



CENTRAL FIRE PROTECTION DISTRICT 2017 Annual Report



Proudly Serving the Communities of Capitola, Live Oak, and Soquel



WE PROUDLY SERVE THE COMMUNITIES OF...



CAPITOLA



LIVE OAK



SOQUEL



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CHIEF'S MESSAGE

I am pleased to present Central Fire District's Annual Report for 2017. This past year we faced an unusually active fire season (locally and statewide), an increased service demand, staffing challenges, and an aging apparatus fleet. Despite these challenges, the men and women of Central Fire prevailed – taking on these issues by coming together; by leveraging new technologies, identifying solutions to address our aging fleet, prioritizing program management, and identifying the need to enhance career development and succession planning.

In addition to the ongoing support of our Board of Directors, overcoming these challenges can be attributed to many factors, but none more important than a focused, determined, and dedicated workforce. It is my honor to serve with such driven and altruistic individuals in the pursuit of providing superior service to those in need. They are our District's greatest asset.

On the following pages you will find organizational information including 2017 statistics, workforce demographics, accomplishments, and more. I hope you find the information interesting and useful. In 2018 we will be continue to identify opportunities on how we can provide even a greater level of service to you.

The men and women of the Central Fire District of Santa Cruz County are proud to serve the communities of Capitola, Live Oak, and Soquel.

Steven Hall
Fire Chief



WHO WE ARE

In 1987, Central Fire Protection District was created from the consolidation of the Capitola, Live Oak and Soquel Fire Districts.

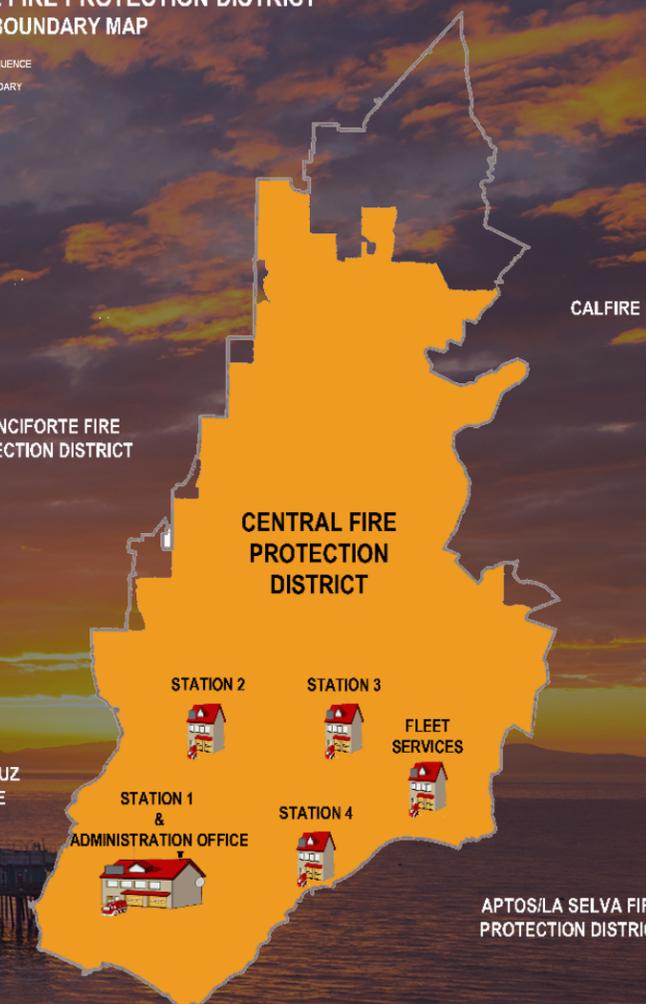
The District serves 28 square miles and a population base of approximately 55,000, with a seasonal influx during the summer.

