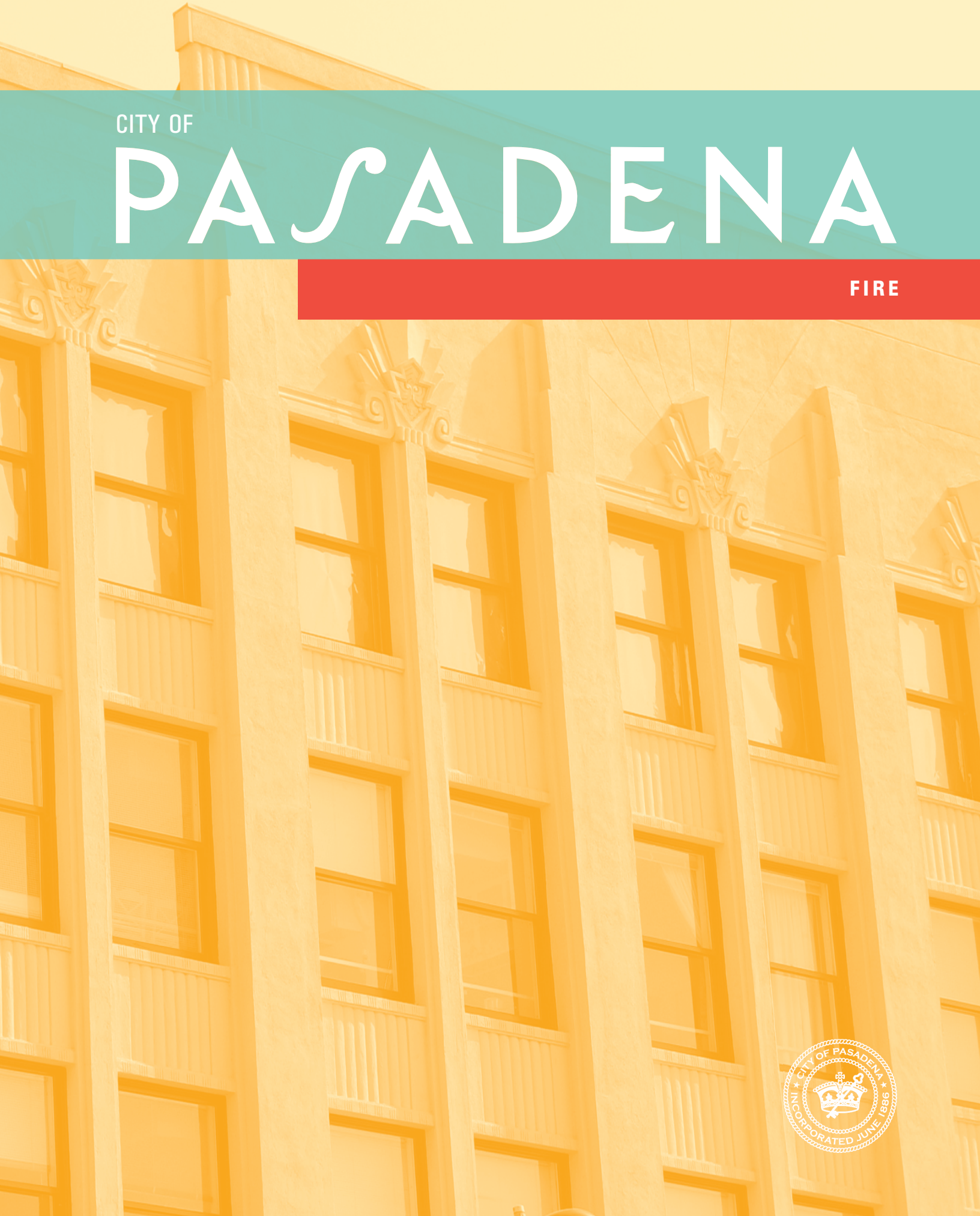
CITY OF

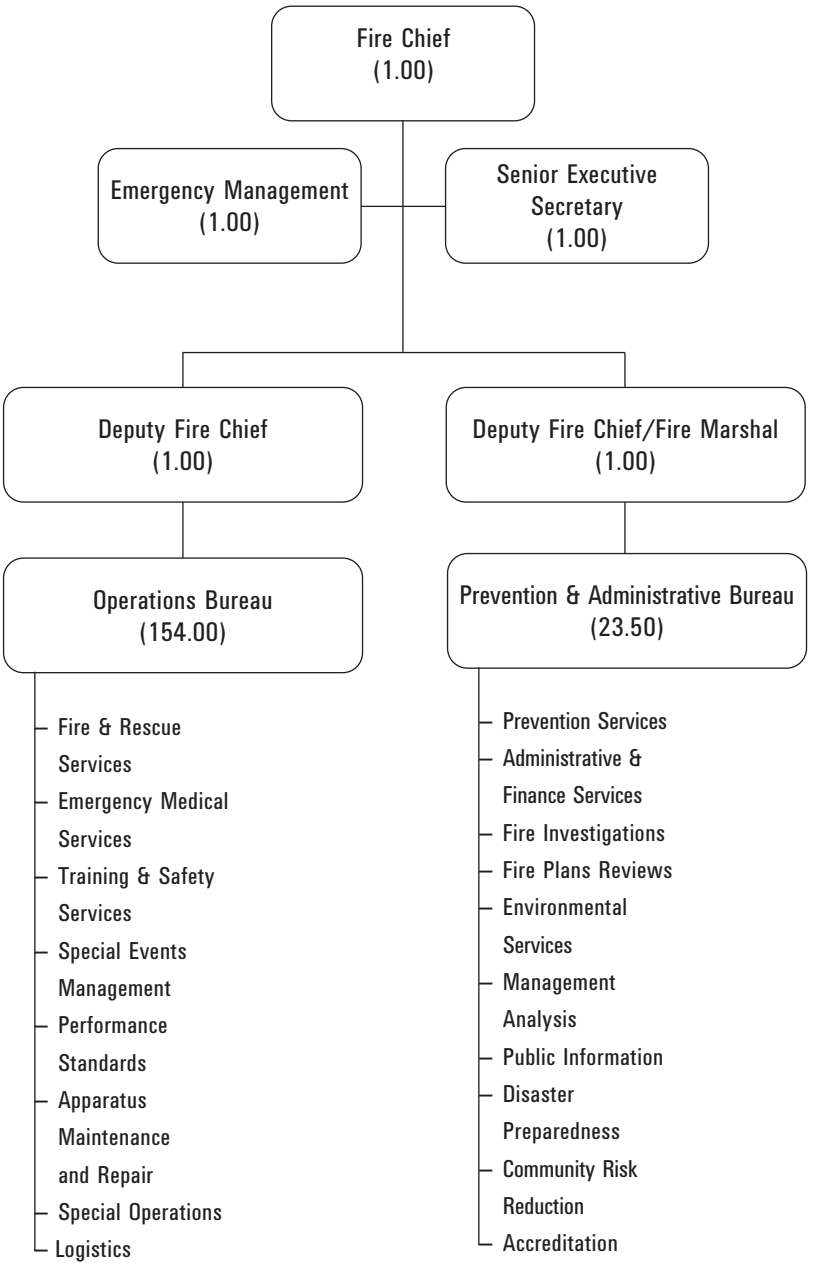
PASADENA

FIRE



CITY OF PASADENA

FIRE



MISSION STATEMENT

The mission of the Pasadena Fire Department is to provide protection of life, property, and the environment from the effects of fires, medical emergencies, and hazards; we engage the community in our mission through progressive community outreach.

PROGRAM DESCRIPTION

The Department functions under the delegated authority of the Fire Chief within two Bureaus: Fire Prevention and Administration, and Fire Operations, to fulfill its mission, goals, and objectives.

FIRE PREVENTION AND ADMINISTRATION BUREAU

Fire Administration Division

The mission of Fire Administration is to provide leadership and vision for the Department that is consistent with City Council policies and community expectations. Fire Administration also supports the success of our members by budgeting for training opportunities and state-of-the-art equipment, and provides leadership in city-wide emergency management. The Division supports the Department's efforts to maintain a safe community and contribute to an improved quality of life by providing effective and progressive public safety services. By engaging the community in our mission through open and continuous outreach, the Department seeks to ensure that our services are industry-leading and relevant to the needs of our residents, visitors, and businesses. By applying the core values of Accountability, Integrity and Flexibility, the Department leads Pasadena toward a safer, more secure and prosperous community for the future.

