

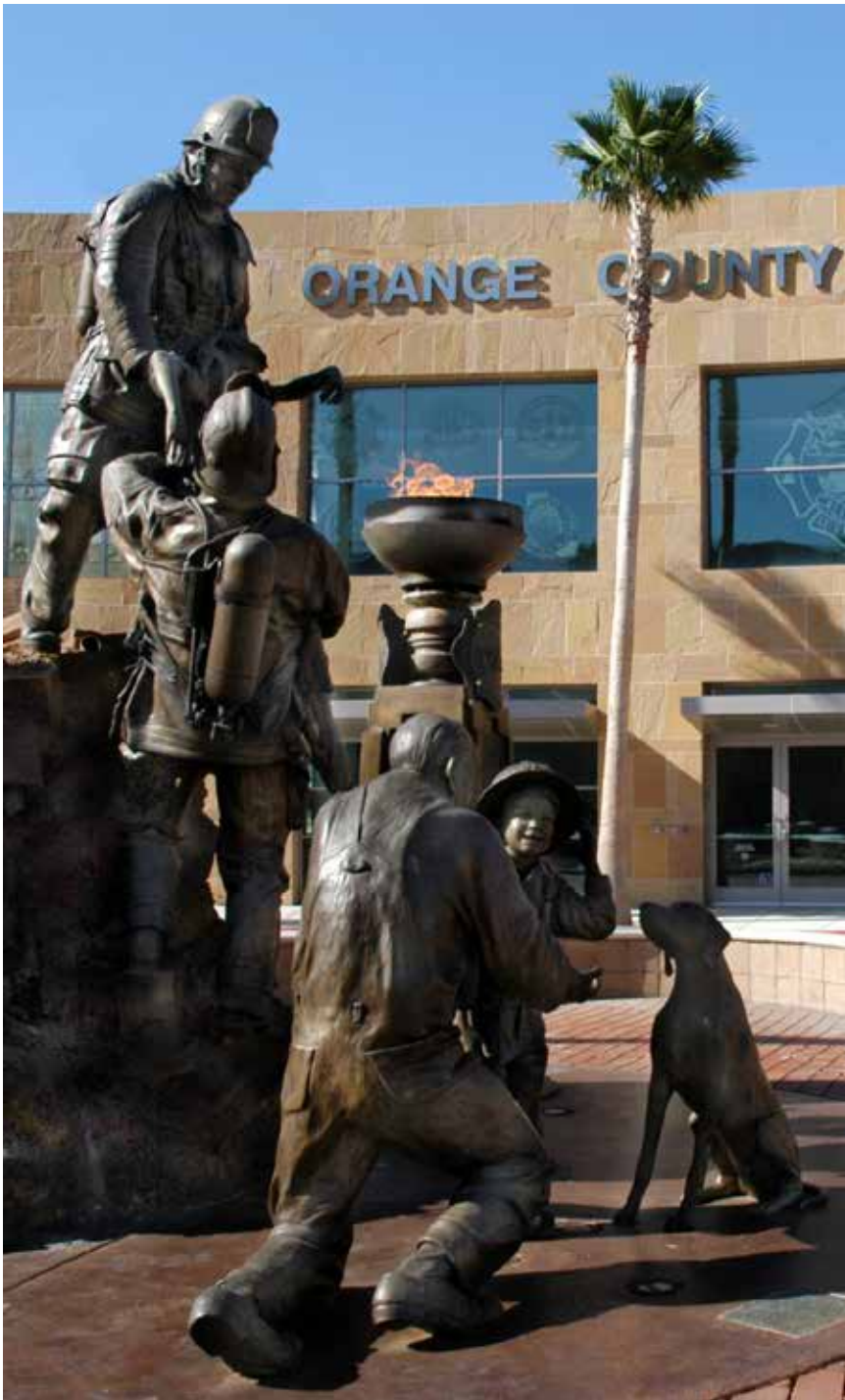
Orange County Fire Authority
2011 Annual Report



“You Can Count on Us!”



