CITY OF ROCKLIN

FIRE DEPARTMENT

ANNUAL REPORT

JANUARY 1, 2017 –

DECEMBER 31, 2017

CITY OF ROCKLIN
FIRE DEPARTMENT

MESSAGE FROM THE FIRE CHIEF

As your Fire Chief, I am pleased to present the Rocklin Fire Department's 2017 Annual Report. This document is the Fire Department's way of communicating to our elected officials, our cooperating agencies, and most importantly our customers. The Annual Report is a compilation of the successes of our department, a brief snapshot of our most significant accomplishments, and a vision for the future.

As an "All-Risk" Fire Department, your Rocklin firefighters are in a special and unique position, and it is not one that we take lightly. Often, the first time we meet is on your worst day: your house has caught fire, your loved one has suffered a heart attack, you were involved in a traffic accident, or you have experienced any of the myriad of emergencies society is faced with in this day and age. It is because of this daily reality that we value the intentional, proactive, and positive impact we have on the community.

REVIEW OF SUCCESS

In 2017, the Fire Department began the implementation of a proactive, progressive, forward looking, and resilient fire and disaster response model based on Community Risk Reduction, developing Mission Tasked Rapid Response Teams, and focusing on data drive and evidence based decisions. The Department welcomed two new firefighters, but lost two firefighters to retirement. The loss of their institutional knowledge and over 60 years of combined experience will be missed, but we wish them a heartfelt 'thank you' for their service and sacrifice. As Fire Chief, I am filled with pride at the work-ethic, dedication, and professionalism of all Rocklin Firefighters. They have proven time and time again that they are the Department's greatest asset.

Accomplishments for 2017

- Another successful year with ZERO Civilian Fire Fatalities in the City of Rocklin
- Responded to an Increased Demand for Service with current staffing levels
- Implemented a New Service Delivery Model
- Began a Focus on Data Driven Decisions
- Continued Cooperative Service Agreement with City of Lincoln
- Expanded the Scope of Medical Services that all members provide to meet the changing needs of the Community
- Participated in the Development and Implementation of Regional Standard Operating Guidelines to improve the efficiency, effectiveness, and safety of response
- Utilized technological solutions (LEXIPOL, IMAGE Trend, and TeleStaff) to increase efficiency, effectiveness, accountability, and reliability

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VISION FOR 2018

Our biggest focus is always improving service delivery based on current and future needs, while recognizing and managing the future costs. As Fire Chief, I recognize that service to the community is often difficult to measure and that the value of the services we provide must exceed and excel in comparison to the operational costs. In the next year, the Department will look to modernize and expand the data sources and indicators used to measure and evaluate performance.

Key Initiatives for 2018

- Evaluate and Improve Data Validity and implement enhanced Data Analytics
- Define and finalize the future vision of Cooperative Services
- Evaluate Options for Cost Recovery
- Begin Data Collection and Analysis for a future Standards of Response Coverage and Fire Department Accreditation
- Modernize a Training Program with Target Training Solutions to provide efficient and effective Training and records Management
- Develop and Implement a Two-Year Training Plan

As the City of Rocklin celebrates its 125 year Anniversary, your fire department will continue to exceed customer expectations, provide exceptional service, and remain *In Omnia Paratus* – "Ready for all things."