Fire Administration's overall responsibilities include management of fiscal affairs, personnel, and emergency and disaster services. The Division is responsible for agenda reports, training records, budgeting, procurement, payroll, information technology management, personnel actions, grants, strategic planning, performance appraisals, and administrative oversight of the Verdugo Fire Communications Center (VFCC). Fire Administration also fosters and maintains relationships and partnerships with other city departments, community groups and organizations, neighboring jurisdictions and government agencies in order to contribute the highest levels of services to our community.

Fire Prevention Division

Fire Prevention strives to reduce risks and losses associated with fires, burns, and environmental hazards. The Division uses a customer-centered approach in its public education programs and code development and enforcement initiatives, which are designed to prevent and minimize harm to our community. Additionally, Fire Prevention provides technical assistance to other city departments for items related to fire codes. Safety and prevention is accomplished through plan reviews, inspections, hazardous vegetation mitigation, monitoring and regulating the storage and use of hazardous materials, fire investigations, and a variety of community awareness programs.

FIRE OPERATIONS BUREAU

The Fire Operations Bureau maintains a constant state of readiness for emergency response through training, maintenance of equipment, and a desire to serve our community. The Department is an all-risk fire department and provides the community with fire suppression responses, emergency medical services (EMS), technical rescue and hazardous materials responses. The Operations Bureau responds to all natural and man-made emergencies and non-emergency public assistance incidents. The Operations Bureau includes the EMS and Training Divisions.

The Operations Bureau concentrates on the most traditional elements of the Department's mission and is responsible for all duties relating to emergency responses. The Operations Bureau maintains constant readiness and provides 24-hour care including transportation of the sick and injured to medical facilities.
Fire Operations provides fire protection and mitigation services within structures, vehicles, and in vegetation and wildland-urban

interface zones. Depending on the risk, type, and location of the incidents, the Department dispatches resources from its eight engines, two trucks, five rescue ambulances (RAs), and shift Battalion Chief. Cross-staffing provides a Type 1 Heavy Urban Search and Rescue (USAR) unit, a water tender, a brush patrol unit, a strike team command vehicle, and a rescue support vehicle. The Department has four reserve engines, two reserve trucks, six reserve RAs, and one reserve command vehicle. The reserve RAs are also available for immediate use during special events. The EMS Division is also responsible for the paramedic program, emergency medical technician (EMT) program, in-service medical training, and planning, staffing, and operations of EMS coverage for special events. The EMS Division manages custody of records and billing for these services, training for EMTs and paramedics, coordinates with the Mobile Intensive Care Nurses (MICN), and manages the EMS Reserve (EMSR) Unit. The EMSR program augments emergency medical and disaster services with certified EMT volunteers. EMSRs may also operate as a third-person on the RAs and provide medical services at large public events.

Emergency medical services are provided to the community through the five RAs each staffed with two Advanced Life Support (ALS) firefighter paramedics, a paramedic on each of the eight ALS engine companies, and two Basic Life Support (BLS) truck companies. The Department also has the capability to staff two ALS rescue carts, two-person bike teams consisting of a paramedic and an EMT, and other combinations as necessary. These units are equipped to meet the standards set forth by the Los Angeles County Department of Health Services (DHS) Emergency Medical Services Agency (EMSA). The EMS Division is the liaison for state and local EMSA base station and reserve receiving facilities. The Division also works in conjunction with a Nurse Educator and Medical Director from Huntington Memorial Hospital to oversee the Department's Continuous Quality Improvement (CQI) program. The CQI program tracks medical indicators based on patient outcomes across the Pasadena community.

The Operations Bureau also manages fire prevention programs, hazard abatement services, pre-fire planning, public education programs and in-service training. Logistical support is provided through facilities maintenance, communications, and equipment and apparatus maintenance and replacement.

