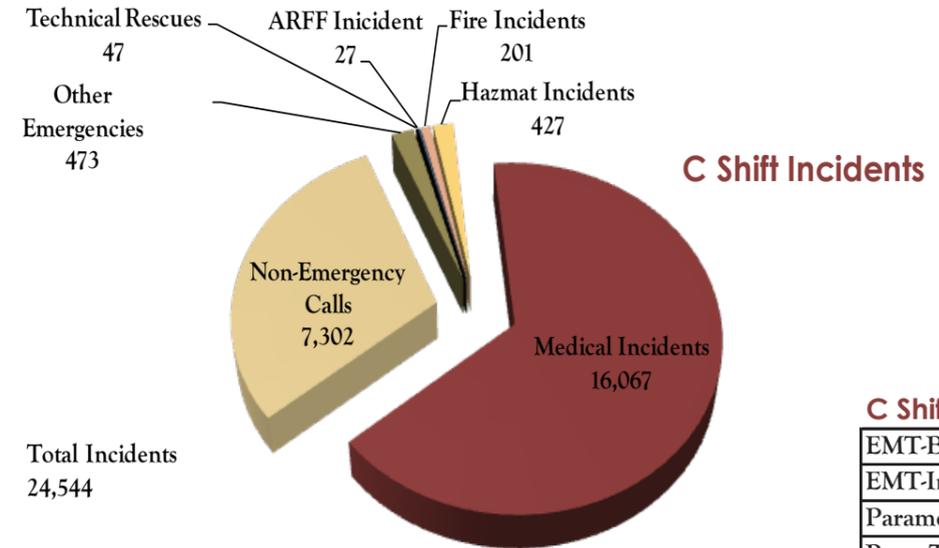
EMT-Basic	132
EMT-Intermediate	3
Paramedic	87
Rope Tech	31
Rescue Tech	5
Water Rescue	5
COMSAR	6
Hazmat Tech	60
ARFF	14

B Shift Response Times 90 Percentile



C Shift

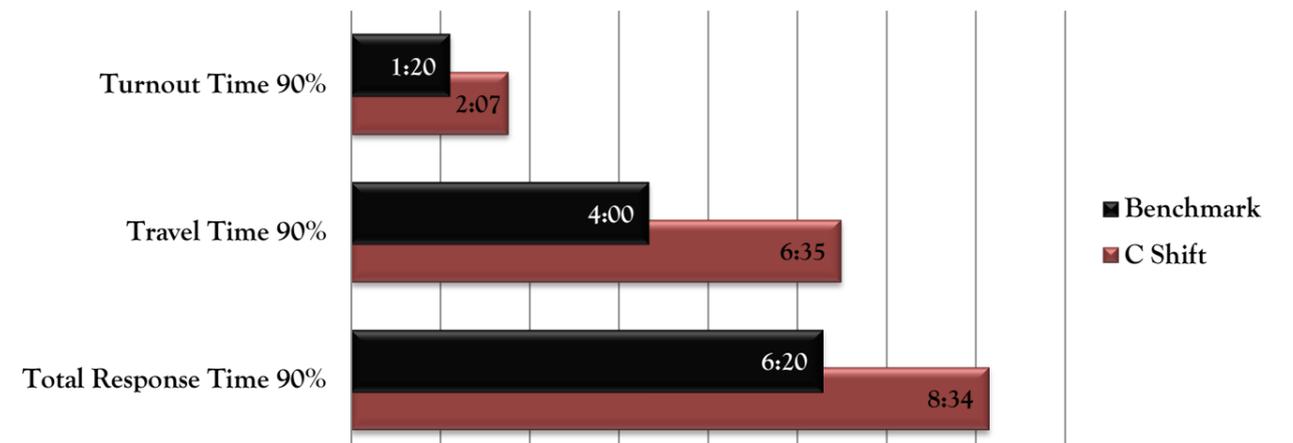
Chief Chris Celaya is the Deputy Chief in charge of C Shift. Chief Celaya began his tenure as Deputy Chief in January of 2013, previously serving as a Fire Medical Research Chief for the department. With 26 years of experience, he leads 263 personnel responding from 36 fire stations to a variety of incidents.



C Shift Special Certifications

EMT-Basic	150
EMT-Intermediate	4
Paramedic	77
Rope Tech	35
Rescue Tech	13
Water Rescue	5
COMSAR	11
Hazmat Tech	51
ARFF	18

C Shift Response Times 90 Percentile



Fire Prevention

The purpose of the Fire Prevention Division of the El Paso Fire Department is the enforcement and investigation branch of the department. The division is responsible for code enforcement, plan review, safety inspections, public education, fire investigation and arson investigation.

Chief Orlando Arriola
Fire Marshal



Chief Orlando Arriola has directed the Fire Prevention Division since October 2013, bringing 26 years of fire experience to the leadership of the division. Chief Arriola oversees the Construction Code Compliance Program, the Community Risk Reduction Program, the Fire Prevention and Safety Inspection Program and the Fire Investigation program.

Construction Code Compliance Program

The purpose of the Construction Code Compliance Program is to provide plan review, construction inspection, and code application services to the building construction industry and tenants so they can build and occupy safe and fire-code-compliant buildings in a timely manner.

Strategic Achievements

- 91% of Building Plans Reviewed within 3 Days
- 100% Construction Inspections Completed within 3 Days
- 1456 Building Plans Reviewed

The Construction Code Compliance Program is



responsible for ensuring all new construction within the City of El Paso meets Fire Code. The City of El Paso adopted the 2009 edition of the International Fire Code in 2010, as well as the 2009 International Building Code. Together, these codes help to establish a safe community.

In 2014, the Construction Code Compliance Program began operating an Electronic Document Review system to increase the efficiency of plan review.

Community Risk Reduction Program

The purpose of the Community Risk Reduction Program is to provide fire and life safety educational services to the El Paso community and its visitors so they can have the knowledge, skills and tools to build a safer, more resilient community.

Strategic Achievements

- 37,173 El Paso Households with working Smoke Alarms
- 4,155 El Paso Households with Home Evacuation Plans
- 938 Home Safety Surveys Conducted

The Community Risk Reduction Program's goal is the safety of the citizens of El Paso. In an effort to meet this challenge, the program staff has pursued two main objectives: getting smoke alarms into homes and having local fire station personnel meet with residents in their neighborhoods to conduct Home Safety Surveys. The Community Risk Reduction Program also extends the safety concept to businesses and public facilities to ensure a safe community.



In 2014, the Community Risk Reduction Program was able to conduct Emergency Evacuation Planning and Safety Training with the new City of El Paso buildings, the Texas Gas Company, the El Paso Electric Company and



several downtown high rises. They developed outreach partnerships with 'Paws for Presents', Operation Santa Claus, Environmental Services Pride Day, Adult Protective Services Extreme Weather Task Force, El Paso History Museum and several Neighborhood Associations.



The Community Risk Reduction Program also ran the 'Return to the Scene' program. The program distributes literature and answers questions in a neighborhood that had suffered a residential fire. The immediate impact of a fire in the area was found to be a powerful tool in bringing the fire prevention concept to citizens.

In addition to all this, the Community Risk Reduction program also put on 235 public education displays.

Photos by PIO Carlos A. Briano.



Prevention and Inspection

The purpose of the Fire Prevention and Safety Inspection Program is to provide safety inspection services to business occupants so they can continue to safely operate.

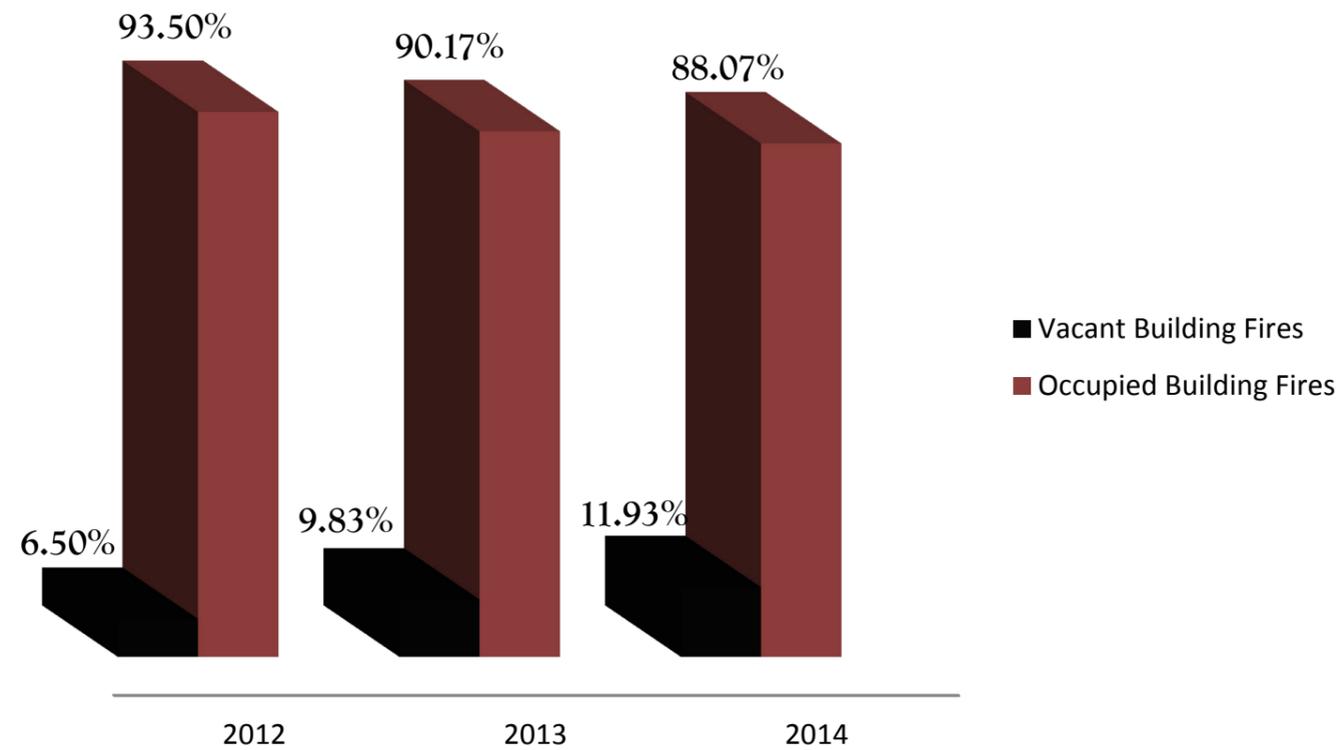
The Fire Prevention and Safety Inspection Program coordinates with Emergency Operations to ensure all businesses in the City of El Paso are inspected annually for fire and life safety, a challenge with 86,737 businesses in the city. Working with personnel from each fire station, the program has been able to ensure business inspections.