Table of Contents



Orange County Fire Authority Firefighter Memorial
“Proud Traditions, Dynamic Future”
Created by Southern California Artist De L’Esprie

Constructed to Honor Orange County’s Heroes:
Our Firefighters

- Fire Chief’s Message..... 3**
- Introduction..... 4**
- Regional Fire Operations 5
and Training Center (RFOTC)**
- 2011 Board of Directors..... 6**
- Corporate Communications..... 8**
- Fire Prevention Department 11**
- Operations Department..... 16**
 - Major Incidents Narrative..... 18**
 - Total Unit Responses
by Jurisdiction..... 20**
 - Total Incidents by Major
Category 21**
 - Responses by Unit..... 22**
 - Statistical Summary 24**
- Support Services Department..... 25**
- Business Services Department ... 28**
 - Statistical Data Comparison.. 31**
 - Funding Sources and Uses..... 32**
- Human Resources 33**
- Organization Chart..... 35**
- How to Reach Us 36**



Fire Chief's Message

This report presents a summary of the activities and accomplishments of the OCFA during 2011. As you will see in the pages to follow, the past year is full of proud achievements for our Board of Directors and all the hard-working women and men of the Orange County Fire Authority. Our regional service delivery model and exceptional agency is made possible through our invaluable partnerships with our member cities and the County of Orange.

A central theme of our organization is to strive for constant improvement in all that we do. In 2011, a new program called *Optimal Outcome* was introduced as a means to solicit and develop new ideas that offer better or more efficient ways to conduct our business. A project team comprised of members throughout the agency has taken the project from a concept to a standardized process that will provide a familiar path for ideas to incubate and ultimately be enacted at the appropriate level. The goal is to have the people actually performing the task tell us how we can do it better.

In March of 2011, the OCFA was awarded a very prestigious accreditation from the Commission on Fire Accreditation International (CFAI). This was the culmination of a multi-year process that focuses on best practices in all areas of the fire service. With this distinction, the OCFA joins just 142 other CFAI-accredited fire agencies and is the third largest of those in North America. I am extremely proud of this achievement and appreciate the hundreds of hours our staff put into making it possible. This will be an ongoing effort of self-assessment and evaluation in order to maintain our accredited status.

With funding provided through our partnership with the cities of Cypress (Station 17), San Clemente (Station 60), and Stanton (Station 46), we opened new fire stations in these communities. These facilities replace smaller and outdated stations and provide improved environments for the firefighters, as well as meeting new construction standards for essential public facilities. We are grateful to the cities for investing their resources to make these facilities available to us.

Please enjoy reading about the past year's successes by the OCFA. I am honored to serve our almost 1.4 million residents, our Board of Directors, and to work alongside the tremendous group of people that is the OCFA. We look back on 2011 with pride and look forward to 2012 as it will again offer us new opportunities to improve on what is already a world-class fire service agency.



Fire Chief
Keith Richter

A handwritten signature in black ink that reads "Keith Richter".

Fire Chief
Orange County Fire Authority



We Are The OCFA

The Orange County Fire Authority (OCFA) is a Joint Powers Authority that serves as an all-risk emergency response agency for almost 1.4 million Orange County residents in 22 cities and the unincorporated areas of Orange County.

Many people ask why their city does not have its own fire department and why contracting with the OCFA is a better option. OCFA's regional approach has many advantages for the 22 cities it protects. By pooling resources, these cities have access to additional fire engines and specialized equipment that most could not afford on their own. The OCFA does not allocate equipment based on city boundaries. Instead, all member agencies have access to resources, including helicopters for brush fires and the use of sophisticated rescue equipment to save the lives of accident victims. OCFA believes more centrally located resources means shorter response times, thereby reducing the threat to both lives and property.