Central operates four fire stations, an Administrative Headquarters (which houses the Fire Prevention Division, Training Division, and all administrative functions). In addition, the District maintains a Fleet Services Facility that provides maintenance and repairs for Central's apparatus as well as fire agencies throughout Santa Cruz County. We have several robust program areas including Fire Prevention, Community Education, Emergency Medical Services, Water Rescue, Fire Investigation, Hazardous Materials, Urban Search and Rescue, and Training.

Central Fire Protection District is governed by a seven-member Board of Directors, elected to four year staggered terms and represent the constituents of the communities we serve.

CENTRAL FIRE PROTECTION DISTRICT DISTRICT BOUNDARY MAP

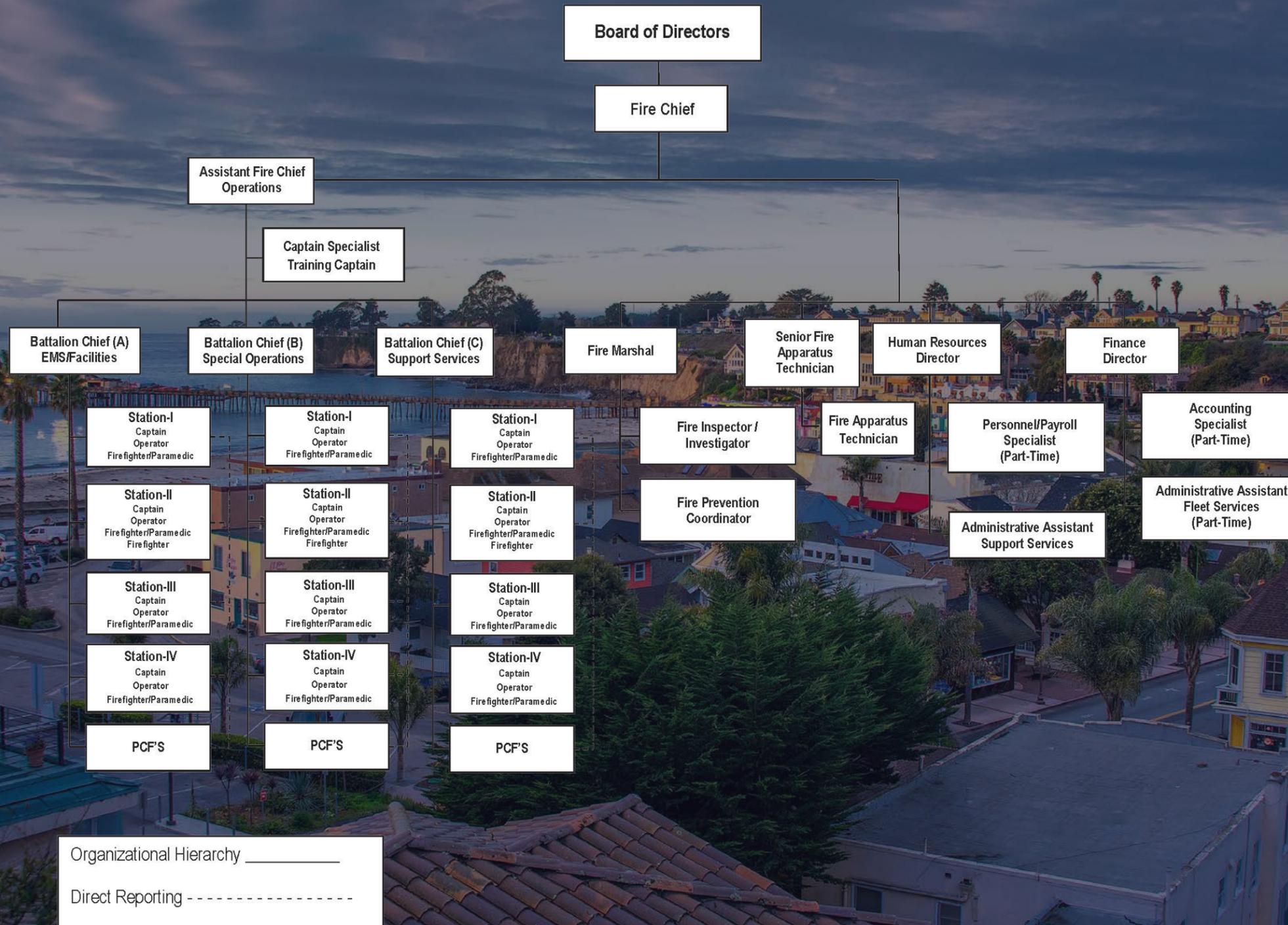
SPHERE OF INFLUENCE
DISTRICT BOUNDARY





ORGANIZATIONAL CHART

ORGANIZATIONAL CHART (CONT.)





EXECUTIVE STAFF



Steven Hall
Fire Chief



John Walbridge
Battalion Chief - A Shift



Jeff Breasher
Battalion Chief - B Shift



Anthony Cefaloni
Battalion Chief - C Shift



Michael DeMars
Fire Marshal



Nancy Dannhauser
Finance Director



Gena Finch
Human Resources Director



BOARD OF DIRECTORS



Owen Miller
(Term of Office: January 2017 - December 2020)
Board Chair



John Lucchesi
(Term of Office: January 2017 - December 2020)
Board Vice-Chair



David Burnham
(Term of Office: January 2017 - December 2020)
Director



James Cupples
(Term of Office: October 2012 - December 2018)
Director



Barry Franchi
(Term of Office: May 2017 - December 2018)
Director



Christopher Haas
(Term of Office: November 2013 - December 2018)
Director



Kevin Walter
(Term of Office: January 2017 - December 2020)
Director



OPERATIONS DIVISION

The Operations Division has several robust program areas including Emergency Medical Services, Water Rescue, Fire Investigation, Hazardous Materials, and Urban Search and Rescue. In addition, our operations personnel are often deployed to neighboring agencies and other parts of the state to assist with wildfire suppression efforts.