The Fire Prevention and Safety Inspection program pursued initiating a "Vacant Building" ordinance for the City of El Paso. A disproportionate amount of structural fires originated in vacant buildings, steadily increasing over the past years. The ordinance would ensure that vacant buildings were either secured or were demolished if proven to be too unsafe for occupation.

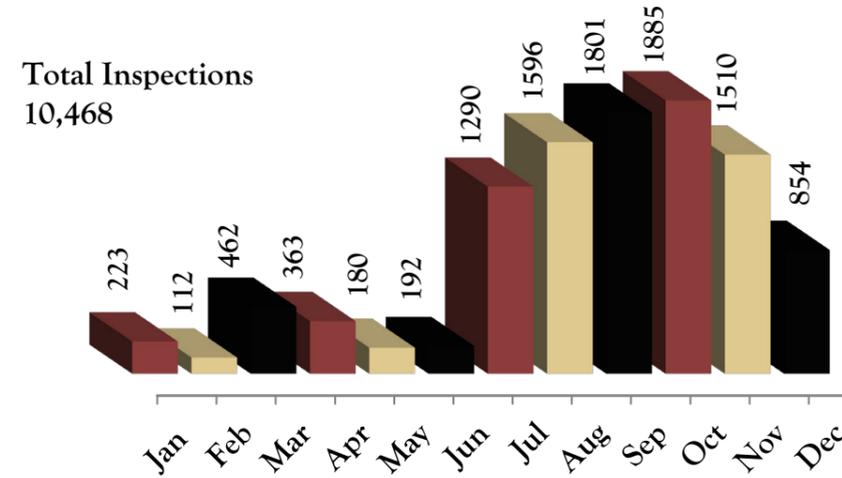
Strategic Achievements

- 88% of Permit Applications Issued within 30 Days
- 100% of Fire Code Complaints Responded to in 3 Days
- 2,982 Fire Safety Inspections Completed

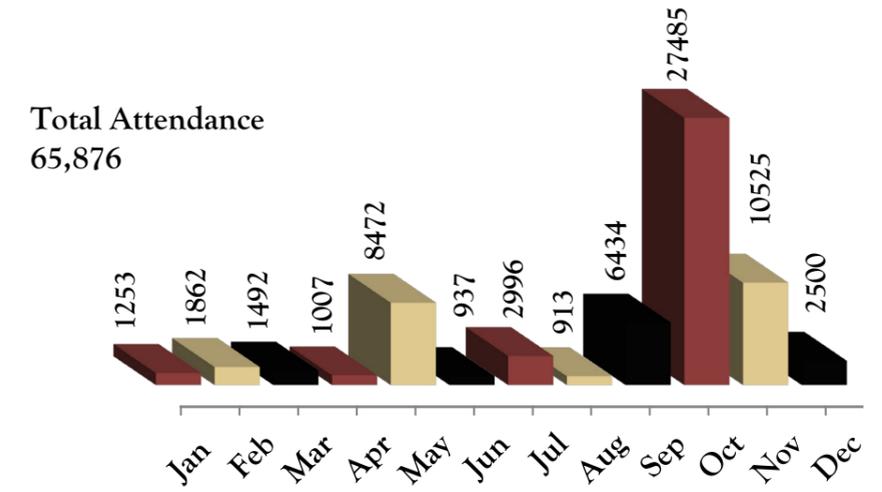
Vacant Building Fires



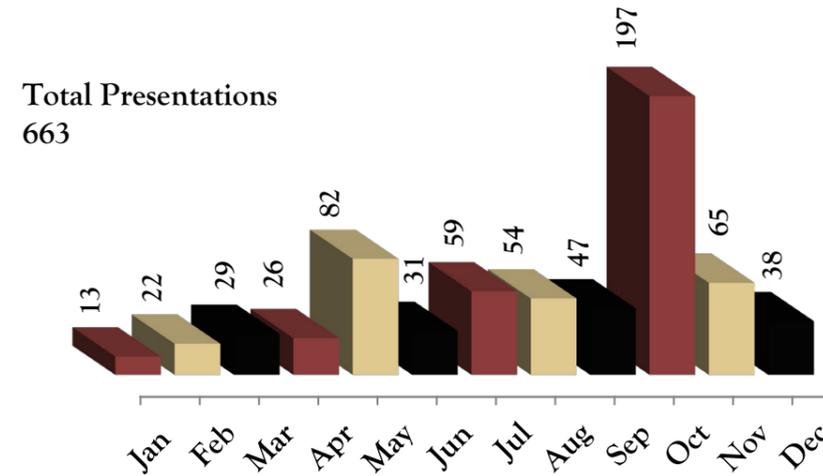
2014 Fire Safety Inspections



Safety Presentation Audience



Fire Safety Presentations



Fire Investigations

The purpose of the Fire Investigations program is to provide investigation, prevention, training and certification services to the community of El Paso, its visitors and other governmental agencies so they can be informed of the causes of fires, and reduce or eliminate preventable fires.

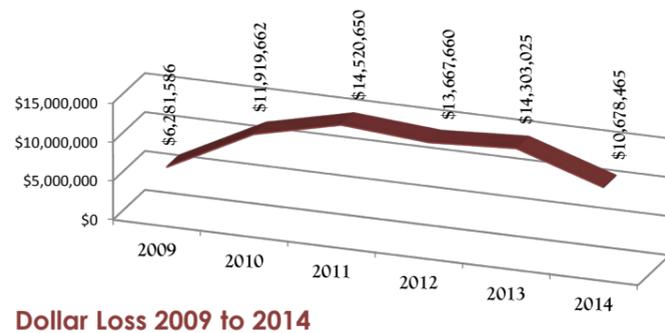
Strategic Achievements

- 49 Juvenile Fire Setter Interventions/Education Contacts
- 971 Origin and Cause Investigation Hours - Major Fires
- 745.5 Origin and Cause Investigation Hours - Minor Fires
- The Fire Investigations Program is the arson

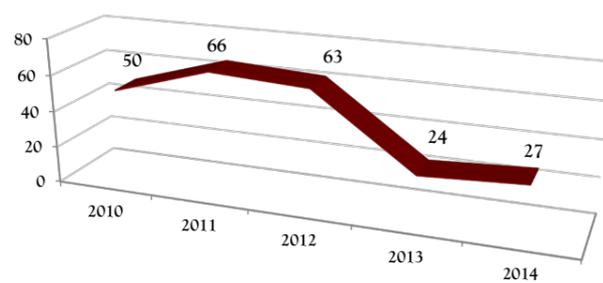
investigation branch of the El Paso Fire Department. The Fire Investigators assigned to the program investigate large loss fires, fires involving injuries or fatalities, fires of suspicious origin, arson fires and fires started by juveniles. The investigators are available to assist the Emergency Operations personnel with investigations and fire cause determination. The program conducts origin and cause determination courses for Emergency Operations personnel to provide trained fire investigators on each operational shift.

The program is also actively involved in juvenile fire setter intervention and prevention. The juvenile fire setter program identifies at risk juveniles and presents them with a program of education and accountability. The Fire Investigations Program has assisted many youth of El Paso.

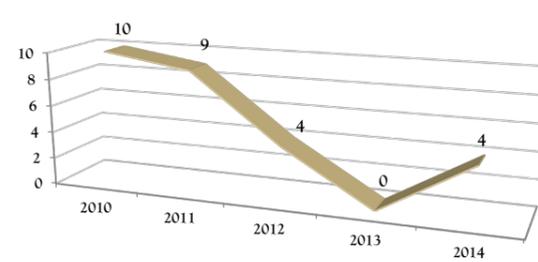
The Fire Investigations Program investigators are Certified Peace Officers who actively pursue investigation, evidence gathering, indictment and prosecution of arsons.