Respectfully submitted,

William R. Hack
Fire Chief

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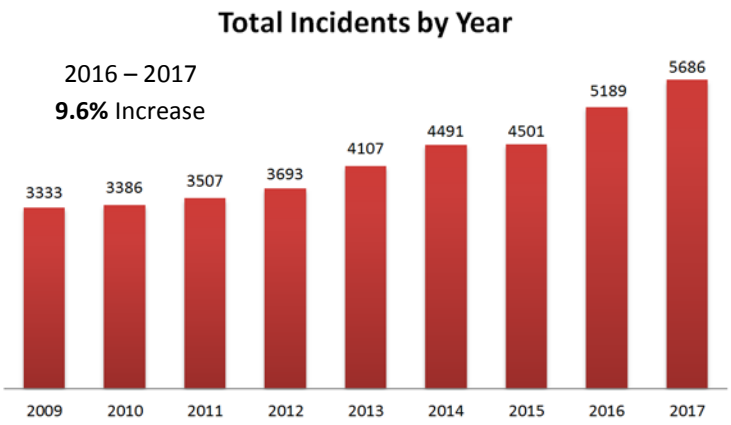
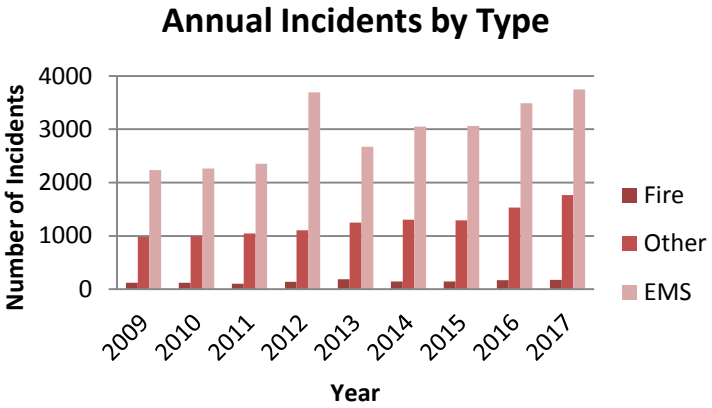
ROCKLIN BY THE NUMBERS

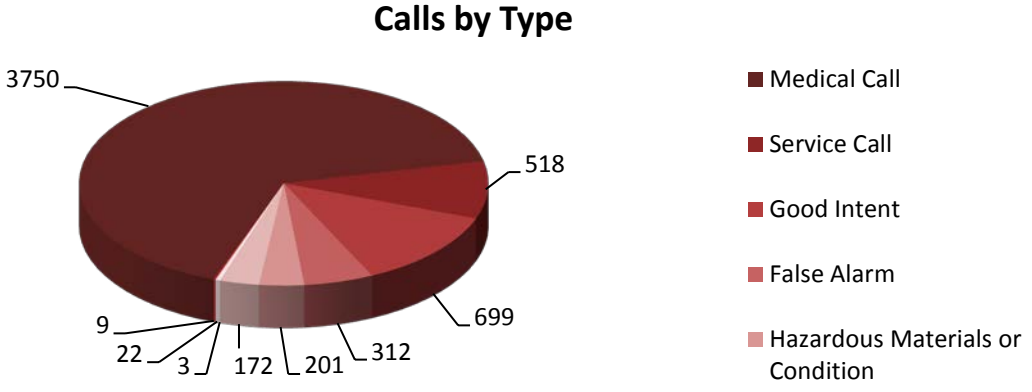
Over the years as our population and service area has increased, so have the requests for service. In 2017, Rocklin Fire Department responded to 5,686 incidents, a 9.6% increase from 2016. Specifically, calls for emergency medical service increased 7.4% to 3,750 incidents and fire incidents increased 1.2% to 172 incidents. Emergency medical incidents accounted for 66.0% of total calls and Fire incidents accounted for 3.0% of total incidents. The breakdown of incidents is similar to those experienced state-wide. The California State Fire Marshal reported that for 2014, of the reporting fire departments in the state, 3.1% of their responses were to fires and 64% were medical emergencies.

Rocklin provided Mutual or Automatic Aide to our cooperating agencies on a total of 331 incidents and received aide on 334 incidents.

Rocklin Fire Department responds to a myriad of incidents including, but not limited to: medical emergencies, fires, hazardous materials and conditions, technical rescues, and public assistance. Refer to "A Closer Look" for a specific categorization and break-down of the Call-Types.