Accomplishments for 2017:

- Deployed strike teams to 5 out-of-district wildland incidents; the Tubbs Fire, Garza Fire, Bear Fire, Detwiler Fire, and Alamo Fire.
- Upgraded the specifications for structural turnouts to provide the highest level of protection and durability and maintain NFPA compliance.
- Upgraded to lighter and more decontamination-friendly structural helmets.
- Replaced aging EMS jackets with jackets that increase visibility and comfort.
- Secured a grant from Santa Cruz County in conjunction with other local fire agencies for the purchase of ballistic helmets and bullet-proof vests for use during unified responses to violent incidents.
- Replaced all rescue rope on District apparatus and created a new policy to record usage and inspection of ropes.
- Purchased two sets of battery-powered extrication tools (Jaws-of-Life) and conducted numerous training sessions on their use. The new tools have greater cutting, spreading, and pushing capabilities, and are lighter and quicker to deploy.
- Replaced aging Thermal Imaging Cameras with units that have greater clarity, extended battery life, and are smaller and lighter weight.
- Took measures to decrease first responder exposure to carcinogens, including stocking Rescue Wipes on all engines for use immediately post-incident, and adding additional flash hoods and gloves to the Command Vehicle for exchanging contaminated items at fires.
- Updated records management system for NFIRS reporting, meeting State and Federal requirements.
- Developed a Paid-Call Firefighter (PCF) hydrant program.

OPERATIONS DIVISION (CONT.)



- Upgraded exercise equipment including treadmills, squat racks, and cable machines as part of the District's Physical Fitness Program.
- Provided continuing education for the District's EMT and Paramedic personnel to maintain their certification.
- Conducted monthly audits of late call data for EMS incidents to maintain a high level of patient care.
- Installed new KNOX lock boxes on all apparatus to secure narcotics, in accordance with County and State requirements.