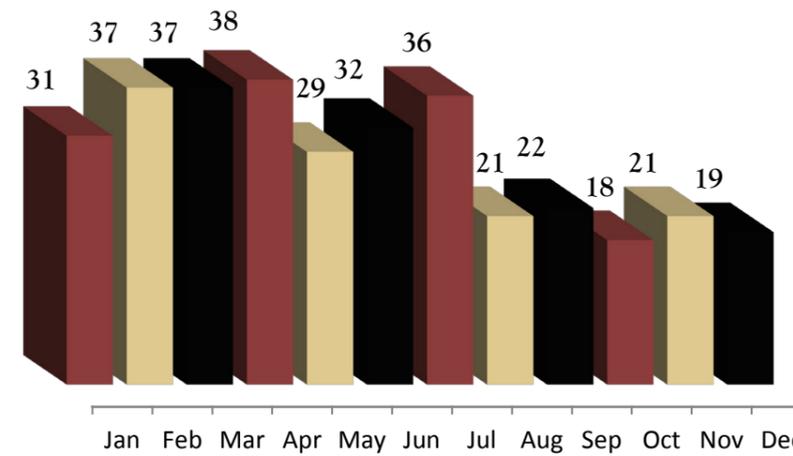
Civilian Fire Injuries



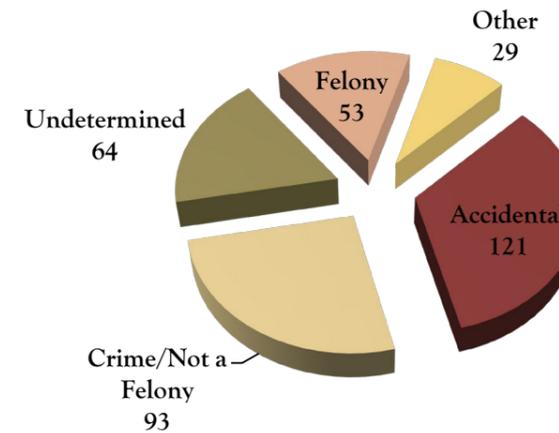
Civilian Fire Deaths



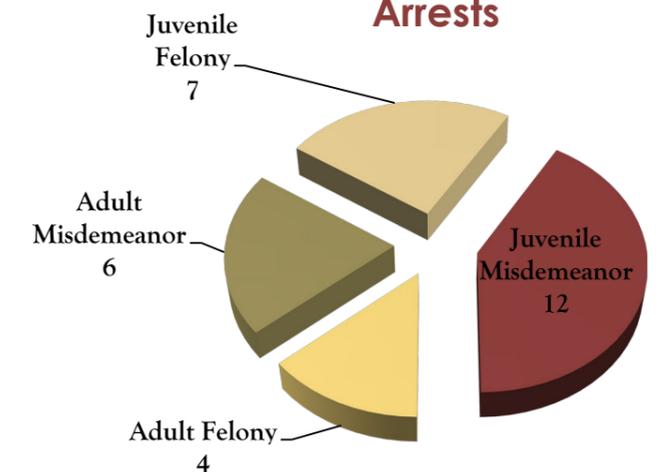
2014 Fire Investigations



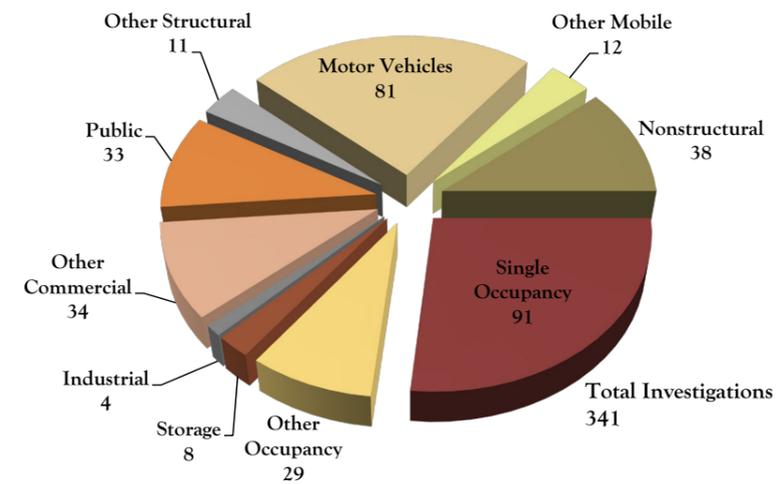
Fire Cause Determination



Arrests



2014 Fire Investigations by Property Use



Capital Assets and Personnel Support Services

The purpose of the Capital Assets and Personnel Support Services Division is to provide policy, technical assistance, compliance and quality assurance, and logistical services to department employees so they can provide emergency services while ensuring the health, safety and development of department members in service to the community.

Chief Mario D'Agostino has been the Assistant Chief of Operations since May 2013, having a career that spans 22 years with the El Paso Fire Department. Chief D'Agostino oversees several of the support functions of the El Paso Fire Department. Within the Capital Assets and Personnel Support Division are the following programs:

- Office of Emergency Management
- Special Operations Program
- Fire Medical Research Program
- Facilities Oversight Program
- Aircraft Rescue and Fire Fighting Program

In addition to these programs, the chief directs the Logistics Division which is responsible for:

- Equipment Service, Repair and Procurement Program
- Fire Emergency Apparatus Fleet Program
- Fire Logistics Support Program



Chief Mario D'Agostino
Fire Assistant Chief
Capital Assets and
Personnel Support Services Division

On Wednesday Oct. 15, the El Paso Fire Department and the El Paso International Airport held the Triennial full-scale emergency exercise at the Cargo Building #3 located at George Perry Blvd. The purpose of the exercise is to test and evaluate the Airport emergency plan in cooperation with EPFD, El Paso Police, the American Red Cross, the Federal Aviation Administration, the Transportation Security Administration, as well as the airlines, hospitals and various local agencies. Photo by Samuel Horstman.



Office of Emergency Mgmt.

The purpose of the El Paso Office of Emergency Management Program is to provide planning, training, coordination and communication services to the community and regional partners so they can prevent, prepare, respond and recover from natural and man-made disasters and large scale emergencies, resulting in a hazard resilient community.

Strategic Achievements

- 1273 Volunteer hours from citizens
- 39 Emergency Plans reviewed
- 13 Disaster Response Exercises conducted

Chief Rafael Reyes
Emergency Management Coordinator



The Office of Emergency Management (OEM) is funded by a competitive grant, Emergency Management Performance Grant (EMPG), and matched by the City of El Paso and El Paso County. The El Paso Fire Department manages the office and EMPG, but represents the City and all jurisdictions

in the County. OEM is responsible for developing and maintaining emergency response plans, developing relationships and train with local, regional, state, and federal agencies, providing agency coordination to support incident commanders with resources, providing outreach and emergency notifications to the public, assisting public officials with decision making, and assisting with the recovery phase during large scale emergencies, disasters, and special events. Other responsibilities include maintaining Citizen Emergency Response Teams and managing remaining federal grants. The Office of Emergency Management is overseen Chief Rafael Reyes, the Emergency Management Coordinator (EMC). Chief Reyes brings 25 years of fire experience with him, and has held the position of EMC since 2014, maintaining a staff of 4 personnel to meet the challenge of managing an office responsible for the disaster response for a population of over 877,000 people.

Emergency Operation Center Activations:

Level I: Maximum Readiness-Emergency Conditions

September 2014 - EOC activation for the Flash Flood event affecting Northeast El Paso

Level II: High Readiness-Warning Conditions

September 2014 - EOC activation for the Flash Flood event city and countywide

Level III: Increased Readiness-Watch Conditions

April 2014 - EOC activation for the Chihuahua Game Home Opener

June 2014 - EOC activation for the Immigration Influx from Central America into El Paso

September 2014 - EOC activation for the Tuberculosis exposure incident at Providence Hospital

October 2014 - EOC activation for the Ebola monitoring and response planning

Exercises OEM conducted and/or participated in:

January 2014 - CDC Tabletop Exercise: radiation response and protective actions in schools

April 2014 - Kinder Morgan Drill Exercise: pipeline rupture and evacuation at Tony Lama St.

May 2014 - OEM Tabletop Exercise: car bomb detonation during the Sun Bowl Parade

May 2014 - FBI Full Scale Exercise: active shooter and hostage situation at Sunland Park Mall

June 2014 - BioWatch Tabletop Exercise: notification protocol during a bioterrorism

July 2014 - Ysleta Del Sur Pueblo POD: mass prophylaxis dispensing for an anthrax pandemic

July 2014 - Border Patrol Bi-national Exercise: Haz-Mat response near International Bridge

July 2014 - EPA/PROFEPA: Haz-Mat spill on the Mexico side of the International Bridge

August 2014 - El Paso Zoo drill exercise: patient with a venomous snake bite

August 2014 - UTEP drill exercise: patient in the construction area on campus

October 2014 - El Paso International Airport Triennial: commercial aircraft crash upon landing



October 2014 - Dona Ana OEM Tabletop Exercise: Haz-Mat release due to terrorism

Special Events OEM was involved in planning:

March 2014 - UTEP Monster Jam

April 2014 - El Paso Chihuahuas game opener

September 2014 - One Direction concert

November 2014 - 78th Annual First Light Federal Credit Union Sun Bowl Parade on Thanksgiving Day

December 2014 - Celebration of Lights Parade and Christmas Tree Lighting event

December 2014 - Hyundai Sun Bowl football game

Additional Actions by Emergency Management

Five Annexes to the Basic Emergency Plan updated and submitted to the State

Ten Neighborhood Emergency Response Plan presentations given to Neighborhood Associations

Citizen Emergency Response Team Spanish course given to Carousel St. Neighborhood Association

Citizen Emergency Response Team course given to Del Sol Church

Citizen Emergency Response Team Spanish course given to the Village of Vinton

The Office of Emergency Management served as Incident Command for the annual First Light Federal Credit Union Sun Bowl Parade on Thursday Nov. 27. Photos by PIO Carlos A. Briano.



Special Operations

The purpose of the Special Operations Support Program is to provide support and technical assistance for specialized responses to the El Paso Fire Department and other local and regional partners so they can safely and effectively perform their mission.

Strategic Achievements

- 4,800 hours spent in multi-agency training
- 6,000 training hours for Special Operations teams
- 14 Equipment evaluations conducted
- 61 training sessions conducted

Chief Matt Thomas
Battalion Chief
Special Operations



The Special Operations Program combines the special teams of the El Paso Fire Department under one program to facilitate training, staffing and equipment of the teams.

Within each team are specialists trained in various functions such as: Hazardous Materials, Swift Water Rescue, Technical Rescue, Rope Rescue, Confined Space Rescue, Trench Rescue and High Angle Rescue.

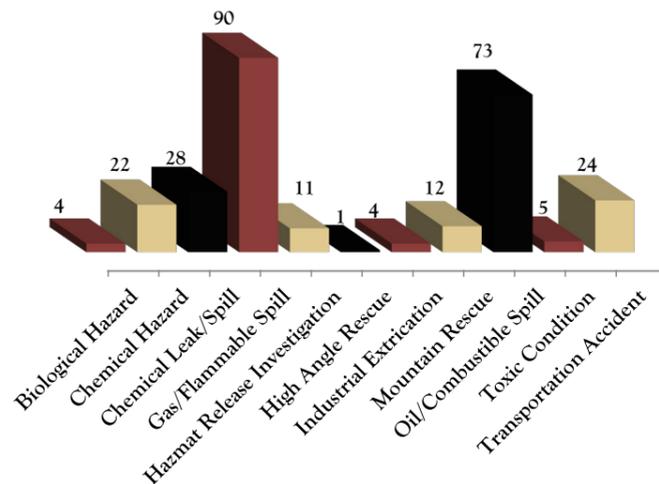
Chief Matt Thomas has been assigned as Special Operations Chief since June 2014. He brings 17 years of experience to the position. Chief Thomas is assisted by a staff of two FSTs who coordinate training, equipment evaluation, procedural evaluation and certification management.