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A CLOSER LOOK

TOTAL		5686
Medical Call		**3750**
	Illness/Injury	3579
	Vehicle Accidents with injuries	171
Service Call		**518**
	Assist Invalid	195
	Cover assignment, standby, move-up	17
	Assist Police or other governmental agency	52
	Smoke or odor removal	21
	Other (water or steam leak, unauthorized burning)	233
Good Intent		**699**
	Dispatched and Cancelled En-route	463
	No Incident Found on Arrival at Address or Wrong Location	94
	Smoke scare, odor of smoke	16
	Other (Hazmat release investigation, no release, authorized control)	126
False Alarm		**312**
	Smoke detector activation due to malfunction or unintentional	102
	Alarm system sounded, activation due to malfunction or unintentional	171
	Other (CO detector activation due to malfunction, sprinkler activation – no fire)	39
Hazardous Materials or Condition		**201**
	Vehicle accident (non-injury)	110
	Gasoline, oil or other flammable liquid spill	13
	Other (Electrical, Arcing equipment, Power line down, chemical spill)	78
Fires		**172**
	Structures	31
	Vehicle	24
	Grass, wild land	46
	Other (cooking, chimney, trash, etc.)	71
Overpressure		**3**
	Excessive heat, scorch burns with no ignition	3
	Overpressure rupture from steam, other	0
Rescue		**22**
	Extrication of victim from stalled elevator, vehicle or building/structure	22
Other		**9**

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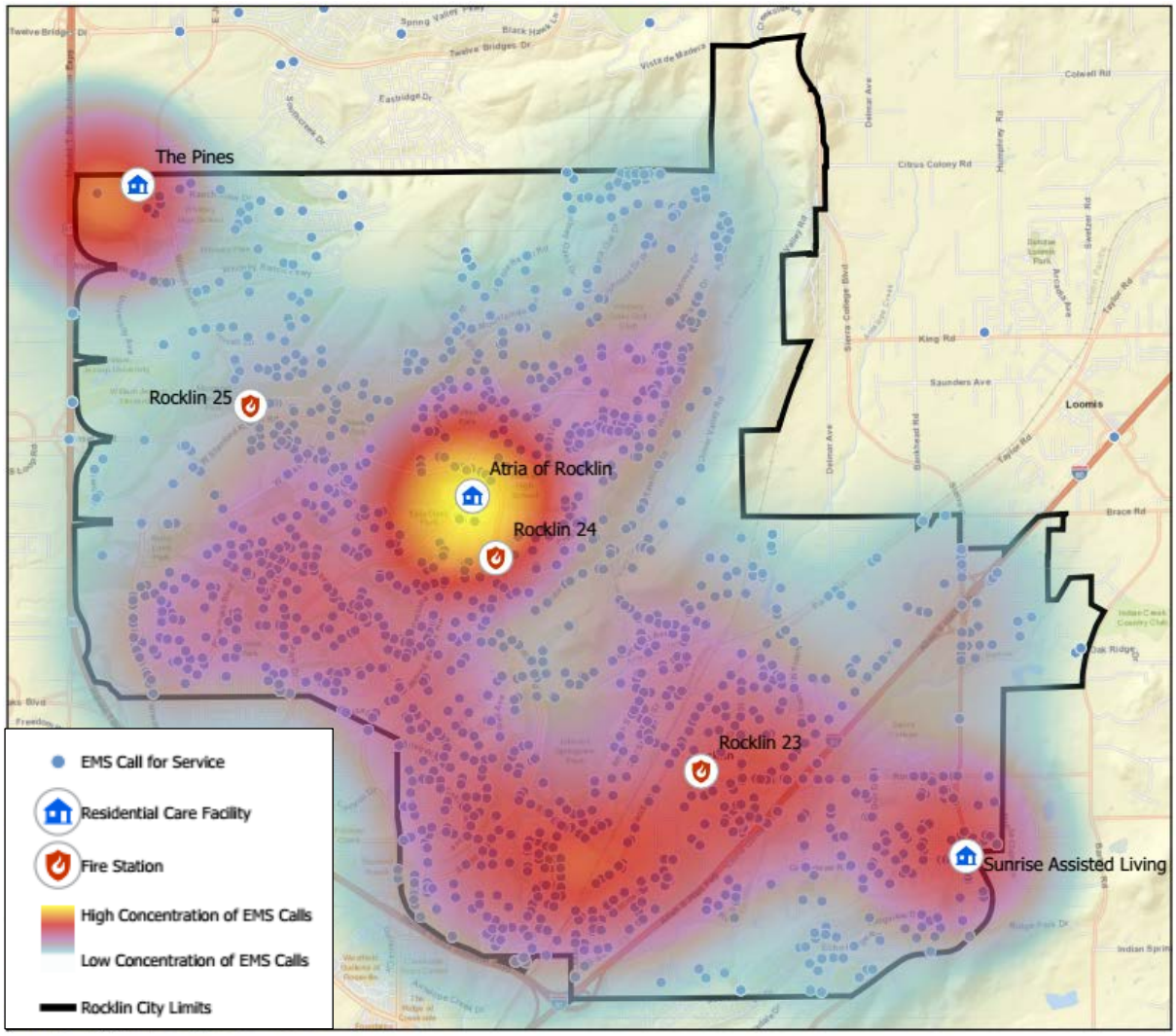
MAP OF EMS CALLS