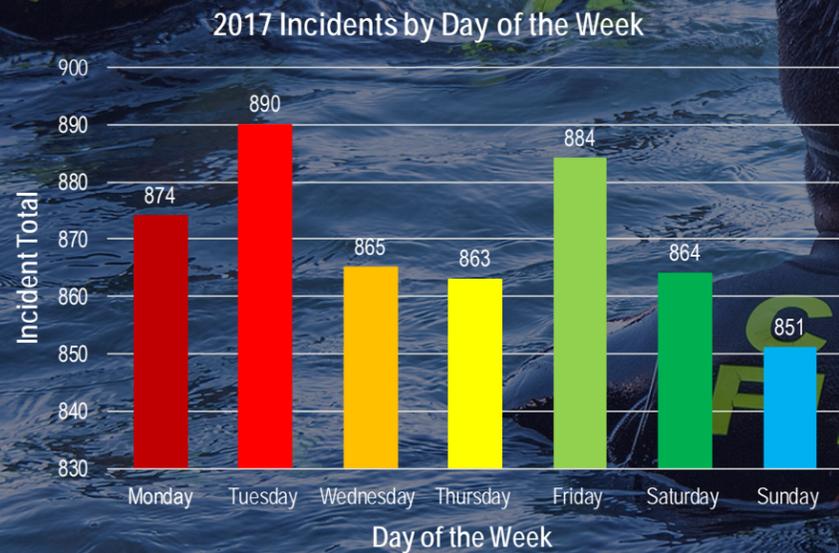
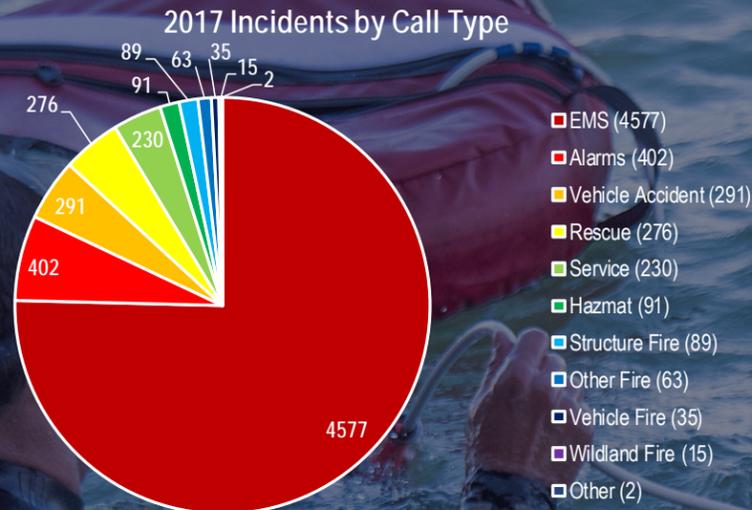


2017 INCIDENT SUMMARY



FACILITIES

Incident responses are the bread and butter of the fire service. This data summarizes the incidents that our personnel responded to in 2017.



Administration Office

930 17th Avenue,
Santa Cruz, CA 95062



Station 1 - Live Oak

930 17th Avenue,
Santa Cruz, CA 95062



Station 2 - Santa Cruz

3445 Thurber Lane
Santa Cruz, CA 95065



Station 3 - Soquel

4747 Soquel Drive
Soquel, CA 95073



Station 4 - Capitola

405 Capitola Avenue
Capitola, CA 95010



Fleet Services

410 Kennedy Drive
Capitola, CA 95010



TRAINING DIVISION

The Training Division is a critical element of the District, providing the highest quality training, instruction, and evaluation to our personnel. This is intended to prepare our members to serve our community in the most efficient and effective means possible, and to ensure the safety of all our responders. The Training Division had a very busy 2017, initiating a number of projects, and providing various in-house classes and out-of-district training opportunities.