Formed in 1995, the OCFA is governed by a Board of Directors comprised of two members from the Orange County Board of Supervisors and one elected official from each of OCFA's 22 member cities. The OCFA Board of Directors meet regularly to set policy, approve budgets, establish service levels, and provide fiscal oversight. In compliance with the Brown Act, all regular Board/Committee meeting agendas and materials are available to the public at least 72 hours prior to the meeting on the OCFA's website at www.ocfa.org or may be reviewed in the Clerk of the Authority's office at the RFOTC during normal business hours.

The Orange County Fire Authority takes great pride in the service we provide to you and the community, and we are committed to searching for ways to continually improve service to our customers in their time of need. Every customer that receives emergency assistance from the OCFA is asked to complete a Customer Satisfaction Survey to help us determine and evaluate the degree of customer satisfaction with services rendered by our Operations personnel during emergencies. The Orange County Fire Authority is very proud to report that it has maintained a 97% approval rating over the past twelve years, illustrating the superior interpersonal and professional skills of our firefighters and dispatchers.

As one of the largest fire departments in the State, the OCFA is comprised of six divisions and eight battalions, operating out of 61 fire stations. OCFA's authorized positions include 863 firefighters, 41 fire management including 6 division chiefs, 272 professional staff, and 260 authorized reserve firefighters. OCFA's service area consists of 548 square miles, including 175,000 acres of wildland. In 2011, the OCFA responded to 87,958 emergency calls with 163,905 unit responses.

OUR MISSION AND VISION

MISSION

We enhance public safety and meet the evolving needs of our communities through education, prevention, and emergency response.

VISION

OCFA is a premier public safety agency providing superior services that result in no lives or property lost. We reach this through exceptional teamwork and strong partnerships in our community.



OCFA Headquarters

On July 1, 1936, the California Division of Forestry (CDF) opened a new headquarters at Chapman Avenue and Water Street in Orange with two residences, a 4-unit garage, a barracks, a warehouse, and an office building. Growing demands for fire protection continued and in 1980 by then known as the California Department of Forestry (CAL FIRE) transitioned fire protection service to the County of Orange Fire Department for all unincorporated areas, nine incorporated cities, and state wildland areas within Orange County boundaries. By the early 1990's, many cities had incorporated and contracted fire protection and emergency medical services back to the Orange County Fire Department.



A bird's eye view of the Orange County Fire Authority Regional Fire Operations and Training Center located between the Eastern Transportation Corridor (241) and Jamboree Road.



One of two Orange County Fire Authority Bell 412EP helicopters hovers above the OCFA Regional Fire Operations and Training Center.

With the support of its city and county members, the Orange County Fire Authority (OCFA) was formed as a Joint Powers Authority on March 1, 1995.

Since the early days with the CDF, there was a distant dream of a new headquarters and training facility. That dream became a reality with the formal dedication of the Regional Fire Operations and Training Center (RFOTC) on March 12, 2005.

On July 20, 2011, the OCFA Training Center was certified by the State of California Specialized Training Institute (CSTI) as a Hazardous Materials Field Training Facility site. Our newly certified site is one of only six in Southern California.

The RFOTC 20-acre site is located at the intersection of Jamboree and Tustin Ranch Roads in Irvine, California. The campus houses a 9-1-1 Emergency Command Center, a training center and drill grounds, a fleet maintenance center, material management center, and a public services and support center.



