

# Fire FY 2013 - 14 Performance Plan

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## I. Mission Statement

In partnership with our community, we will;

- Be prepared
- Respond quickly
- Solve problems
- Be nice
- Get home safely

## II. Department Overview

The Marin County Fire Department was established to provide fire services and operates under various sections of the Health and Safety, Public Resources, and Government Codes. The level of service is discretionary and under the direction of the Board of Supervisors. The only exception is the department's contract with the California Department of Forestry and Fire Protection (CalFire). This contract sets and funds a specified level of service.

The department is involved with numerous activities, including fire control and prevention, hazardous materials response, urban search and rescue, public education, and general response to a variety of "all risk" emergencies. These activities comprise the department's three major programs: Administration, Fire Suppression and Emergency Medical Services.

In all aspects of the department operations, standards and regulations have been adopted and are followed in accordance with various authorities or regulatory agencies such as Occupational Safety and Health Administration (OSHA), National Fire Protection Association (NFPA), and International Organization for Standardization (ISO).

## IV. Accomplishments for FY 2012-13

- Transitioned to new Fire Chief
- Developed and implemented of value Statements
- Over 30,000 personnel hours committed to large scale fires in California to support the state mission and our operational contract with the California Department of Forestry and Fire Protection
- Department personnel dedicated volunteer hours to support fundraising for the following programs: Fill the Boot for MS, The Aerial Firefighters Memorial Trust Golf Tournament, Holiday Gift Drive for Children in Protective Services, and Burn Relay in Support of the Alisa Ann Rusch Burn Foundation
- Received an Innovation Grant for the purchase of Target Solutions software, a management tool for tracking and administering all aspects of training
- Partnered in implementation of county-wide electronic patient care reporting system (e-PCR)
- Partnered with Fire Chiefs in Marin County to review and recommend a records management system for county-wide use

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**V. Key Challenges and Outstanding Issues**

- Implementation of county-wide records management system
- Revision of Standards of Cover Document


**VI. Performance Plan**

Department Goal	Countywide Goal
Goal I: Ensure fire and emergency operational readiness and effectiveness	II. Safe Communities

Initiative Description	Program(s)
Improve dispatching all-risk emergency services to the communities we serve and to support state and federal mission for resource commitments to large scale emergency incidents outside of department's immediate responsibility area	Department Wide


**Program:** Fire Suppression

**Objective:** Ensure responsive emergency scene management and investigation

Effectiveness Measures	2009/10	2010/11	2011/12	2012/13	2013/14
	Actual	Actual	Actual	Target	Target
 Percentage of wildfires contained at ten acres or less	99%	98%	99%	90%	90%

**Program:** Fire Suppression

**Objective:** Provide effective investigation of fire incidents

Workload Measures	2009/10	2010/11	2011/12	2012/13	2013/14
	Actual	Actual	Actual	Target	Target
Number of structure fires	28	N/A	54	28	28
Number of wildland fires	46	N/A	38	50	50
 Number of all fires	160	N/A	144	170	170

Efficiency Measures	2009/10	2010/11	2011/12	2012/13	2013/14
	Actual	Actual	Actual	Target	Target
Number of structure fires investigated by Prevention Bureau	3	10	6	5	5

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Efficiency Measures	2009/10	2010/11	2011/12	2012/13	2013/14
	Actual	Actual	Actual	Target	Target
Number of wildland fires investigated by Prevention Bureau	15	8	12	17	17
Number of all fires investigated by Prevention Bureau	36	0	20	44	44

Department Goal	Countywide Goal
Goal II: Ensure the highest level of Emergency Medical Services (EMS) care is provided	II. Safe Communities

Initiative Description	Program(s)
Improve technology with the introduction of tablets for capturing patient care data and for the replacement of heart rate monitors	EMS
Identify, explore and implement training to increase safety awareness including Chief Officer Infection Control Training	EMS

**Program:** Fire Emergency Medical

**Objective:** Ensure timely response and highest level of service per emergency medical response

Workload Measures	2009/10	2010/11	2011/12	2012/13	2013/14
	Actual	Actual	Actual	Target	Target
Number of EMS calls responded to	N/A	795	2,463	2,500	2,500
Effectiveness Measures	2009/10	2010/11	2011/12	2012/13	2013/14
	Actual	Actual	Actual	Target	Target
 Percent of EMS calls responded to within 10 minutes (urban)	N/A	70%	86%	90%	90%
 Percent of EMS calls responded to within 30 minutes (rural)	N/A	94%	92%	90%	90%
Percent of trauma patients transported by helicopter	N/A	8%	1%	5%	5%
Average total time with patient (on scene and at hospital) - medical (minutes)	N/A	22	20	20	20
Average total time with patient (on scene and at hospital) - trauma (minutes)	N/A	10	14	10	10