DEPARTMENTAL RELATIONSHIP TO CITY COUNCIL GOALS

Ensure Public Safety

The Fire Department supports the City Council's goal of ensuring public safety through its efforts to protect life and preserve property. The Department provides exceptional emergency services, responsive code enforcement, and quality customer-centered public education. The Department continues to focus on community participation in prevention and education efforts.

FISCAL YEAR 2017 ACCOMPLISHMENTS

The Department is honored to be one of only 45 of the 30,052 fire departments in the United States that are both Insurance Services Office (ISO) Class 1 and Accredited by the Center of Public Safety Excellence's (CPSE) Commission on Fire Accreditation International (CFAI). In the State of California, only four fire departments have achieved both distinguished results. (April 2017).

The Department accomplished the following during Fiscal Year 2017:

- Responded to 19,381 incidents in CY 2016 (3,334 Fire; 15,296 Medical; 686 Service; 65 Other). This is a 2.7 percent increase in incident volume from CY 2015;
- Received approval of our first Annual Compliance Report (ACR) 2016 from the Commission on Fire Accreditation International (CFAI) and maintained Accredited Agency status;
- Maintained ISO Class 1 Public Protection Classification rating. The Class 1 rating is the highest possible given to any fire

department nationwide; a Class 1 ISO rating generally offers lower premiums in local business and residential property insurance rates;

- First of the VFCC agencies to establish a nationally recognized Safety Officer Program, to certify new Officers as Incident Safety Officers;
- Assisted in seven strike team incidents from June to September 2016 as part of the state-wide wildland response program to fight fires;
- Introduced the Map Your Neighborhood (MYN) curriculum to a total of 652 residents;
- Completed over 9,500 building and property inspections;
- Determined causes of fires across 84.0 percent of fire incidents;
- Provided 31 Open Houses and Station Visits;
- Provided Sidewalk CPR training to over 350 participants;
- Conducted an inaugural Community Emergency Response Team (CERT) course for businesses;
- Increased followers on Facebook and Twitter;
- Obtained two Homeland Security grants, Urban Area Security Initiative (UASI-15) Grant Program for Swift Water training and (UASI-16) for Urban Search and Rescue training and equipment;
- Completed drought tolerant landscaping for three fire stations;
- Began building of a Ladder Truck to be completed by the end of the fiscal year;
- Received and placed into service a Rescue Ambulance;
- Conducted National Fire Incident Record System (NFIRS) annual training;
- Inspected and serviced over 1,450 fire hydrants across the City;
- Worked collaboratively with VFCC to implement response time analytics software and track performance and activity more effectively;
- Implemented the Electronic Log Book for firefighters;
- Graduated twelve lateral firefighter paramedics;
- Participated the quarterly Regional Task Force Mobile Exercises;
- Provided life safety and emergency care which included planning and developing incident action plans for the Rose Parade and Rose Bowl game;
- Managed and facilitated fire prevention, life safety and emergency responses for the Rose Bowl, UCLA football season plus sixteen major Special Events;
- Purchased and implemented automatic external defibrillators;
- Re-certified all sworn personnel in basic life support following American Heart Association (AHA) guidelines;
- Received State of California approval of the City's new Emergency Operations Plan, designed to provide a framework for the City's response to man-made or natural disasters;
- Completed two 21-hour CERT courses; Completed annual testing of hydraulic rescue tools, apparatus pumps, ladders, and hose;
- Responded to Honor Guard and bag piper requests;
- Maintained complete annual review and update of the Infectious Disease Plan;
- Completed Los Angeles County Department of Health Services, Emergency Medical Service audit with no action item;
- Trained 30 probationary firefighters;
- Completed Mass Casualty training;
- Completed 2,621 hours of EMS continuing education across the Department;
- Developed a licensed skilled nursing facilities fee;
- Implemented Target Solutions as a web-based training platform to increase accessibility to training;
- Worked collaboratively with DoIT to maintain and update the Fire Prevention Inspection System, and utilize up-to-date GIS software for incident analysis;
- Completed Solar Panel training to the Operations Bureau;
- Provide over 30 General Disaster Preparedness Presentations to community organizations, businesses, and schools, with an emphasis on fire prevention;
- Applied over 10,000 gallons of fire retardant in wild fire prone areas;

- Conducted over 1,100 hours of public education events across the Department;
- Coordinated the Hazardous Vegetation Mitigation Program and inspected 3,984 properties located in Very High Fire Hazard Severity Zones; and
- Participated with the Community Resources Against Street Hoodlums (CRASH) team to manage non-compliant and nuisance properties.