Special Teams responded to 1,186 incidents in 2014, 912 of them being gas leaks. Other response ranged from hazardous materials incidents to water rescues.

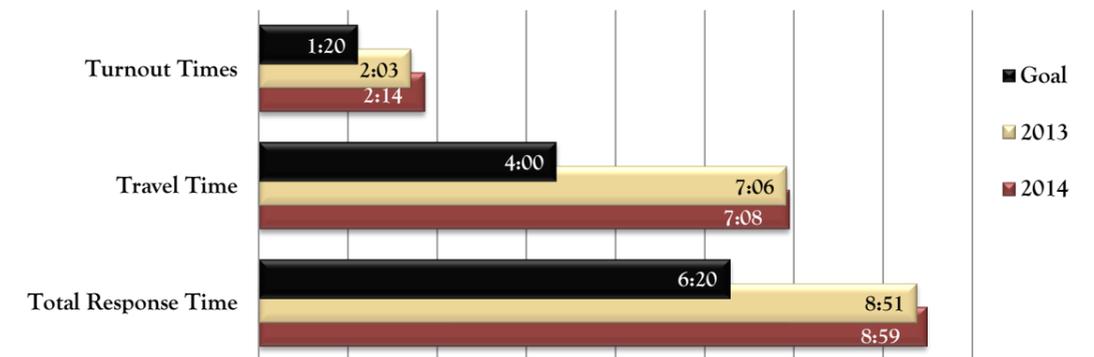
Accomplishments

- New HazMat ID 360 acquired
- Ten members certified in HazMat ID 360er
- \$60,000 in new equipment purchases for all teams
- Water Rescue team trained with Texas Task Force 1
- Water Rescue Team Leader certified as a Swift Water Rescue Instructor

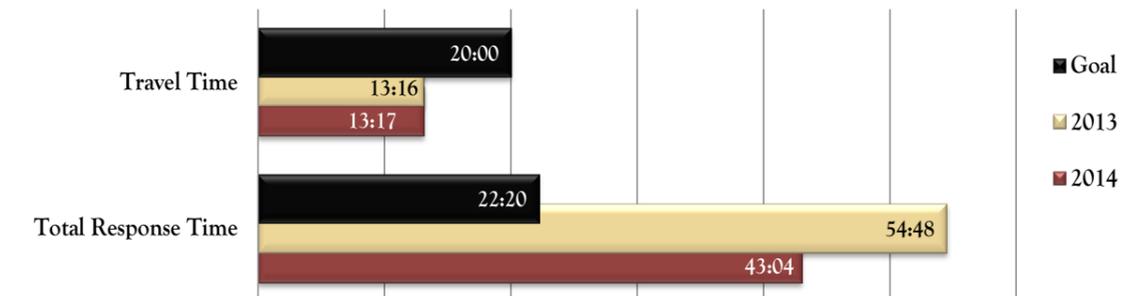
Special Team Responses



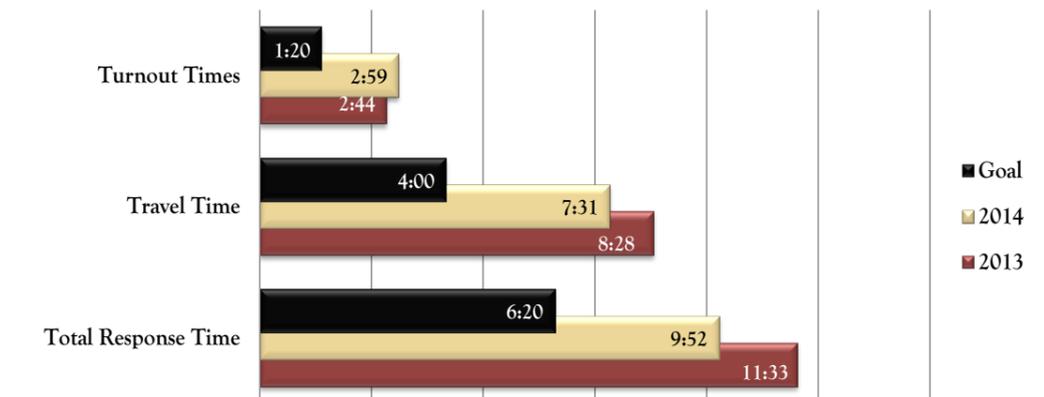
2014 First Unit Times - Hazmat



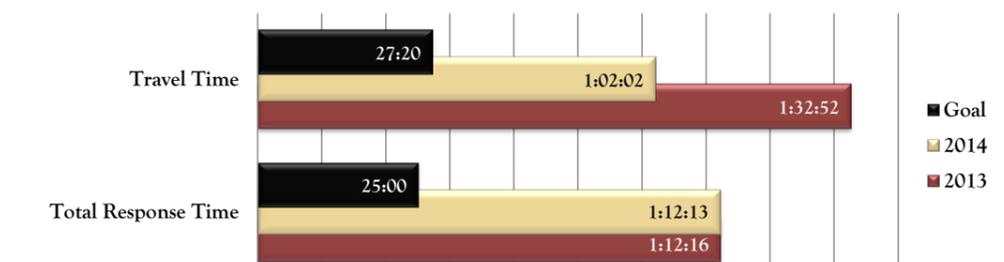
2014 Medium Effective Response Force Times - Hazmat



2014 First Unit - Technical Rescue



2014 High Effective Response Force Times - Technical Rescue



Fire Medical Research

The purpose of the Fire Medical Research Program is to provide policy, quality assurance and support services to fire department divisions and other emergency responder organizations to deliver effective and efficient emergency patient care and achieve positive healthcare outcomes to the community.

Strategic Achievements

- 11,148 Quality Assurance/Quality Improvement Reviews
- 1,227 Responder Immunizations and Tuberculosis Tests
- 305 Multi-Agency and Hospital Liaison Meetings

Chief Robert Arvizu
Deputy Chief



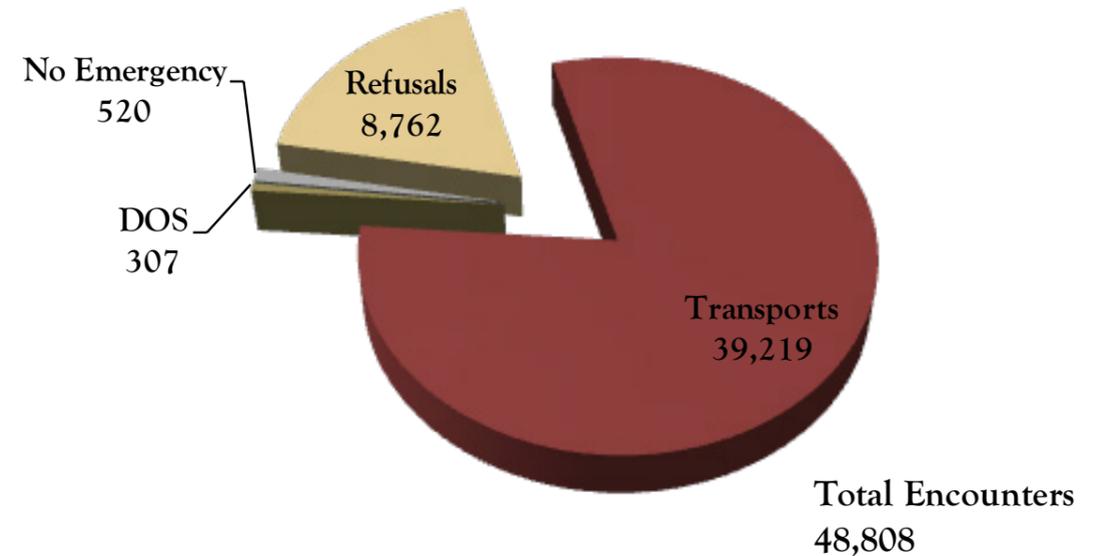
Fire Medical Research Chief
The Fire Medical Research Program is responsible for medical response policies and procedures for the El Paso Fire Department. The program has been directed by Chief Robert Arvizu since February 2014. Chief Arvizu has been with the department for over 25 years. With a staff of four personnel, he directs the medical direction of the city. The program works with the Fire Department's Medical

Director, Dr. Kenneth Berumen, to develop, review and revise medical protocols and response procedures. The program is also responsible for the administration of the infection control and immunization program and the review and evaluation of medical equipment procurement. The program also helps to develop continuing education courses in coordination through the El Paso Fire Training Academy.

Photos by PIO Carlos A. Briano.



EMS Encounters

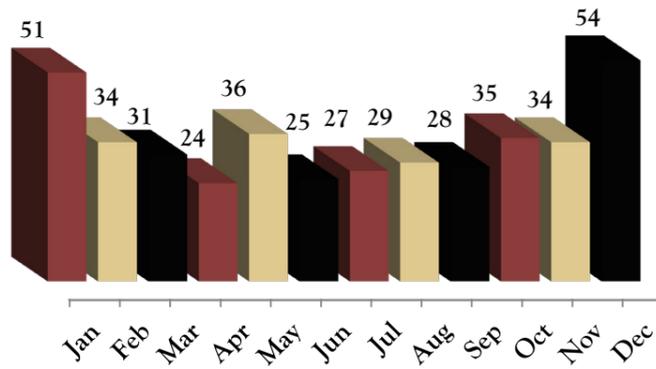


Call Type	Number of Incidents	Call Type	Number of Incidents
Abdominal Pain	3239	Fire / Fire Scene	360
Allergies	209	Headache	535
Animal Bite	133	Heart Problems	166
Assault	1347	Heat/Cold Exposure	30
Back Pain	865	Hemorrhage/Laceration	368
Breathing Problem	2847	Industrial Accident	19
Burns	72	Ingestion/Poisoning	758
Call Cancelled	901	MCI (Mass Casualty Incident)	26
Cardiac Arrest	408	Pregnancy/Childbirth	498
Chest Pain	2229	Psychiatric Problem	1489
Choking	115	Service Call	1139
Convulsions/Seizure	1830	Sick Person	17258
CO Poisoning/Hazmat	146	Stab/Gunshot Wound	135
Dead On Scene	337	Stroke/CVA	626
Diabetic Problem	1469	Traffic Accident MVA	5211
Drowning	12	Transfer/Interfacility	230
Electrocution	11	Traumatic Injury	1948
Eye Problem	22	Unconscious/Fainting	2037
Fall Victim	4152	Unknown Problem Man Down	351