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**Program:** Fire Emergency Medical

**Objective:** Improve cardiac arrest survivor success rate

Workload Measures	2009/10	2010/11	2011/12	2012/13	2013/14
	Actual	Actual	Actual	Target	Target
Number of cardiac arrest patients with collapse witnessed	7	5	N/A	6	6
Percent of survivors when collapse is witnessed	43%	80%	N/A	50%	50%

Department Goal	Countywide Goal
Goal III: Reduce the risk of wildfires and enhance fire prevention and community disaster preparedness	IV. Environmental Preservation

Initiative Description	Program(s)
Establish stable funding for the Tamalpais Fire Crew	Prevention and Administration
Comprehensive implementation of new Records Management System to help capture data needed to develop accurate risk assessments and track improvements in volatile fuel reduction	Prevention and Administration

**Program:** Fire Suppression

**Objective:** Increase compliance with fire and life safety codes and standards

Workload Measures	2009/10	2010/11	2011/12	2012/13	2013/14
	Actual	Actual	Actual	Target	Target
Number of defensible space inspections conducted	599	3,575	1,892	1,200	1,200
Number of hazard warnings/citations issued	0	283	85	100	100
Effectiveness Measures	2009/10	2010/11	2011/12	2012/13	2013/14
	Actual	Actual	Actual	Target	Target
Percentage of hazard warnings/citations brought into compliance	N/A	100%	100%	100%	100%
Percent of residential structures inspected that are in compliance with defensible space requirements	N/A	86%	100%	100%	100%

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Department Goal	Countywide Goal
Goal IV: Maximize the training and development of Fire Department personnel	IV. Environmental Preservation

Initiative Description	Program(s)
Support career ladder goals, ensuring department has a strong employee base for succession needs	Administration - Training, Operations; and EMS
Develop and use Target Solutions to its full extent, making sure all state, federal, local and department mandated training and certifications are up to date and complet	Department Wide
Further develop regional training program	Administration-Training

**Program:** Fire Suppression

**Objective:** Provide training and guidance to ensure seasonal staff can effectively support the mission of the Fire Department

Workload Measures	2009/10	2010/11	2011/12	2012/13	2013/14
	Actual	Actual	Actual	Target	Target
Number of seasonal firefighters hired	N/A	N/A	63	62	62
Effectiveness Measures	2009/10	2010/11	2011/12	2012/13	2013/14
	Actual	Actual	Actual	Target	Target
Number of returning seasonal firefighters	N/A	62	48	62	62
Percent of seasonal firefighters successfully hired full-time in the fire service	N/A	5%	14%	5%	5%

Department Goal	Countywide Goal
Goal V: Ensure a high standard of business practices	VI. Excellent Customer Service

Initiative Description	Program(s)
Complete department Strategic Plan and develop process to ensure sustainability and effectiveness of the Plan	Department Wide

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<b>Department Goal</b>	<b>Countywide Goal</b>
Goal VI: Improve community awareness and service	VI. Excellent Customer Service

<b>Initiative Description</b>	<b>Program(s)</b>
Continue to host Fireside Chats at all department locations on a regular basis to gather feedback and input from our community and stakeholders	Department Wide

**Program:** Fire Suppression

**Objective:** Increase the number of attendees at educational community events on fire prevention safety and disaster preparedness

	Workload Measures	2009/10	2010/11	2011/12	2012/13	2013/14
		Actual	Actual	Actual	Target	Target
	Number of community events conducted by County Fire personnel	52	43	57	60	60
	Number of attendees at community education events	2,400	3,273	4,922	2,000	2,000
	Effectiveness Measures	2009/10	2010/11	2011/12	2012/13	2013/14
		Actual	Actual	Actual	Target	Target
	Percentage increase in number of community events held annually	-17%	-28%	23%	0%	0%
	Percentage increase in attendees at community education events	39%	118%	50%	0%	0%