FISCAL YEAR 2018 ADOPTED BUDGET

Operating Budget

The FY 2018 Adopted Budget of $46,551,181 is $1,744,147 or 3.9 percent higher than the FY 2017 Revised Budget.

Personnel

A total of 182.50 FTEs are included in the FY 2018 Adopted Budget. This represents an increase of 1.50 FTEs from the FY 2017 Revised Budget. An additional 1.00 FTE Plans Examiner and an increase of a .50 FTE to a 1.00 FTE Senior Office Assistant. Both of these positions are funded out of the Building Services Fund. Of the total, 177.50 FTEs are budgeted in the Department's General Fund. The remaining 5.00 FTEs are budgeted in the Building Services Fund.

YEAR-OVER-YEAR BUDGET CHANGES

General Fund - 101

The FY 2018 Adopted General Fund Budget of $44,958,337 is $1,024,933 or 2.3 percent higher than the FY 2017 Revised Budget. The increase is largely the result of contractual increases in salaries and other non-discretionary increases in personnel. Services and Supplies remain unchanged. Equipment costs also remain unchanged. Internal service charges reflect an increase of $306,538 or 8.4 percent resulting from non-discretionary increases to align the budget to actual expenditures incurred for fleet maintenance.

Building Services Fund - 204

The FY 2018 Adopted Building Services Fund Budget of $871,142 is $196,522 or 29.1 percent higher than the FY 2017 Revised Budget. The increase is the result of the movement of 1.00 FTE from the General Fund to the Building Services Fund as well as the increased funding of a .50 FTE Senior Office Assistant to 1.00 FTE. An additional cost for a 1.00 new FTE Plans Examiner was off-set by a reduction to contract services. The Fire Department has three personnel that perform plan checks along with a Fire Inspector and a Senior Office Assistant who charge their time directly to the Building Services Fund while continuing to report directly to the Fire Chief.

Fire Grants Fund - 230

The amount awarded to the Fire Department for FY 2018 is $17,568 less than to FY 2017. This fund records all grant activity for Fire, Police and occasionally, the Public Health Department.

New Year's Day General Fund Events – 106

The FY 2018 Adopted Budget is remaining the same as the FY 2017 Revised Budget. This fund records all activities for any City department that has a role or responsibility for New Year's Day events.

General Fund Projects Fund - 105

The FY 2018 Adopted Budget is $540,266. A change in accounting methodology for FY 2018 is now recording revenue and expenditures separately whereas in FY 2017 these amounts were combined in the expense categories. This fund captures the expected expenses at the Rose Bowl game and activities.

FUTURE OUTLOOK

- Develop the 2017-2022 Strategic Plan;
- Continue progress towards achieving CFAI's strategic and specific recommendations, including obtaining adequate training facilities capable of supporting training requirements based upon hazards and risks;

- Uphold Accredited Agency status from CFAI through submission of Annual Compliance Reports and re-accreditation process;
- Provide training for personnel for the use of new apparatus and equipment placed into service;
- Conduct annual apparatus pump, ladder, and fire hose testing to meet industry standards;
- Replace fire apparatus and ambulance units in accordance with the replacement schedule;
- Expand the CERT program along with the Disaster Advisory Council;
- Conduct ongoing disaster and risk reduction programs with community stakeholders;
- Conduct virtual Emergency Operations Center (EOC) Management Training for all city departments;
- Conduct two full EOC exercises and quarterly trainings for EOC responders;
- Ensure all city staff maintains the proper level of training in the National Incident Management System (NIMS), as required by FEMA;
- Train personnel in the role of Basic Life Support (BLS) instructors;
- Certify personnel in the function of Advanced Life Support (ALS) certifications and Pediatrics Advance Support;
- Implement a pilot Interosseous Program to facilitate access for medication administration;
- Enhance the ePCR system to ensure more timely and efficient billing;
- Complete annual assessments of properties located within the Very High Fire Hazard Severity Zones throughout the City;
- Maintain ISO Class 1 Public Protection rating;
- Review fees for services and other cost recovery initiatives;
- Enhance the Hydrant Maintenance Program and Company Inspection Program;
- Comply with mandated training requirements for all personnel;
- Implement a new false fire alarm billing program;
- Maintain an active recruitment program to fill current and anticipated vacancies;
- Provide for needed remodel or replacement of aging fire facilities;
- Continue monthly, quarterly, and biennial appraisals of department programs to evaluate outcomes and measure effectiveness in risk reduction and emergency responses;
- Review and update the Department's Standards of Cover document as necessary, and assess deployment based on the most current and relevant department data;
- Implement pre-fire planning for all target hazards in accordance with national standards; and
- Identify and incorporate more specific risks and target audiences into the Department's public education programs to improve risk reduction across the community.