Accomplishments for 2017:

- Participated in the 2017 Basic Firefighter Academy and Santa Cruz County Regional Fire Academy 17-01, resulting in the training of a number of Paid-Call Firefighters throughout Santa Cruz County and 6 career firefighter recruits from multiple local county fire agencies.
- Purchased new training materials, including a Forcible Entry Door Prop, textbooks for the District's fire station libraries, video equipment, a drone for taking photo and video footage, and two 20-foot storage containers to provide weather-tight storage for training materials.
- Revised the District's career development tracks, completing revisions to the Firefighter, Captain, and Battalion Chief job descriptions.
- Provided oversight and support to personnel earning Acting Captain, Acting Battalion Chief, Truck Operator certification.
- Developed program establishing retention of personnel qualifications and certifications utilizing the Target Solutions Training Platform.
- Courses completed by Central's personnel in 2017 included:
 - State Fire Training Certified Driver Operator
 - Firefighter Cancer Awareness
 - Live Fire Training and Fire Behavior
 - Chief Officer and Leadership
 - Firefighter I & II



TRAINING DIVISION (CONT.)

- Company Officer
- OSHA Compliance
- Fire Mechanic
- Fire Prevention
- Fire Investigation
- Community Risk Reduction
- Hazard Material Mitigation
- Off-Road Driving
- Emergency Management
- Disaster Mitigation
- Peer Support
- Confined Space Operations



FIRE PREVENTION DIVISION



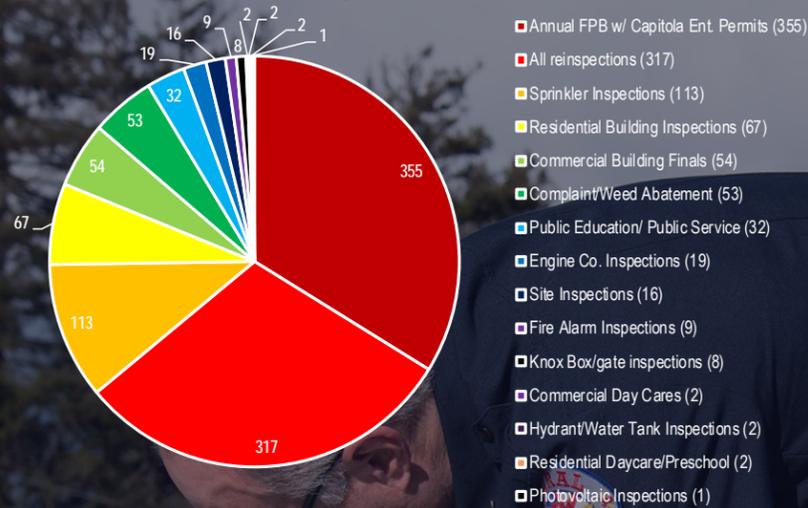
FIRE PREVENTION DIVISION (CONT.)

The Fire Prevention Division is responsible for life safety inspections, community outreach, public information, and plan reviews. 2017 was a productive year for our Fire Prevention Bureau.

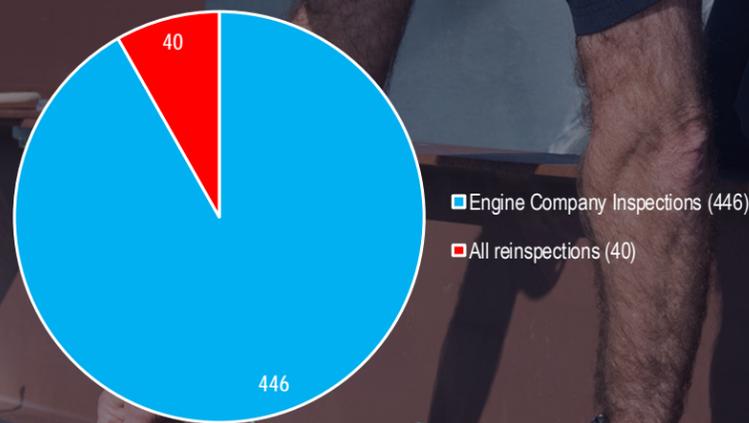
Accomplishments for 2017:

- Completed 1050 inspections, the majority of these being annual inspections (355), fire sprinkler inspections (113), and engine company inspections assigned to Fire Prevention (446).
- Revised the District's Fee Schedule, with assistance from Matrix Consulting Group.
- Implemented a B-occupancy self-inspection program for minimal-hazard businesses to reduce inspection workload for engine companies. Bureau personnel contacted and educated business owners on how the self-inspection program works. The long-term plan for this program is to transition all B-occupancy inspections to self-inspection, or inspection by Fire Prevention Bureau staff. This will allow engine companies to focus

Inspections By Fire Prevention Staff



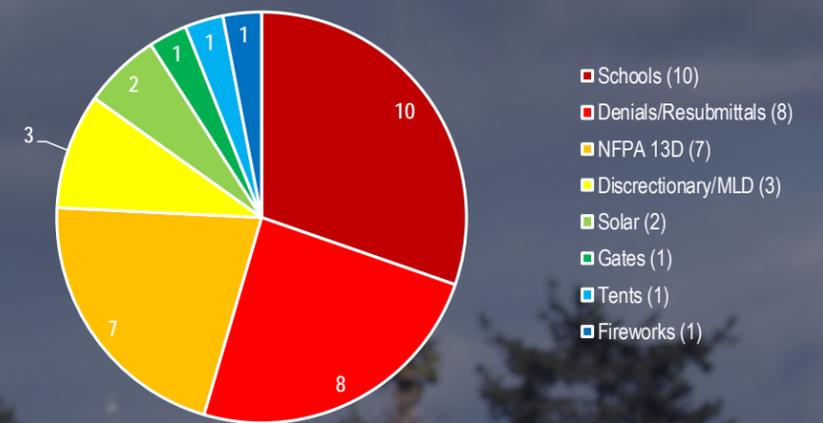
Engine Company Inspections



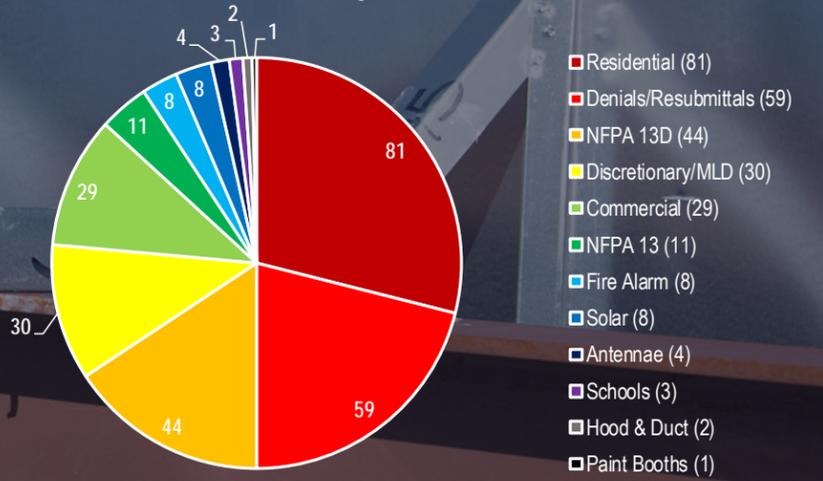
on training and target hazard evaluations.

- Continued community education and service programs such as fire extinguisher training and smoke/carbon monoxide alarm installation/replacement.
- Updated the filing system for inspection folders to accommodate the goal of housing all engine company inspection files within the Fire Prevention office. This long-range project will ensure all inspection files are organized, updated, and readily accessible to staff, as well as improving the efficiency of occupancy inspections.
- Conducted cross-training of the Fire Prevention Coordinator on initial life-safety inspections, as well as reinspections, supporting the Fire Inspector.
- Conducted 313 plan reviews; 33 by the District's Fire Marshal, and 280 by an independent plan reviewer from CSG Consultants.