Emergency medical calls account for the largest percentage of response from the Fire Department. The map identifies several high frequency nodes centered on three residential care facilities. Rocklin Fire responds to all medical emergencies with at least one paramedic/firefighter on each apparatus. According to an American Heart Association study, early access to EMS, CPR, and defibrillation dramatically increase a person's chance of survival. More specifically, a recent study showed an increase in patient survivability of 59 percent when they are treated immediately by a paramedic, as compared to just an EMT, and trauma patients specifically had an increase in survivability from 27% with just an EMT to 73% with a paramedic. The map represents all EMS calls for service, including vehicle accidents with injuries. False alarm calls have been omitted.

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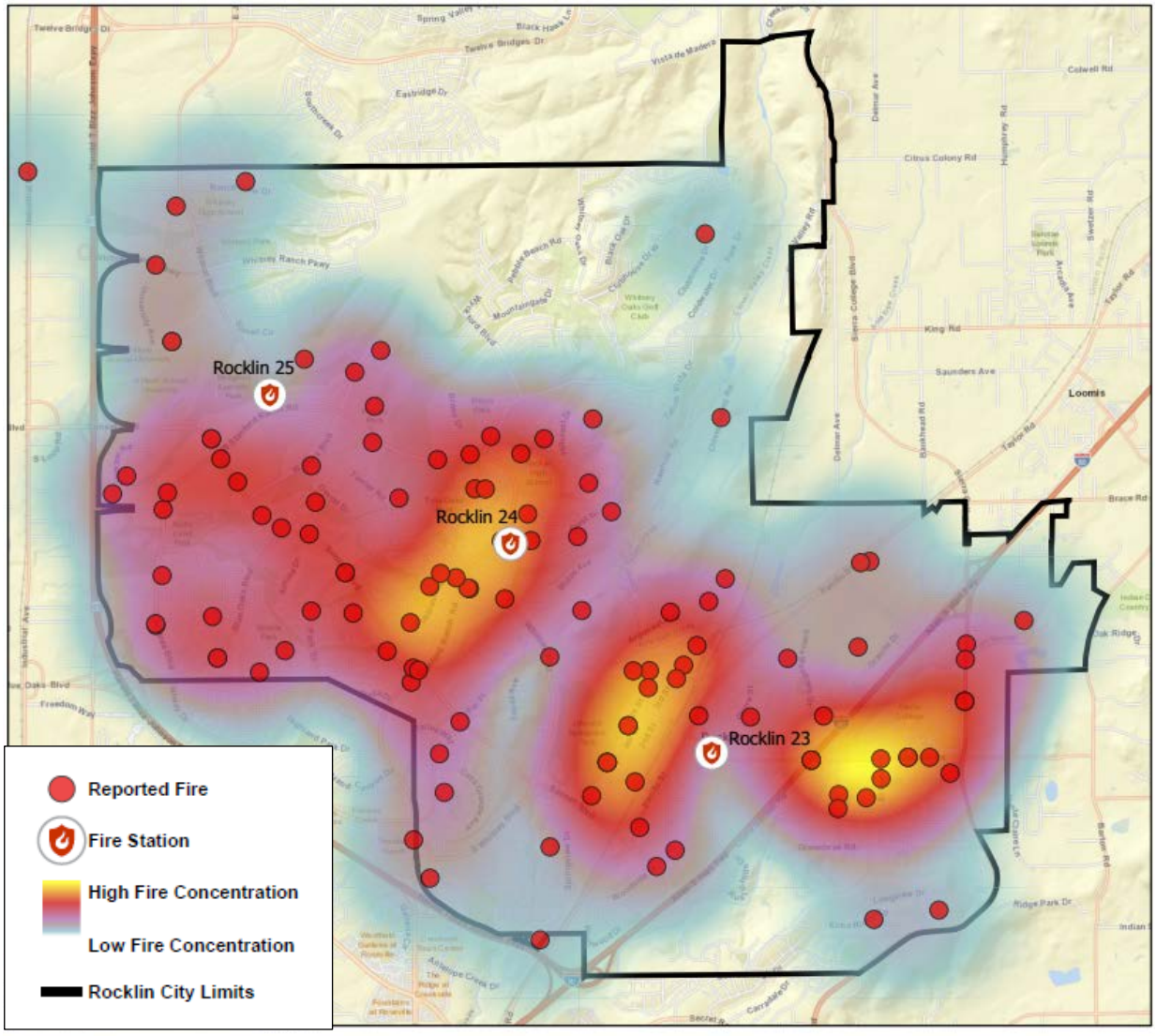
MAP OF FIRE CALL DENSITY