SUMMARY OF APPROPRIATIONS BY EXPENSE CATEGORY

(In Thousands)

Expenditure Category	FY 2016 Actuals	FY 2017 Adopted	FY 2017 Revised	FY 2018 Adopted
Personnel	$36,436	$37,346	$37,346	$39,048
Services & Supplies	2,883	3,543	3,694	3,444
Internal Service Charges	3,952	3,643	3,643	3,949
Operating Transfers Out	446	13	13	13
Capital Outlay	0	97	112	97
Fire Total	**$43,717**	**$44,642**	**$44,807**	**$46,551**

SUMMARY OF APPROPRIATIONS BY DIVISION

(In Thousands)

Division	FY 2016 Actuals	FY 2017 Adopted	FY 2017 Revised	FY 2018 Adopted
Fire Administration	$1,918	$2,783	$2,813	$2,431
Fire & Environmental Safety	4,050	4,515	4,515	4,320
Fire Operations	37,313	37,344	37,479	39,800
Fire - Outside Events/Jobs	436	0	0	0
Fire Total	**$43,717**	**$44,642**	**$44,807**	**$46,551**

SUMMARY OF APPROPRIATIONS BY FUND

(In Thousands)

Fund	FY 2016 Actuals	FY 2017 Adopted	FY 2017 Revised	FY 2018 Adopted
101 - General Fund	$42,405	$43,768	$43,933	$44,958
105 - General Fund Projects Fund	706	0	0	540
106 - New Years Day Genl Fund Evnts	72	90	90	90
204 - Building Services Fund	364	675	675	871
230 - Fire Grants Fund	170	109	109	91
Fire Total	**$43,717**	**$44,642**	**$44,807**	**$46,551**

SUMMARY OF FTEs BY DIVISION

Division	FY 2016 Actuals	FY 2017 Adopted	FY 2017 Revised	FY 2018 Adopted
Fire Administration	9.50	9.50	9.50	9.50
Fire Operations	157.00	157.00	157.00	158.00
Fire & Environmental Safety	14.00	14.50	14.50	15.00
Fire Total	**180.50**	**181.00**	**181.00**	**182.50**

PERFORMANCE MEASURES			FY 2016 Actual	FY 2017 Target	FY 2017 Mid-Yr Actual	FY 2018 Target
Council Goal:	**Ensure Public Safety**					
Objective:	Protect property from fire and other hazards.					
	1	First fire engine to arrive within 6:20 min of dispatch to structure fires.	95%	90%	98%	90%
	2	Percentage of fires confined to container of origin.	90%	90%	95%	90%
	3	Percentage of investigations where fire causes are determined.	79%	80%	88%	90%
	4	Percentage of first responders completing 16 hours of training per month.	60%	80%	65%	80%

NOTE
(1) In FY 2016, the Fire Department responded to 19,488 unique incidents. This is a 7% call volume increase from FY 2015, with 18,237 unique incidents. Incident volume has increased by an average of 4% each year for the past five fiscal years.