Plan Reviews By Fire Marshal



Plan Reviews By CSG Consultants





HUMAN RESOURCES DIVISION

The Human Resources Division provides services including recruitment, hiring, compensation, equal employment opportunity, group benefits administration, workers' compensation and employee assistance program. This division ensures that the District complies with all laws, as well as District Personnel Rules and Regulations and memoranda of understanding between the District and its employee bargaining groups.

Accomplishments for 2017:

- Processed \$7 million in payroll for 69 employees over 26 pay periods.
- Implemented a loan option program for employees through their personal 457 Deferred Compensation Program to assist with large life events such as a home purchase or remodeling.
- Conducted 3 employment recruitments that resulted in 133 applications, 75 interviews, and the hiring of 1 Fire Chief, 2 Firefighter/Paramedics, and 1 Firefighter.
- Launched a DMV Pull Notice program to ensure appropriate licensing for all District employees who operate District vehicles.
- Initiated a Compensation Analysis Study to compare the compensation and benefit packages of District employees to other like agencies.
- Produced agenda packets for 42 Board and Committee meetings, totaling 350 staff hours on packet development and publishing.
- Hosted an ethics training course required by the State of California for Central Fire board members, staff and board members from 3 neighboring fire districts, and other local officials.
- Provided administrative support for the Personnel Committee during the negotiating process with two bargaining groups, resulting in the development and implementation of new benefit and pay packages for the Administrative and Mid-Management Bargaining Groups.
- Implemented a new Records Retention and Management Policy, enabling the District to maintain records in accordance with State of California guidelines.
- Redesigned the exit process for retiring and separating employees to streamline final compensation payment and benefit programs, ensuring compliance with CalPERS, and reducing staff hours.



FINANCE DIVISION

Central Fire Protection District's Finance Division is responsible for general accounting services, budget development, annual independent audit, financial planning and vendor reimbursement. The Division ensures financial resources are properly allocated for optimum public service levels. It also safeguards District's assets, tracks spending, collects all revenue, processes cost reimbursements, and provides accurate financial reporting.

Accomplishments for 2017:

- Processed approximately 3,038 claims for the calendar year 2017, representing an increase of 35% or 835 additional claims over the past 3 years.
- Developed the Annual Operating Budget for Fiscal Year 17-18 totaling \$17 million and oversaw budgeted expenditures for Program Management consisting of 51 different programs.
- Provided financial oversight for the District's reserve funds which totaled \$12 million for fiscal year ended 2017.
- Developed a strategic plan for the District's Other Post Employment Benefits ("OPEB") recommending an investment strategy change which reduced the District's unfunded liability by \$1.2 million.
- Garnered the District Transparency Certificate of Excellence by the Special District Leadership Foundation (SDLF) by fulfilling 14 essential governance transparency requirements and 15 website requirements.
- Developed a formal Capital Asset Policy and updated the District capital schedules to align with Government Finance Officers Association (GFOA) best practices. Increased capitalization threshold for fixed assets from \$1,500 to \$5,000 to ease the administrative burden for accounting for fixed assets.
- Engaged in shared services with Aptos/La Selva Fire District for 10 hours per week, with approximately 270 total hours provided in claims processing and payroll support.
- Streamlined the District's budget request, reimbursement, and CalCard processes to increase efficiencies and reduce staff time by approximately 2-4 hours per month.
- Completed over 150 hours of continuing education to keep up with ever-changing financial and regulatory environments.
- Provided financial analysis that resulted in the hiring of six additional fire fighters and successful negotiations between the District and two bargaining groups.
- Facilitated a total of 4 hours of Board Member training for CalPERS Pension and OPEB Liability.