2011 Board of Directors

  <p>City of Aliso Viejo Population: 48,320 Area: 6.92 Square Miles OCFA Fire Station 57 Joined OCFA in 2001* Donald Garcia Board Member</p>	  <p>City of Laguna Hills Population: 30,410 Area: 6.63 Square Miles OCFA Fire Station 22 Joined OCFA in 1991* Randal Bressette Board Member</p>
  <p>City of Buena Park Population: 80,868 Area: 10.06 Square Miles OCFA Fire Stations 61, 62, 63 Joined OCFA in 1994* Elizabeth Swift Board Member</p>	  <p>City of Laguna Niguel Population: 63,228 Area: 14.74 Square Miles OCFA Fire Stations 5, 39, 49 Joined OCFA in 1989* Gary Capata Board Member</p>
  <p>City of Cypress Population: 47,907 Area: 6.92 Square Miles OCFA Fire Station 17 Joined OCFA in 1980* Todd Seymore Board Member</p>	  <p>City of Laguna Woods Population: 16,224 Area: 3.04 Square Miles OCFA Fire Station 22 Joined OCFA in 1999* Martin Rhodes Board Member</p>
  <p>City of Dana Point Population: 33,429 Area: 6.75 Square Miles OCFA Fire Stations 29, 30 Joined OCFA in 1989* Steven Weinberg Board Member</p>	  <p>City of Lake Forest Population: 77,490 Area: 16.79 Square Miles OCFA Fire Stations 19, 42, 54 Joined OCFA in 1991* Mark Tettemer Board Chair</p>
  <p>City of Irvine Population: 219,156 Area: 66.28 Square Miles OCFA Fire Stations 4, 6, 20, 26, 27, 28, 36, 38, 47, 51, 55 Joined OCFA in 1980* Larry Agran Board Member</p>	  <p>City of Los Alamitos Population: 11,474 Area: 4.26 Square Miles OCFA Fire Station 2 Joined OCFA in 1980* Ken Stephens Board Member</p>
  <p>City of La Palma Population: 15,596 Area: 2.01 Square Miles OCFA Fire Station 13 Joined OCFA in 1980* Ralph Rodriguez Board Member</p>	  <p>City of Mission Viejo Population: 93,483 Area: 17.43 Square Miles OCFA Fire Stations 9, 24, 31 Joined OCFA in 1988* Trish Kelley Board Vice Chair</p>

*Note: The joined date for each agency reflects the year in which they first became an independent agency protected by the State or County emergency response system. Prior to 1980, fire protection and emergency services in the unincorporated portions of Orange County and in certain cities within the county were provided by the California Department of Forestry. The Orange County Fire Department assumed responsibility in 1980. In 1995, the OCFA was formed as a successor agency to the Orange County Fire Department.



2011 Board of Directors

  <p>City of Placentia Population: 50,665 Area: 6.61 Square Miles OCFA Fire Stations 34, 35 Joined OCFA in 1980* <i>Jeremy Yamaguchi</i> Board Member</p>	  <p>City of Tustin Population: 75,781 Area: 11.04 Square Miles OCFA Fire Stations 21, 37, 43 Joined OCFA in 1980* <i>John Nielsen</i> Board Member</p>
  <p>City of Rancho Santa Margarita Population: 47,947 Area: 13.07 Square Miles OCFA Fire Station 45 Joined OCFA in 2000* <i>Jerry Holloway</i> Board Member</p>	  <p>City of Villa Park Population: 5,823 Area: 2.09 Square Miles OCFA Fire Station 23 Joined OCFA in 1980* <i>Brad Reese</i> Board Member</p>
  <p>City of San Clemente Population: 63,743 Area: 18.07 Square Miles OCFA Fire Stations 50, 59, 60 Joined OCFA in 1994* <i>Jim Dahl</i> Board Member</p>	  <p>City of Westminster Population: 89,937 Area: 10.19 Square Miles OCFA Fire Stations 64, 65, 66 Joined OCFA in 1995* <i>Tyler Diep</i> Board Member</p>
  <p>City of San Juan Capistrano Population: 34,734 Area: 14.24 Square Miles OCFA Fire Stations 29, 30 Joined OCFA in 1980* <i>Sam Allevato</i> Board Member</p>	  <p>City of Yorba Linda Population: 64,855 Area: 19.92 Square Miles OCFA Fire Stations 10, 32, 53 Joined OCFA in 1980* <i>Nancy Rikel</i> Board Member</p>
  <p>City of Seal Beach Population: 24,215 Area: 12.20 Square Miles OCFA Fire Stations 44, 48 Joined OCFA in 1982* <i>David Sloan</i> Board Member</p>	  <p>County of Orange 1st District Area: 277.46 Square Miles OCFA Fire Stations ** Joined OCFA in 1930* <i>Janet Nguyen</i> Board Member</p>
  <p>City of Stanton Population: 38,317 Area: 3.13 Square Miles OCFA Fire Station 46 Joined OCFA in 1987* <i>David John Shawver</i> Board Member</p>	  <p>County of Orange 5th District Area: 277.46 Square Miles OCFA Fire Stations ** Joined OCFA in 1930* <i>Patricia Bates</i> Board Member</p>