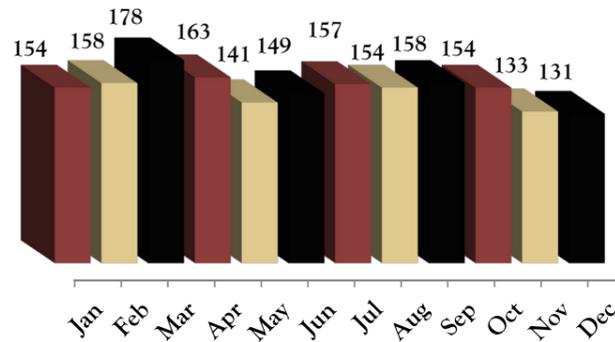


Priority Medical Responses

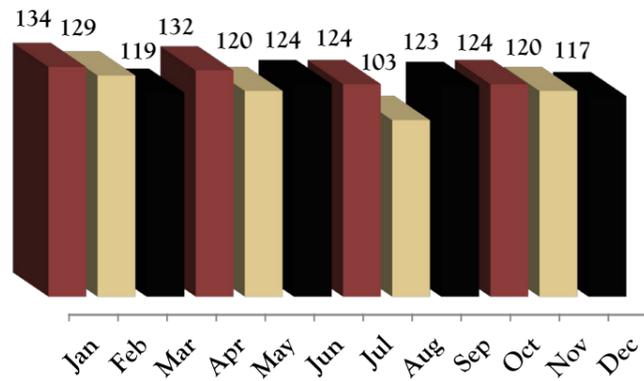
Cardiac Arrest



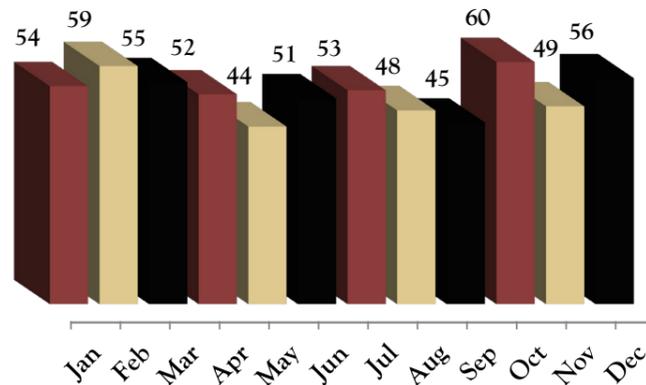
Convulsions/Seizure



Diabetic Problem

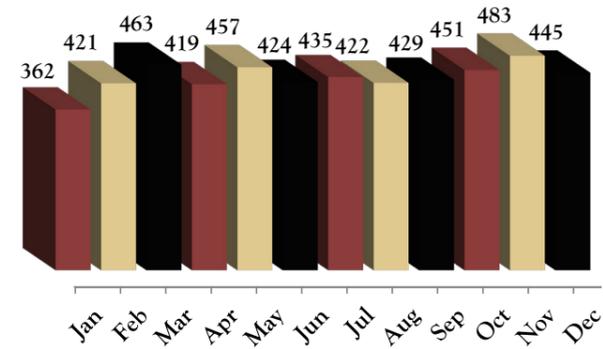


Stroke/CVA

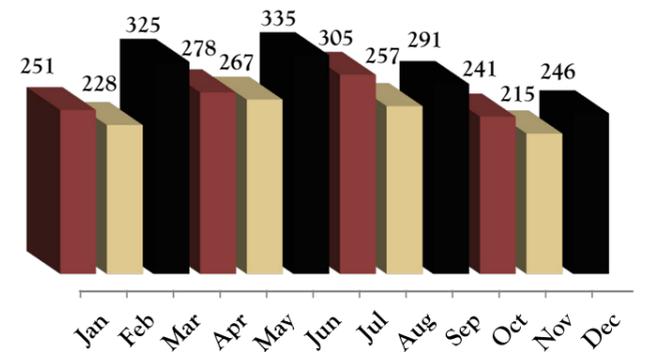


Top EMS Responses

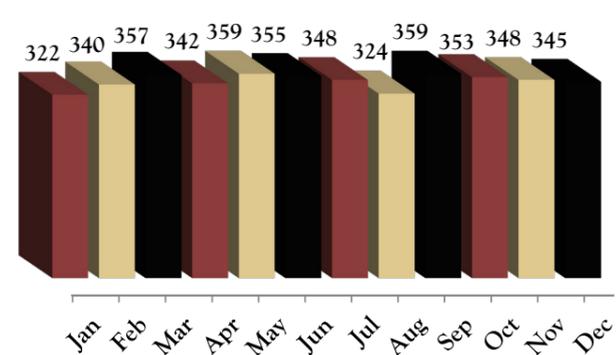
Traffic Accident MVA



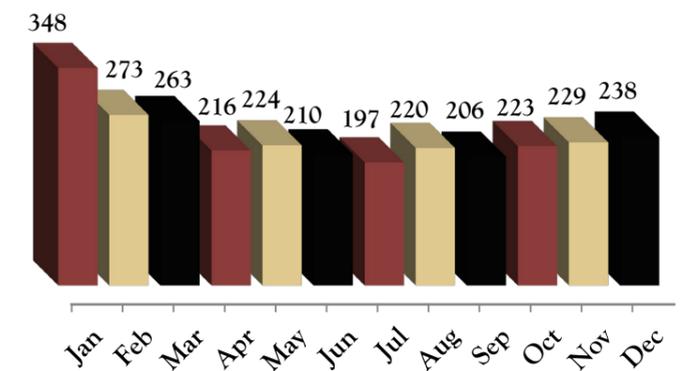
Abdominal Pain



Fall Victim



Breathing Problem



Logistics

The Logistics Division of the El Paso Fire Department is responsible for all the apparatus, equipment and supplies that are used by the department. The Logistics Division is located at 8600 Montana with a 14,257 square-foot facility that houses the Logistics and Uniform Supply, SCBA Maintenance, PPE, Vehicle Bay, Apparatus Bay, Small Equipment Repair and Logistics offices.



Chief Terry Keschull, a 23 year veteran with the department, has managed the Logistics Divisions staff of 40 personnel since October 2011. Chief Keschull oversees the following programs:

- Fire Emergency Apparatus Fleet Program
- Fire Logistics Support Program
- Equipment Service, Repair and Procurement Program

Fire Emergency Apparatus Fleet Program

The purpose of the Fire Emergency Apparatus Fleet Program is to provide fire apparatus, maintenance, support,

repair and replacement services to Fire Department Divisions so they can have, in a timely manner, safe and reliable vehicles to provide around-the-clock emergency services to residents, businesses and visitors of El Paso.

Strategic Achievements

88% of Apparatus Fleet Operational and Available
458 Preventive Maintenance Services Completed
180 Technician Training Hours

The Fire Emergency Apparatus Fleet Program is responsible for all aspects of apparatus procurement and maintenance. The program uses three high bays for large apparatus maintenance, and three regular bays for vehicle maintenance. Using the RTA Fleet Management program, they track parts, repairs, preventive maintenance and trends of all the apparatus and vehicles in the department. In 2014, the program created a Truck Committee comprised of personnel from the logistics center, the emergency response program, finance and administration to review and recommend specifications for future apparatus.

Accomplishments

Completed LED emergency light upgrade on all apparatus
Completed the Mobile Operations Center vehicle
Reprogramming and re-banding of radios to the new P25 system

Apparatus Purchases

Rescue 24
Rescue 33
Rescue 32

Fire Logistics Support Program

The purpose of the Fire Logistics Support Program is to provide supply deliveries and equipment replacement services to Fire Department Divisions so they can have the right supplies and equipment do the job at hand.

Strategic Achievements

770 Station and Office Supply Deliveries Completed
840 Medical Supply Deliveries Completed
71 Station Appliance Repairs Completed

The Fire Logistics Supply provides all the needed items used by the divisions of the fire department. This includes everything from pencils to esophageal tubes. The program also distributes uniform items to all personnel. In 2014, the program instituted a medical delivery program aimed at reducing the amount of expired items returned for disposal. The program has proven to be very effective, saving thousands of dollars in supplies.

Equipment Service, Repair and Procurement Program

The purpose of the Fire Emergency Equipment and Support Program is to provide equipment maintenance, training, and support services to Fire Department Divisions and other public safety organizations so they can safely work in hazardous environments and have reliable

equipment to save lives and reduce hazards.

Strategic Achievements

982 Preventive Maintenance Tests/Services Completed
214 Equipment Disposals Completed
99% In Service Time for Hydraulic Rescue Equipment
99% In Service Time for SCBAs

The Equipment Service, Repair and Procurement Program is responsible for procuring, maintaining, testing and servicing the specialized equipment used by the El Paso Fire Department in its emergency response. The program has a certified SCBA center, and maintains such equipment as the hydraulic rescue tools used for extrication. The program also ensures that the Personal Protective Equipment (PPE) for all firefighters is tested and inspected annually. The program was commended by the Texas Commission on Fire Protection for its efficiency. The program recently implemented a Cardiac Monitor Replacement Plan to ensure quality medical response from the El Paso Fire Department.

Photo by FST John Concha.



Facility Oversight

The purpose of the Facility Oversight Program is to provide construction upgrade and maintenance services to employees and visitors so they can enjoy a safe, functional and accommodating facility.

Luis Flores
Lead Planner



Strategic Achievements

97% of Repairs Completed on Schedule
13 Major Repairs Completed
92 Minor Repairs Completed

The Facilities Oversight Program ensures that the facilities used by the department are the best possible. Luis Flores has

managed the program for 13 years, and has been with the city for more than 17 years. The program has a staff of one, and must do a lot. The program oversees the entire process of a facilities life, from conception and planning, through contract bidding, construction and maintenance. The program also ensures compliance with federal and state mandated access and safety measures.