FLEET SERVICES DIVISION

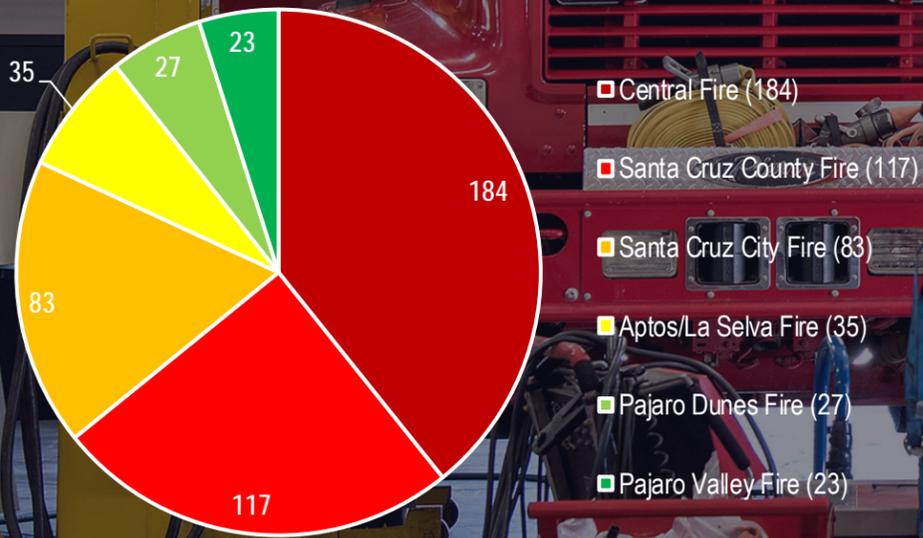
The Fleet Services Division is responsible for maintaining the operational readiness of the District's apparatus fleet and support vehicles. The Fleet Maintenance Division also provides contract services for fleet maintenance to other District and County agencies located within Santa Cruz County.

Our mechanics perform routine and emergency repairs, safety inspections, preventative maintenance, pump testing, opacity testing and communications equipment installation among other duties.

Accomplishments for 2017:

- Made several structural improvements to the Fleet Services facility, including replacing the roof, adding extra security lighting, adding a computer server, and upgrading the internet.
- Began using E-Service Request (ESR) software to manage repair orders, improve productivity, and streamline processes.
- Purchased a Draft Commander 3000 Fire Pump Testing and Training Unit, which allowed the District to save significant time when performing pump tests (1.5 hours per test vs. 3.5 hours previously), in addition to providing personnel with pump training opportunities.

Repair Orders By Agency



IT & TECHNOLOGY

Our people are the heart of our District, but our technology gives us the extra edge that allows us to serve our community to the best of our abilities. In 2017, Central Fire completed a number of IT and technology projects that helped us improve and streamline how we do business.

Accomplishments for 2017:

- Overhauled and redesigned our District website to improve our online presence. The new website provides easier navigation, more user-friendly and informative content, and a number of interactive features for the public. Take a peek at www.centralfpd.com.
- Completed technology infrastructure improvements at our Fleet Services facility, which included an internet upgrade, server relocation, and the addition of the E-Service Request (ESR) software platform to manage repair orders, improve productivity, and streamline processes.
- Implemented digital patient data recording and tracking using Image Trend software in conjunction with Emergency Medical Services Integration Authority (EMSIA) and Santa Cruz County EMS.
- Upgraded all District computers from Microsoft Office 2007 to Microsoft Office 2016.
- Replaced and upgraded three servers that had reached end-of-life.
- Began running CrewSense staffing software alongside Telestaff to test the platform's viability for replacement of the Telestaff system.
- Gave administrative support to the SCR911 dispatch center during the transition to a new Computer Aided Dispatch system called P1 CAD. Began the process of fitting District apparatus with Mobile Data Computers that integrate with the new CAD system.
- Updated apparatus cell phones with modern cell phones and streamlined the District's cell and data plans to provide better data plans and reduced costs.



Published By:

Central Fire Protection District

930 17th Avenue

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Graphics & Document Design By:

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Administrative Assistant

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