The Department responded to 172 fires in 2017. Fires account for 3.0% of our annual calls, only slightly lower than the California average of 3.1%. Residential structure fires accounted for the majority of property loss for the year and the highest risk for fire-related injury. The National Average is 5.5 deaths and 26.2 injuries per 1,000 structure fires. The map represents all fires to include: commercial and residential structure fires, trash or rubbish fires, vehicle fires, and vegetation fires. False alarm calls have been omitted.

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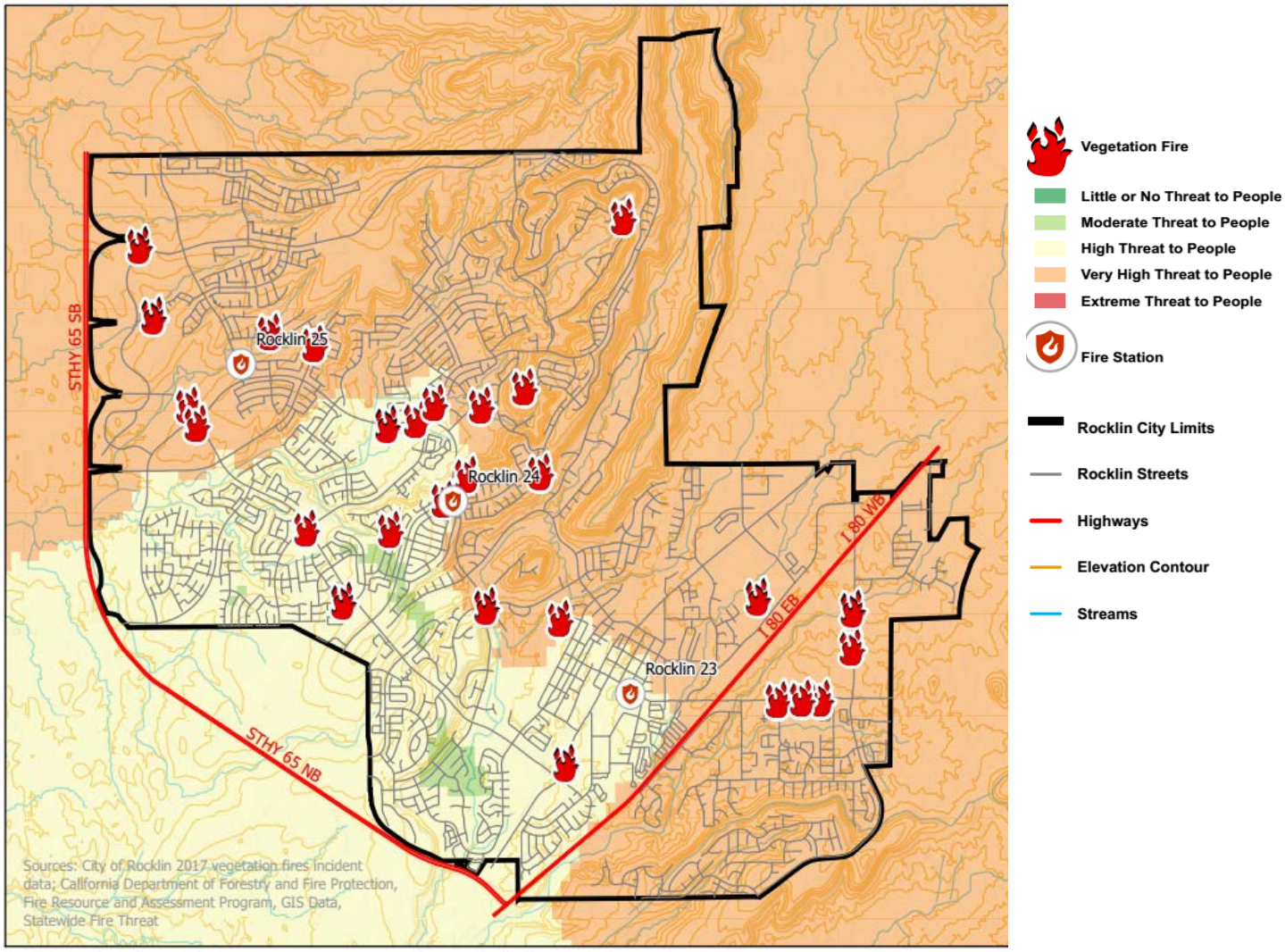
WILDLAND URBAN INTERFACE FIRES AND POPULATION THREAT