** Note: Representatives to unincorporated OCFA Areas - Population: 121,488 OCFA Fire Stations 8, 11, 14, 15, 16, 18, 25, 33, 40, 41, 58

Population Source: CA Dept of Finance / Area Source: Resources Development Mgmt Dept Land Use Planning Division



Serving the Community

The Corporate Communications section of the OCFA is responsible for development and implementation of community relations, media relations, and community outreach programs, along with internal communications and marketing of programs for our employees. Comprised of the **Public Information Office, Community Relations, and Multi-Media Services**, Corporate Communications provides community outreach and public information expertise as well as audio-visual and graphics support to the entire organization and its affiliate agencies.

2011 HIGHLIGHTS

The Corporate Communications section is tasked with making sure the residents who live and work in the 22 cities and unincorporated area we serve are well informed. Regular communications and community outreach are just two of the components used to reach out to the members we serve. Staff members were busy each month creating the Video Newsletter that is



distributed to our firefighters to inform them of current issues within the organization, as well as *On the Front Line*, a printed

newsletter that keeps the communities abreast of our happenings and events. Staff members also prepared the extensive Executive Summary that is transmitted weekly to our Board of Directors, plus the production of intensive training DVDs, and numerous Public Safety Announcements for a variety of departments within the OCFA. Staff members served their colleagues by designing PowerPoint presentations, taking photographs at important events, and providing graphic support to the various sections within the OCFA. The Public Information Office was continually busy with media relations regarding newsworthy incidents, newly launched life and fire safety programs, and answering the public's questions regarding the OCFA.

Social Media – External Communications

This past year, the Corporate Communications section implemented our Vimeo and YouTube pages, as well as redesigned Twitter and revamped our Facebook page to connect with the public via social media. The goal was to provide up-to-date safety information on a continual basis and interact with the people to whom we provide

service. Every day, there is a message or incident update via our Twitter feed, and we interact with the public, either on Facebook or Twitter, as they send in their questions.

OCFA Hosts its 6th Annual Open House

More than 3,500 residents had the opportunity to learn about the “Top 5 Fire Risks” at the 6th Annual Open House that was held at the Regional Fire Operations and Training Center in Irvine. Families watched live fire demonstrations, put out make-believe fires, took rides in fire engines, tried on firefighter



turnouts, and discovered life and fire safety in a fun-filled environment. This event is held yearly on the second Saturday in October to

help bring awareness to “National Fire Prevention Week,” a week designed to inform residents about current life and fire safety issues and trends.

Pool/Spa Safety Technician Pilot Program

A select group of employees took part in a pilot program with the National Drowning Prevention Alliance (NDPA), where they were trained as Pool/Spa Safety Technicians. The technicians went out, free of charge to more than 50 homeowners who have a residential



Serving the Community

pool and spa to share the latest in safety recommendations, product options, swim lessons, and emergency preparation. Homeowners learned how to make their pools and spas safer. The data collected from this pilot program is being used to create a nation-wide program that any agency can use.

19th Annual Spark of Love Toy Drive

Community Relations was tasked with overseeing the Annual Spark of Love Toy Drive, which is part of the Orange County Toy Collaborative.