Council Goal:	**Maintain fiscal responsibility and stability; Support and promote the local economy.**					
Objective:	Foster a learning environment and implement organizational development and training strategies that ensure an effective, productive, innovative and multi-skilled workforce.					
	1	First responders with basic life support (BLS) and an automated external defibrillator capacity to arrive within 6 minutes (metro/urban) and 12 minutes (rural) of being dispatched.	93%	90%	92%	90%
	2	First responders with advance life support (ALS) to arrive within 10 minutes (metro/urban) and 16 minutes (rural) of being dispatched.	99%	95%	98%	95%
	3	Percentage of cardiac arrest patients who have been transported and survived neurologically intact.	5%	20%	22%	20%
	4	Number of people receiving Sidewalk CPR Training.	250	300	26	300
	5	Percentage of city covered by Community Response Team (CERT) members.	65%	80%	73%	80%

NOTES
(1) In FY 2016, the Fire Department responded to 15,333 Medical category calls. This is a 7% Medical call volume increase from FY 2015, with 14,348 unique medical incidents. Of the 15,333 Medical calls, upon dispatch 11,862 calls were submitted as ALS and 3,471 calls were submitted as BLS.

(2) Performance Measure 3 is an indicator from the Department's EMS Continuous Quality Improvement (CQI) Program, managed by Huntington Memorial Hospital's Nurse Educator and Medical Director. The CQI Program tracks performance by calendar year to align with LA County programs. 'FY 2017 Mid-Year Actuals' reflect CY 2016 results. In LA County the percentage of cardiac arrest patients who have been transported and survived neurologically intact is about 9-10%.

(3) Performance Measure 4 reflects people receiving Sidewalk CPR throughout multiple events across the year. Major Sidewalk CPR events usually occur in the spring of each year.

(4) Performance Measure 5 reflects a ½ mile response radius of Pasadena community members who have completed full CERT training. The class includes an approved 17.5 hour Federal Emergency Management Agency (FEMA) curriculum and emphasizes regional hazards and hands-on training for critical life-saving skills during disaster situations.

PERFORMANCE MEASURES			FY 2016 Actual	FY 2017 Target	FY 2017 Mid-Yr Actual	FY 2018 Target
Objective:	Minimize fire and life safety hazards in buildings through fire prevention programs.					
	1	Percentage of target number of initial inspections completed annually by the Fire Prevention Bureau for fire prevention and life safety.	63%	90%	66%	90%
	2	Percentage of target number of initial inspections completed by Operations Division for fire prevention and life safety.	54%	80%	75%	80%
	3	Percentage of annual target number of initial Hazardous Materials inspections completed.	99%	100%	30%	100%
	4	Percentage of fire hydrants in the City that have been serviced and maintained annually.	9%	80%	34%	80%
	5	Percentage of properties located within the "Very High Fire Hazard Severity Zone" that are in compliance with Pasadena's Hazardous Vegetation Ordinance.	98%	90%	99%	90%

NOTES

(1) Performance Measure 1 includes inspections of high rise structures, institutional, educational and residential care facilities, public assembly occupancies, and citizen complaint inspections provided by Prevention Bureau Fire Inspectors.

(2) Performance Measure 2 includes inspections of businesses, factories, mercantile and storage occupancies, and multi-family residential structures performed by apparatus companies. Residential structures are inspected annually and businesses, factories, mercantile and storage occupancies are inspected on a triennial cycle.

(3) Performance Measure 3 is a new measure for FY 2018, and includes inspections of Hazardous Materials sites, Underground Storage Tanks, and the California Accidental Release Prevention (CalARP) Program.

(4) Performance Measure 4 is a new measure for FY 2018.

(5) Performance Measure 5 is a new measure for FY 2018. As of FY2017 Mid-Year there are 2,861 fire hydrants identified in the City.

Objective:	Ensure a high level of customer satisfaction with services.					
	1	Percentage of Medium sized plan checks processed within target time frames.	67%	80%	66%	80%
	2	Percent of Large sized plan checks processed within target time frames.	63%	80%	67%	80%

NOTES

(1) The average number of days for completing Medium plan checks in FY 2017 Mid-Year is 9.06 days, which is on average 1.2 days faster than in FY 2016.

(2) The average number of days for completing large plan checks in FY 2017 Mid-Year is 13.67 days, which is on average 6.81 days faster than in FY 2016.

(3) Performance Measures 1 and 2 reflect plan checks completed by the Supervising Fire Plans Examiner, Senior Plans Examiner, and consultants.