The map represents all 2017 vegetation fires in relation to the "wildland threat to population." Fire Threat is a combination of two factors: 1) fire frequency, or the likelihood of a given area burning and 2) potential fire behavior (hazard). The State of California combined these two factors to create 5 threat classes, ranging from "Little or No Threat to People" or "Extreme Threat to People." ***As the map depicts, approximately two-thirds of the City of Rocklin is rated in the "Very High Threat to People" category.*** In 2017, California experienced one of the most destructive fire seasons on record, including 5 of the 20 most destructive wildland-urban interface fires in the state's history. The total economic toll of the 2017 California wildfire season will reach at least $180 billion.

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PERFORMANCE MEASUREMENT

Most of the "Key Initiatives for 2018" revolve around improving data analysis, data validity, and performance measurement. The Community and the Fire Department would benefit greatly by formalizing modern high-level indicators of performance that evaluate the efficiency and effectiveness of multiple levels and disciplines.

One of the most common fire department Performance Measures is Total Response Time, measured at the ninetieth percentile. Total Response Time measurement starts with the Initial Notification to 911 and ends with the Arrival At Scene of the first apparatus. On Fire Incidents within the City of Rocklin, the Total Response Time was 10 minutes 37 seconds (10:37) or less, 90% of the time. Rocklin has not formally adopted a performance standard for Total Response Time, but examples include: Roseville (CA) 7:55, National Fire Protection Association (NFPA) Recommendation 6:30, Commission on Fire Accreditation International (CFAI) 7:42, and Chico (CA) 8:30. The Total Response Time for the First Arriving Apparatus at Fires in the City of Rocklin exceeded National Recommendations, Industry Best Practice, and locally adopted performance standards of cooperating agencies. The Total Response Time is comprised of several components: Alarm Handling + Turnout Time + Travel Time = Total Response Time. In 2018, the Fire Department will begin a comprehensive evaluation of each component to validate the data, identify areas for improvement, implement a corrective action plan, and make recommendations on future needs.

TOTAL RESPONSE TIME

90% Percentile Data

Fire Calls Only	10:37
EMS Calls Only	9:31
Total Calls	10:13

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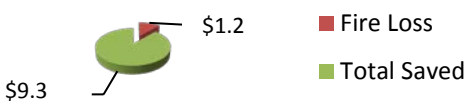
QUANTIFY THE NEGATIVE