The Facilities Oversight Program accomplished the following in 2014:

New Fire Stations

Fire Station 5

Restroom Additions Design

Fire Station 16
Fire Station 23
Fire Station 25
Fire Station 20

New Exercise Facilities

Fire Station 23

Window Upgrades

Fire Station 8
Fire Station 22
Fire Station 19

Interior/Exterior Painting

Fire Station 6
Fire Station 33

Driveway/Walkway Improvements:

Fire Station 37

On Wednesday Dec. 17, residents and dignitaries were invited to attend the Grand Opening and Ribbon Cutting of the new Station 5, located at 400 Revere St. This 17,168 square foot facility is the largest station and houses seven response units. Photo by PIO Carlos A. Briano.



Aircraft Rescue Fire Fighting

The purpose of the Aircraft Rescue and Fire Fighting Support Program is to provide planning, preparation, training and regulatory compliance services to the El Paso Fire Department aircraft rescue personnel, airport personnel and other government agencies so they can reduce or mitigate accidents and/or preventable incidents at the El Paso International Airport.

Chief Ed Snyder
Battalion Chief
ARFF Chief



The Aircraft Rescue Fire Fighting Program works with the El Paso International Airport (EPIA) to provide fire protection for aircraft and EPIA facilities. With two ARFF units, a command and control vehicle, and an ambulance staffed at all times, the program meets the FAA requirements

for the airport. The personnel assigned to ARFF perform extensive training each year to stay proficient in their skills. In 2014, the ARFF Program completed a full-scale exercise.

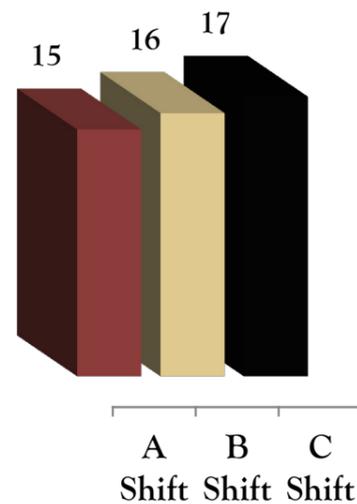


On Wednesday Oct. 15, the El Paso Fire Department and the El Paso International Airport held the Triennial full-scale emergency exercise at the Cargo Building #3 located at George Perry Blvd. The purpose of the exercise is to test and evaluate the Airport emergency plan in cooperation with EPFD, El Paso Police, the American Red Cross, the Federal Aviation Administration, the Transportation Security Administration, as well as the airlines, hospitals and various local agencies. Photos by Samuel Horstman.

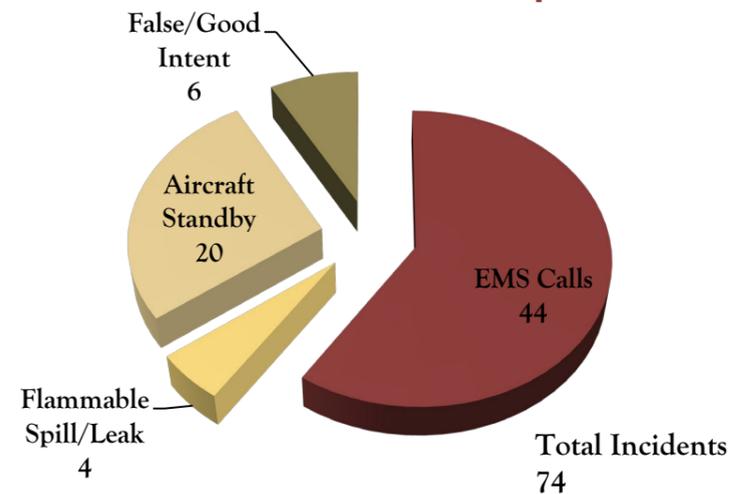
Strategic Achievements

- 91,718 Departures and Landings without Incursions
- Full-Scale Disaster Exercise Completed
- 18 Training Sessions Delivered

ARFF Personnel by Shift



2014 ARFF Incident Responses



Technical Services and Professional Development

The purpose of the Technical Services and Professional Development Division is to provide emergency communications, planning and training services to the department and the community so they can prevent, prepare, respond and recover from disasters and emergencies.

Chief Calvin Shanks took over the lead of the Technical Services and Professional Development Division in March 2013. Chief Shanks brings 21 years of experience to the position, and had previously served the department as the Fire Marshal and as the ARFF chief. The programs overseen by the Technical Services and Professional Development Division are:

- 9-1-1 Communications Center
- Operations Research Program
- Professional Development Program
- Health and Safety Program

The division provides the technical and training support necessary for a modern fire department. Information Technology, Professional Development, Continuing Education requirement, data analysis, communication configuration, response plan configurations, radio and telephone needs, Wellness/Fitness Initiative, safety analysis, all fall under the direction of the Technical Services and Professional Development Division.



Chief Calvin Shanks
Fire Assistant Chief
Technical Services and
Professional Development Division

On Friday Dec. 12, recruits from Class 87 participate in Live Fire Training. Recruits simulate responding to a structure fire, a vehicle fire and a flowing gas fire. Photo by Samantha Esriche.



9-1-1 Communications

The purpose of the 9-1-1 Emergency Communications program is to provide emergency and non-emergency communications and dispatch services to the public and emergency responders so they can experience timely, accurate and proper emergency response.

Strategic Achievements

57,149 Medical Dispatches Completed

7,878 Fire Dispatches Completed

247,253 Police Dispatches Completed

Peter Fargo



9-1-1 Communications Manager

The 9-1-1 Communications Center is the first contact a citizen of El Paso makes when they are experiencing an emergency. The calltakers and dispatchers take great pride in providing the best service they can to these people in

need; whether to send an ambulance for a heart attack or stroke victim, or to quickly notify police of a burglary or assault, the men and women at the 9-1-1 Communications Center want to make it happen, and make it happen fast.

In 2014, the 9-1-1 Communications Center received

563,523 calls for help. Each of these calls represented someone in need, something those at the Communications Center take seriously. Peter Fargo was joined the 9-1-1 Communications Center in January of 2014, having 12 years experience with the City of El Paso. The center ensures that each calltaker/dispatcher is certified, and attends courses on: call handling, CPR, call prioritizing, call distribution, caller situations, pre-arrival instructing and other subjects to help the calltaker help the caller.

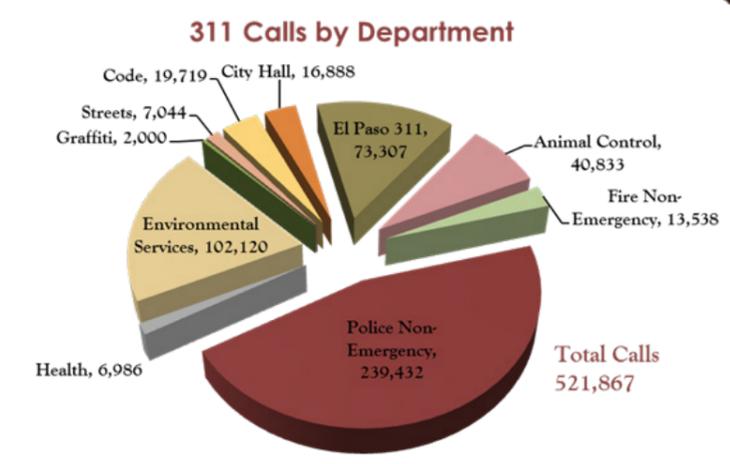
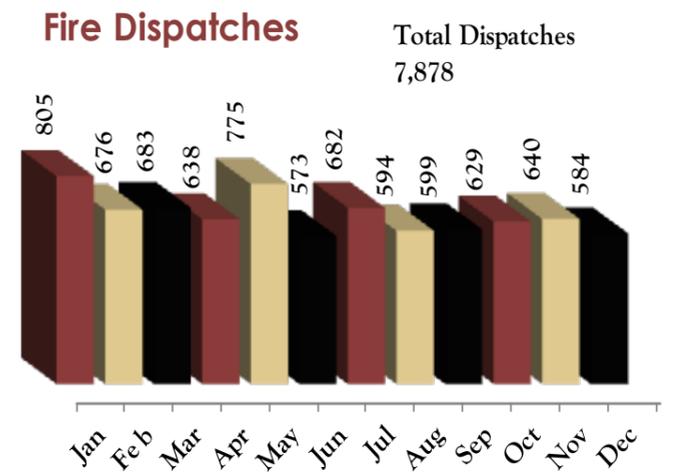
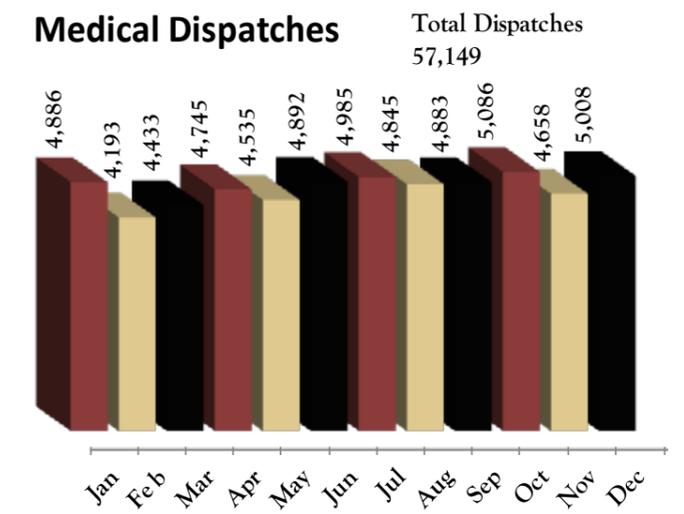
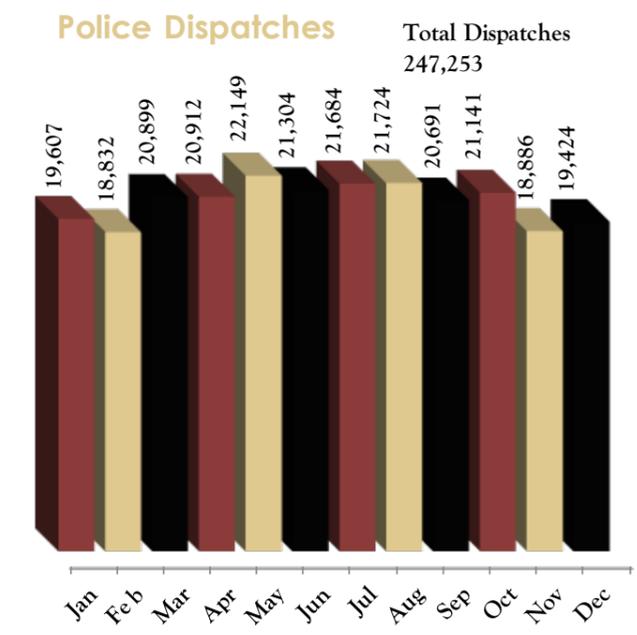
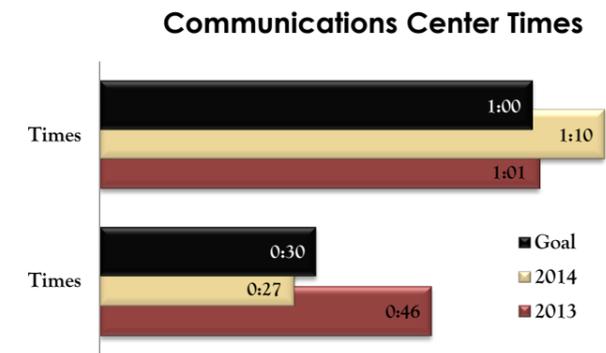
The center also houses the 311 Center, an advisory and information call taking center for non-emergency notifications and requests from the public. The 311 Center received 521,867 calls, which it answered or directed to the proper city department. This invaluable asset helps the keep 9-1-1 calltakers available to answer emergency calls.