With the poor economy and jobless rate, the need for toys this year was up dramatically. Orange County collected more than 143,000 toys through the OC Toy

Collaborative, which includes the OC Firefighters' Spark of Love Toy Drive, the U.S. Marine Corps Toys for Tots, OC Social Service's Operation Santa Claus and St. Vincent de Paul's Holiday Charities. The Collaborative combined its efforts to collect new unwrapped toys, sports equipment, and gift cards. The Collaborative works extensively to collect and distribute toys to Orange County children and their families who may otherwise go without during the holiday season.



Trevor Win'E Memorial Challenge

More than 30 teams competed in the 5th Annual Trevor Win'E Memorial CrossFit Challenge on Memorial Day. This annual event raises money to purchase cooling vests for soldiers being deployed overseas. There were three workouts to choose from and 4, 6, or 8 members competed on each team. Each person donated \$50 to



participate, which went toward the purchase of cooling vests that reduce heat stress and keeps soldiers cool during the hot months in the desert region. The goal of this year's Challenge was to send 250 cooling vests to our



military personnel overseas. The Win'E family created this event to honor their son, Army SPC Trevor Anthony Win'E, who was killed in action near Mosul, Iraq in 2004.

Adult Drowning Up in 2011!

In 2011, the OCFA responded to 36 drowning incidents, eight of which resulted in fatalities. Looking away from the water for just a few seconds could result in a lifetime of regret. This past year, OCFA saw an increase in the number of adult drownings compared to previous years, and began to alert the media when these incidents occurred in an attempt to inform the public that they should never swim alone regardless of their age!

The OCFA is committed to reducing these numbers, and is taking an active role in educating our communities. In June, Operations



personnel participated in "Splashing into Summer Safety," a drowning prevention outreach and simulated water rescue led by members of OCFA's Community Relations. The well attended event was held at Waterworks Aquatics in Irvine. Those in attendance saw firsthand what OCFA firefighters do when a child drowns, and received information to help prepare parents and babysitters for a safe outing at the pool.



Serving the Community



Fill the Boot and Summer Camp Benefiting MDA

For many years, the Muscular Dystrophy Association (MDA) has been teaming up with fire departments all over the U.S. to “Fill the Boot.” Once a year, Career and Reserve Firefighters, and Fire Explorers, extend a turnout boot and accept

donations from the general public. The year 2011 proved to be no different as members of the OCFA walked up and down major streets in Orange County for the benefit of helping this worthy cause. In support of the extensive volunteering by our men and women for this cause, the OCFA Board of Directors regularly proclaims the month of April as “Muscular Dystrophy Awareness Month.”

OCFA personnel also volunteered their time as camp counselors at the Orange County Muscular Dystrophy Summer Camp at the campus of Loyola Marymount University in Los Angeles. Apart from a visit with a fire engine and a chance to operate a fire hose, the children attending camp made fast friends with firefighters and staff employees who spent the week participating in a variety of camp activities.

United Way Campaign

The United Way partners with individuals and organizations to develop plans that proactively deal with critical health and human care issues, which ultimately build self-sufficient lives for people in need. In May, the OCFA kicked off its Annual United Way Fund Raising Campaign. Battalion campaign representatives provided presentations to field personnel, and despite the struggling economy, this year’s United Way Campaign proved very successful.

“EVERY 15 MINUTES” Mock DUI Exercises

The OCFA was one of several agencies that participated in a nationwide anti-drunk driving program, “Every 15 Minutes,” at numerous high schools within Orange County. The program stresses to teenagers the after effects of drunk driving at any age because, “Every 15 minutes someone in the U.S. is killed or injured by a

drunk driver.” These programs took place at Capistrano Valley, Dana Hills, Tesoro, Laguna Hills, El Toro, and J. Serra Catholic High Schools.