#	Fire Type	Total at Risk	FIRE LOSS	Total Saved	S Ratio
1	Attic fire	$ 389,265.43	$ 19,054.00	$ 370,211.43	95.11%
2	Attic fire	$ 638,369.96	$ 228,636.80	$ 409,733.16	64.18%
3	House fire	$ 639,057.52	$ 68,124.00	$ 570,933.52	89.34%
4	Garbage can fire	$ 638,645.24	$ 500.00	$ 638,145.24	99.92%
5	House fire	$ 808,027.85	$ 351,825.60	$ 456,202.25	56.46%
6	Vehicle fire	$ 158,194.47	$ 5,000.00	$ 153,194.47	96.84%
7	Apartment fire	$ 1,415,959.38	$ 10,000.00	$ 1,405,959.38	99.3%
8	House Fire	$ 1,336,985.78	$ 4,000.00	$ 1,332,985.78	99.7%
9	Fence Fire	$ 379,928.00	$ 160.00	$ 379,768.00	99.9%
10	Structure Fire(s)	$ 1,118,787.56	$ 340,559.12	$ 778,228.44	69.6%
11	Business Fire	$ 1,623,622.92	$ 500.00	$ 1,623,122.92	99.9%
12	Fence Fire	$ 935,868.16	$ 18,000.00	$ 917,868.16	98.0%
13	Business Fire	$ 260,766.07	$ 15,000.00	$ 245,766.07	94.3%
	Total	$ 10,343,478.34	$ 1,061,359.52	$ 9,282,118.82	Average S 89.42%

Total Value Saved	Total Value Saved	$	9,282,118.82
Average Value Saved/Structure Fire	Average/Fire	$	714,009.14
Number of Building fires in 2017	Number of Fires		13
Annual Budget 2017	Annual Budget	$	7,128,200.00
Annual ROI	Annual ROI		130.22%

A fire department's value to the community and level of efficiency are difficult to measure because it cannot be measured as a production model. This report uses metrics to evaluate the fire department's effectiveness, the total amount of saved dollars to the community, and the city of Rocklin's return on investment from their fire department. In this quantitative analysis of performance, the Department used a composite selection of the "most significant" fires in 2017 to illustrate the impact of organization on a small fraction of our total fire response. As with most performance measures, this valuation does not tell the "whole" story. However, it does a very good job of demonstrating the tangible benefits of a having standing fire force.

Fire Loss vs. Total Saved
Dollars Represented in Millions



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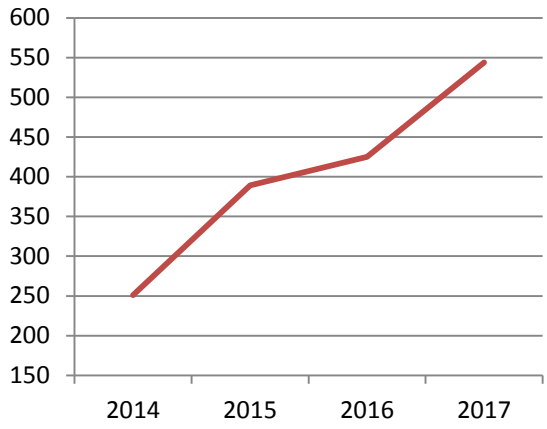
COMMUNITY RISK REDUCTION DIVISION

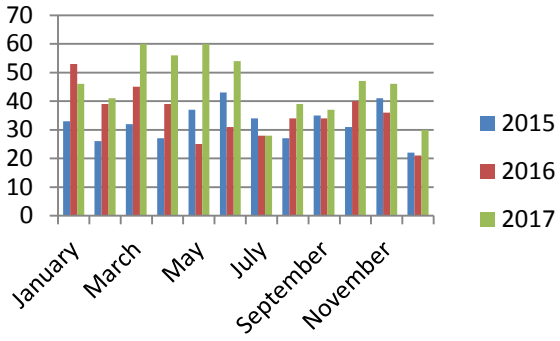
The Prevention Division completed a total of **1,609** inspections between 2014 - 2017.

In 2015, the number increased by 55%. In 2016, by 9.3%, and in **2017**, by **28%**.