The 9-1-1 Communications is the Public Safety Answering Point (PSAP) for the County of El Paso. The center houses the calltakers, and the dispatchers for El Paso Police Department, El Paso County Sheriff's Department and the El Paso Fire Department. Using technology such as Computer Aided Dispatching (CAD) and Automatic Vehicle Locating Systems (AVL), the dispatchers can ensure that the best and closest unit for the emergency is sent.

Accomplishment

Completion of the P25 Digital Radio System project

Photos by PIO Carlos A. Briano.



Health and Safety

The purpose of the Health and Safety Program is to provide work place safety, personnel wellness and fitness assistance services to El Paso Fire Department employees so they can have a safe and healthful working environment and improved physical and behavioral health.

Strategic Achievements

- 100% of Department completed Annual Physicals
- 42% Reduction in Dept. Motor Vehicle Accidents (MVAs)
- 31% Reduction in On-the-Job Injuries (OGIs)

Chief Art Provencio
Battalion Chief
Safety Officer



The Health and Safety Program is lead by Chief Art Provencio, a 24-year veteran of the El Paso Fire Department who was assigned as the Safety Officer for the department in March 2013. The Health and Safety Program has several aspects. The program oversees the requirement, by contract, for providing a complete physical annually to all El Paso Fire Department personnel. The physical provides blood tests, hearing and vision tests, pulmonary function test, stress test, physical ability test and body mass index measurements.

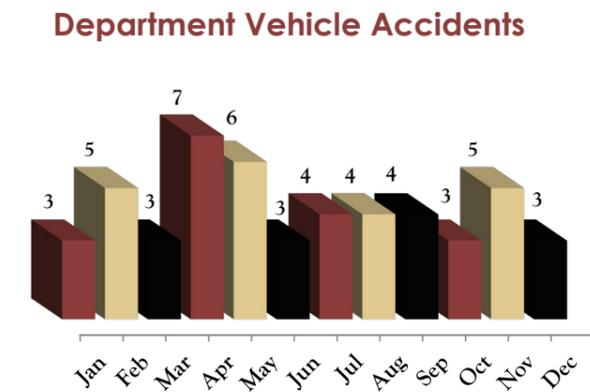
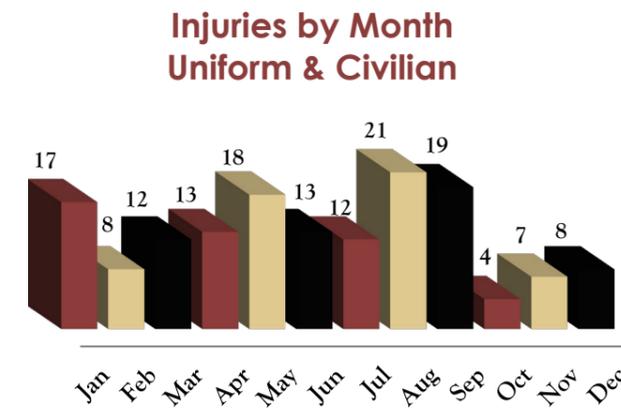
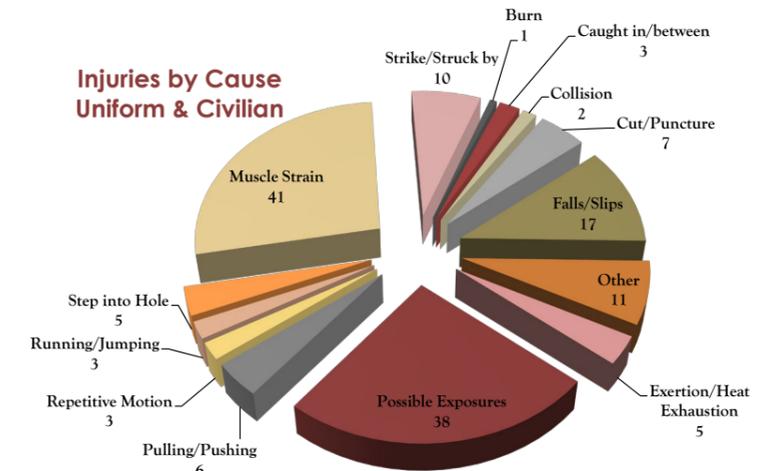
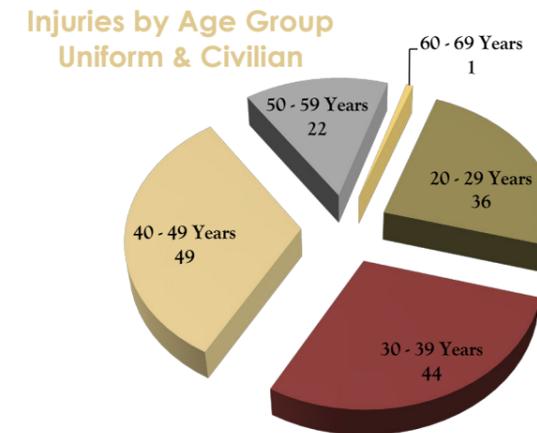
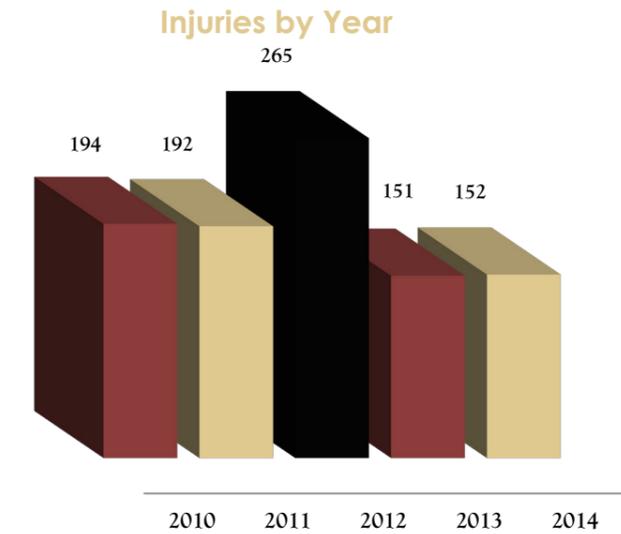
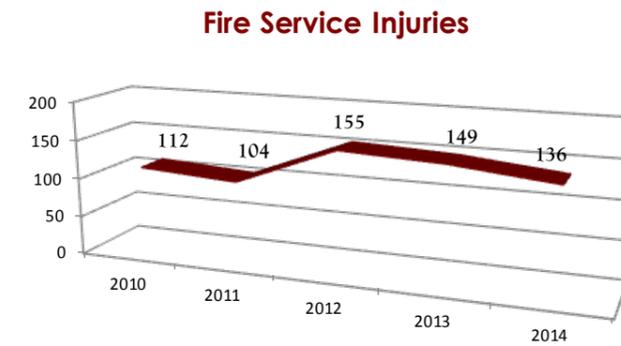
Chief Provencio is also the Safety Officer for the department and provides both on scene safety assessment at large fires and safety training for personnel. This essential part of scene management ensures the safety motto "everyone goes home."

The Health and Safety Program is also responsible for directing the Wellness/Fitness program. This program is part of a national wellness/fitness initiative which has support from the International Association of Fire Fighters (IAFF) and the International Association of Fire Chiefs (IAFC). The goal of the Wellness/Fitness Initiative is to ensure that firefighters have access to fitness and health instruction from certified Physical Fitness Trainers (PFT) so that they can continue a long career being healthy, and retire with that same good health. The initiative also provides for a process for injured firefighters to regain their fitness and return to duty with the aid of a physician and the PFTs. As part of the initiative, a Wellness/Fitness assessment, as well as a physical ability test, provide each person with a good understanding of their fitness level, and provides the means to improve it.

Accomplishment

Initiation of Wellness/Fitness program assessments
Reduction in: MVAs, OJIs and Days Lost Due to Injury

Photo by PIO Carlos A. Briano.



Operations Research

The purpose of the Operational Research Program is to provide analysis, records management and decision support services to the El Paso Fire Department so they can have timely, accurate and useful information to make service level decisions and report on operations performance to the public.

Strategic Achievements

5,070 Incident Report Audits Completed
 4,031 Open Records Requests Completed
 119,725 Reports Delivered

Chief Kevin Mende
 Battalion Chief
 Operations Research Chief



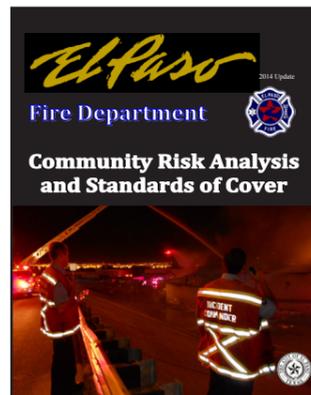
The Operations Research Program is directed by Chief Kevin Mende, a 27-year veteran of the department who began his assignment with Operations Research in February 2014. With a staff of three personnel, the Operations Research Program is the data analysis/data recording office for the El Paso Fire Department.