DUI exercises teach teenagers the reality and demonstrate the consequences of driving under the influence of alcohol and/or drugs by simulating live DUI car crashes involving intoxicated students. The mock crashes simulate deaths, serious injuries, and/or incarcerations of participating students, and also demonstrate impacts on the student’s families and friends.

These mock DUI exercises were sponsored by Friends Against Drinking and Driving (FADD). Other agencies participating in the program include the Orange County Sheriff-Coroner Department, California Highway Patrol, Mission Hospital, Medix Ambulance, TIP (Trauma Intervention Program), O’Connor Mortuary, and S & K Towing.

Community Support

Along with previous events, in 2011 OCFA members were involved in numerous charitable events including: Adopt a Needy Family, Alzheimer’s Walk, Support Our Troops Campaigns, American Red Cross Blood Drives, March of Dimes, Donelan/Wall Softball Tournament, Working Wardrobes, Race for the Cure, Spark of Love Toy Drive, OCFA Health Fair, Read Across America, Trevor A. Win’E Memorial Crossfit Challenge, American Cancer Society Daffodil Days, and other similar activities.

For additional information about community events and programs, please contact the Community Relations at (714) 573-6200, or visit OCFA’s website at www.ocfa.org.



Contributing to Community Safety

The Fire Prevention Department’s mission is to continue to “contribute to community safety and prosperity through the systematic mitigation of risk.” This mission is accomplished through the identification and analysis of community risk; development, implementation and enforcement of laws and regulations; education and distribution of information to the community; and a dedication to excellence. The goals are to 1) Reduce injuries, loss of life, and loss of property; 2) Provide effective, efficient, and quality service; 3) Create and maintain collaborative working relationships with customers; and 4) Create a Fire Prevention team that models a dedication to excellence. The Fire Prevention Department is comprised of four sections: **Investigations Services** identifies our risks through accurate incident investigation and evaluation and initiation of intervention strategies. Staff in this section investigates or reviews all fires to accurately identify the cause and contributing factors. **Planning & Development Services** assists stakeholders in building safe communities. Some of its activities include working with the development community and partner agency planning and building staff to ensure new tracts and projects meet state and local fire and life safety requirements. **Safety & Environmental Services** assists stakeholders in maintaining and enhancing safe communities. Activities include managing fire safety programs for existing buildings, issuing fire code and special activity permits, and investigating complaints from the general public regarding potential fire hazard conditions. **Pre-Fire Management Services** understands our communities’ risks and identifies appropriate intervention strategies. The Wildland Unit focuses on preventing and mitigating the impacts of wildfires throughout our jurisdiction and facilitates the development of *Fire Adaptive Communities*.



All four sections work interdependently and with other OCFA Departments to achieve these goals. Efforts are focused on improving our capacity to analyze community risks and provide targeted prevention services to high-risk community members, as well as our ability to develop sustainable intervention programs that are effective at reducing known risks.

types of fire, focusing on the top community risks: vegetation/wildfire, cooking, smoking, and electrical systems and equipment. They assisted fire crews with the fire investigation, identifying what happened, and why the incident occurred. Data was then used to identify the top fire risks in terms of death, injury, and property loss.

2011 HIGHLIGHTS

In 2011, the Department completed the fifth year of the Fire Prevention Strategic Action Plan that is transforming fire prevention programs from traditional, regulatory and mandate-driven programs to dynamic programs that target specific community risks and reduce loss of life, injuries, and property damage. Led by a highly-motivated and productive Fire Prevention Team, significant progress was made on several initiatives which positively impact service delivery.

Risk Identification

The Investigations Services section designed and developed new tools to capture incident data that more specifically identifies fire cause and the impacted targets, including equipment and victims. They will be training all crews in the use of a new worksheet in 2012. Fire Investigators also responded to several specific



The Risk Analysis and Mitigation Evaluation unit continues to develop and update risk profiles for the top community risks, as well as all other Fire Prevention programs. Each program has a defined impact, specific targets, engaged partners, and performance indicators and evaluation criteria to ensure the impact is realized. Several existing programs were evaluated and either decommissioned or overhauled. Those that were revised and released this year include the Safe Assembly Occupancy Program and a new False Alarm Program.