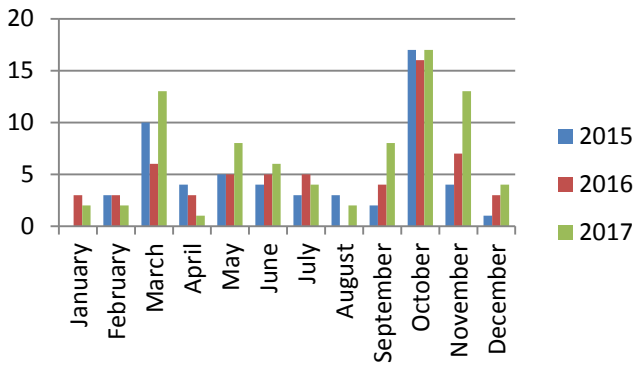


2014: **251**
2015: **389**
2016: **425**
2017: **544**

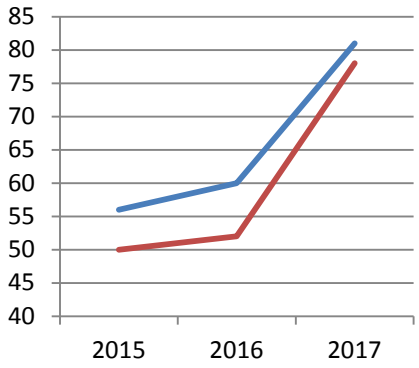
Monthly Inspection Totals



Public Education Tours by Month



Public Education and Presentations



Total Tours and Presentations

2015: 56
2016: 60
2017: 81

Average Attendance per Tour

2015: 50
2016: 52
2017: 78

In 2017, 81 tours were conducted with an average of 39 people per tour.

Over a Six-Month Study, the Administration Office completed the following:
Received phone calls: 3000
Responded to e-mails: 1500
Scheduled Tours: 35
Scheduled Inspections: 332

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TRAINING DIVISION

The Rocklin Fire Department continues to not only rely on the Battalion Chiefs and Captains to ensure ongoing quality training for our department, but we also are committed to seeking innovative partnerships and solutions that will allow us to improve, as well to more fully take advantage of efficiencies found with collaborative efforts.

In addition, we have also been able to harness a greater pool of expertise from within our own fire department as well as host various training and provide a venue for further development and mentoring opportunities for our personnel. This support has allowed for opportunities of successful execution in many areas of training which in part include some of the following:

- Officer Classes
- Truck Academy
- Firefighter Survival
- Ventilation Practice
- Forcible Entry
- EMS Certification and Maintenance
- Wildland Operations
- Hazardous Materials Response
- Arson Investigation (CCAI)
- Hydraulic Training
- Emergency Operation Center (EOC) Training
- Aerial Fireworks Display
- Northern CA Fire Prevention Officer's Training

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FAQs

Q. What is Cooperative Services?
A. The Cooperative Fire Management Shared Services Agreement was implemented on July 1, 2016, with the primary focus of finding an innovative and economical solution to providing administrative and command supervision for two cities of similar geographies, population, and fire department structure. The primary objective was to provide full administrative and command oversight through the combined and cooperative leadership of both partner cities. Since its implementation, the shared administration has seen many successes directly attributed to our Shared Services model.

Q. How can I get a copy of a fire report?
A. Call our Fire Administration Office at (916) 625-5300.

Q. How do I report a leaking fire hydrant?
A. Contact the Placer County Water Authority at (800) 464-0030.

Q. Who do I call about overgrown weeds?
A. The City's Code Enforcement Code Compliance Office will investigate these issues; contact them at (916) 625-5498.

Q. Does the Fire Department check or install car seats?
A. Unfortunately our personnel are not trained on this service; however, the Roseville Fire Department has staff that are certified. Please contact them at (916) 772-6300. Additionally, the California Highway Patrol sub-station in Newcastle also provides car seat safety inspections; contact them at (916) 663-3344.

Q. Does the Fire Department offer CPR classes with certification to the community?
A. Certification courses for community members are offered through the American Red Cross, you can contact them at (800) 733-2767.

Q. How do I reset a smoke detector that won't stop chirping?
A. Please visit: www.consumerreports.org/smoke-alarms/how-to-reset-a-smoke-alarm-that-wont-stop/

Q. Does the Fire Department take expired fire extinguishers?
A. Unfortunately we no longer collect expired or old fire extinguishers at the fire stations, however, contact the Western Placer Waste Management Authority at (916) 543-3960 for the proper disposal of hazardous materials.

Q. Does the Fire Department really receive calls to rescue cats from trees?
A. Yes, we certainly do. Pets are family members to many in our community; however, the best way to aide in the safety of the animal is to contact the City's Animal Control Officers at (916) 625-5434 (*Animal related non-emergency*), or (916) 625-5400 (*for an Animal related emergency*).

Q. Who do I contact with general fire related questions?
A. Please contact the Fire Administration Office at (916) 625-5300 and we'll be happy to assist you.