The program oversees all the strategic planning documents of the department.

Standards of Cover

The Standards of Cover document is the result of the risk assessment of the City of El Paso in regards to fire and other emergencies. This risk assessment and strategic planning process included both external customers (citizens, business owners, governmental representatives, education and health personnel) and internal customers (fire department uniform and civilian personnel).

The document provides an overview of the following: Description of the Community Served, Services Provided by the El Paso Fire Department, Community Expectations and Goals, Community Risk Assessment and Risk Levels, Summary of System Performance, Performance Objectives and Measurements, Compliance Methodology, and Overall Evaluation and Conclusions.



The Standards of Cover document provides the citizens of El Paso with the record of how the El Paso Fire Department is responding to the incidents which occur in the city. This includes the amount of time (90th percentile) that it takes for the department to respond, and the amount of personnel and apparatus that will respond to each specific type, and level of incident.

Strategic Plan

The Strategic Plan of the El Paso Fire Department was a direct result of the strategic planning process used in creating the Standards of Cover. During the strategic planning process, the strength and weaknesses of the

department were discussed. These discussions lead to developing the strategic goals of the department. The issues identified were: an aging infrastructure/rapidly expanding city, need for diversification and professional development of personnel, probability of reduced federal



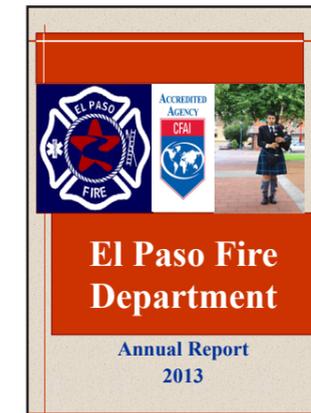
funding, increasing focus on preventive healthcare for the community, adoption of new and potentially disparate technology, and the increase in Fire Department personnel injury rates and motor vehicle accidents (MVAs).

Using these issues, the department developed SMART (Specific, Measureable, Attainable, Realistic, Time Based) goals for each of the programs to achieve. These goals ranged from reduction in MVAs for the department, to the increase of people in the community who are trained in CPR. The department monitors progress towards completed the goals each month, and reviews them annually for amending as needed.

Self-Assessment Manual

The Self-Assessment Manual is the method by which the department goes from where it is (Standards of Cover) to where it wants to be (Strategic Plan). As part of the accreditation process, the self assessment process allows each program to review how it achieves objectives, and to formulate plans for achieving goals. The Self-Assessment Manual is broken into 10 categories: Governance and

Administration, Assessment and Planning, Goals and Objectives, Financial Resources, Operations, Physical Resources, Human Resources, Training and Competency, Essential Resources, and External Systems Relations.



Annual Report

The El Paso Fire Department Annual Report is a published document available to the public that outlines both the accomplishments achieved by the department and the performance of the programs

for the calendar year. The publication features a variety of explanations and graphs to show what the department does and how well it does it.

Accomplishments

- Completion of updated Standards of Cover document
- Completion of Self-Assessment Manual
- Implementation of revisions from Critical Task Analysis for responses
- Upgrade of DECCAN software
- Full utilization of City Pulse software by program managers
- Rescue Optimization Analysis
- Rescue 7 Implementation Analysis
- Station 5 Implementation Analysis
- Station 36 Impact Analysis
- Turn Out Time Process Analysis
- CAD/MPS Upgrade Impact Analysis



Professional Development

The purpose of the Professional Development and Training Program is to provide education, training, mentoring and certification services to fire department personnel, regional agencies and the public so they can have the knowledge, skills and abilities to achieve the department's strategic and operational results and promote a safe and hazard resilient community.

Strategic Achievements

55,177 Medical and Fire CE Hours Provided

48,656 Recruit Contact Hours Provided

444 Hours of Outside Agency Facility Use

Chief Jorge Cortez

Battalion Chief



Training Chief

The Professional Development and Training Program is directed by Chief Jorge Cortez, the Training Chief for the El Paso Fire Department. Having been assigned the position in March 2013, he brings 21 years of firefighting experience. The El Paso Fire

Department Training Academy has a staff of 11 personnel: two Captains, three Lieutenants, four Fire Paramedics/FSTs, and one Firefighter. These personnel are tasked with a large variety of training and educational objectives.

Veteran Training: The academy must ensure that each individual on the department receives adequate continuing education hours to continue in their certifications.

These certifications range from Texas Commission on Fire Protection certifications (Basic Firefighter, Driver/Operator, Fire Instructor I, Fire Instructor II, Fire Instructor III, Fire Officer I, Fire Officer II and Fire Officer III) to Texas Department of State Health Services medical certifications (EMT- Basic, EMT-Intermediate, Paramedic and Licensed Paramedic).

Recruit Training: The El Paso Fire Department Training Academy is authorized by the Texas Commission on Fire Protection (TCFP) to provide certified training in all specialties. The academy is also authorized by the Texas Department of State Health Services (TDSHS) to provide EMT-Basic certification training. With these two important courses, the El Paso Fire Department trains 60 to 100 firefighter trainees every year to fill the vacancies of a growing department.

Online Training: The El Paso Fire Department Training Academy is one of only a few Texas fire academies authorized by TCFP to provide on-line courses for the certifications of Driver/Operator, Fire Officer I, II and III, and Fire Instructor I, II, and III. In 2014, 184 students participated in eight online courses.



Graduating Classes

Class 86

Anguiano, Ruben
Cabrera, Christopher
Coleman, Ronnie
Dorantes, Carlos
Guardado, Carlos
Marquez, Raul
Ramos, Eric
Simental, Paulino

Class 87

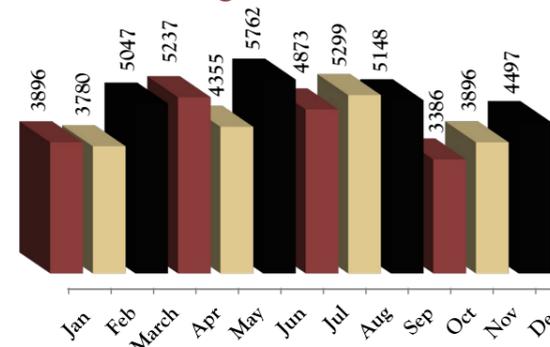
Acosta, Fabian
Alvarado, Juan M.
Arriola, Orlando A.
Barron, Rudy
Bilbo, Christian E.
Cain, Wyatt A.
Camacho, Miguel
Carrillo, Romualdo
Castañeda, Daniel
Castillo, Steve
De La Rosa, Mauro
De Santiago, Isaac I.
Enriquez, Bobby L.

Esparza, Arturo
Facio, Jose J.
Franco, Christopher M.
Gallardo, Sergio E.
Garcia, David A.
Guzman, Alexander J.
Hall, Kipp
Huie, Enrique R.
Mann, Jon W.
Martinez, Julian
Medina, Joshua M.
Mendez, Aaron J.
Morales, Valerie N.
Muñoz, Ernesto S.
Murillo, Jose A.
Razo-Saenz, Luis C.
Reyna, Josue
Rodriguez, Emerson A.
Rodriguez, Jose D.
Romero, Isaac D.
Sandoval, Daniel A.
Sandoval, Erik
Santana, Adrian
Sheldon, Christopher J.

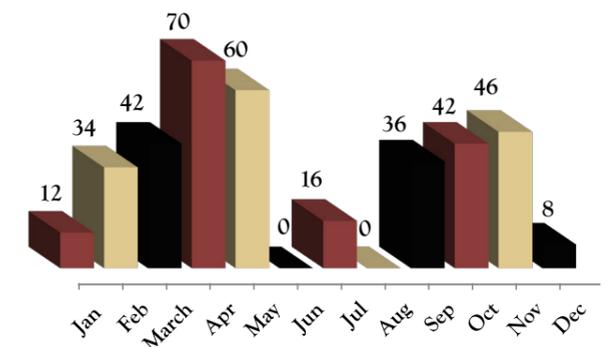
Veik, Thomas M.
Wherrey, Steven A.

Paramedic Class
Acata, Abram
Aguirre Jr., Luis H.
Bermudes, Julian
Del Rio, Gabriel
Garcia, Joel
Gonzalez, Roy
Gutierrez, Erik
Hernandez, Erik
Hernandez, Jose A.
Hernandez, Justin
Jimenez, Julio C.
Moncada, Erik
Morales, Marco A.
Palomo, Adrian J.
Puentes, Lorenzo
Rivera, Samson
Romero, Manuel
Sadler, Aaron
Trevino, Gabriel

Continuing Education Hours



EPCC Training Academy Use Hours



Fallen Firefighter Prayer

A Prayer For Fallen Firefighters.

You were a Firefighter so Brave and Strong,
You didn't know something would go wrong.

But it happened on that day,
It happened and it took your life away.

We Prayed for you and the ones you love,
But God needed you and took you above.

You were a Firefighter so Brave and Strong,
Who knows, it may not be long.

I too will lose my life to fate,
But I know you will meet me at the pearly gate.

We are Firefighters and I say that with Pride
We stand together side by side.

Please watch over me from up above,
So I won't leave the ones I Love.

You were a Firefighter so Brave and Tall,
Always willing to risk it all.

We are Firefighters and I say that with Pride,
And I know that you will be my guide.

So help me through the smokey maze,
and help me fight the dancing blaze.

Please help me keep it from spreading wild,
and help me hear the frightened child.

We are Firefighters and I say that with Pride,
We stand together side by side.

IN MEMORY OF OUR



WARE, F. L.	08-14-10
STRANGE, S. N.	06-05-30
WILSON, J. W.	06-05-30
BLOXOM, W. F.	02-14-34
WERLE, L. E.	11-10-37
BIDDLE, R. A.	06-17-44
GONNELL, N.	05-31-50
STULTZ, C. W.	05-13-51
PENNELL, R. H.	10-07-51

FA
HELM
WYCK
MORA
BAIRD
SOTO,
CAVIN
CASTI