Contributing to Community Safety

Risk Intervention

The Safe Assembly Program targets the top fire cause, commercial cooking, and engages owners



and managers in ensuring the problem is addressed through cleaning and maintenance of cooking equipment, as well as staff training.

Maintenance of the fire sprinkler, fire alarm, and exiting systems are also emphasized.

The False Alarm Program targets business/building owners and managers educating them on the problems caused by false alarms and the negative impact on community safety in terms of occupant complacency, risk to community and firefighters during response, and potential to deter emergency responders from a real emergency. The program will track results and impact on reducing the 4,500 false alarms experienced in 2011.



Wildfire Mitigation: Ready, Set, Go! (RSG) is creating “A Great Community One Block at a Time” by attacking Orange County’s number one fire risk - Wildfire. By adopting a multitude of different tactics and strategies, Ready, Set, Go! is growing into one of the most dynamic programs in Fire Prevention.

Our Ready, Set, Go! wildfire mitigation program addresses the number one risk to communities in terms of injuries and property loss, as well as environmental and watershed resources. Gaining a clearer understanding of where wildfire hazards exist is key to implementing strategies that reduce community risk. Fire Hazard Severity Zone (FHSZ) maps were updated in 2011 through coordination with partner agencies, CAL FIRE, and the Building Industry Association. The maps include very high, high, and moderate zone

designations which will ultimately facilitate more targeted intervention through community partnerships. FHSZ maps will also define where enhanced wildfire



resistant building construction requirements apply as partner agencies complete the adoption processes.

Ready, Set, Go! has grown from an OCFA centered program to an active and expanding effort effectively engaging and motivating communities, partners, and stakeholders. Community members are becoming proactive about wildfire safety at their homes and in their community. Partner agencies are coordinating efforts to remove hazardous vegetation and are planning for the next wildfire.

In July, building “A Great Community One Block at a Time” was rolled out to the residents of Cowan and Lemon Heights at Bent Tree Park. At the event, attended by over 100 people, the OCFA, along with Supervisor Campbell and other officials from OC Public Works, OC Parks, City of Tustin, and members of the media saw firsthand what was planned for the Cowan and



Lemon Heights area to mitigate wildfire risks. Community members were introduced to our new Risk Assessment website allowing residents to input their address and receive their wildfire risk score. Additionally, OC Parks and Public Works attended to talk about the upcoming vegetation reduction project in Peter’s Canyon. The event was filmed by the Weather



Contributing to Community Safety

Channel for an upcoming show on wildfires, highlighting the actions the OCFA is taking to protect our residents.

Another major Ready, Set, Go! partnership effort for 2011 and beyond is the establishment of Firewise Communities throughout the County. Firewise Communities are a coalition of public and private sector organizations that share a common vision with a vested interest in reducing losses from wildfire. This year, Orange County's first Firewise Community, the Foothills Communities Association, was created in the Cowan and Lemon Heights area. Assisted by the National Fire Protection Association California Area Advisor and OCFA staff, the residents completed a wildfire hazard assessment in December. This new team of residents is using the information from the assessment to create a risk reduction plan that will prioritize projects designed to mitigate the consequences to their homes in the event of a wildfire.

Multi-family Risk Reduction Program (MRRP): Fire incident data targets multi-family residential properties as being the hardest hit by fire of any occupancy type in Orange County. The pilot for a new program focusing on apartment communities is underway. Through a partnership with the Apartment Association of Orange County and the South Coast Apartment Association, owners and managers of apartment communities are working to reduce the fire risk for their residents.



The OC Safe Apartment website was created as the hub for our partners to sign-up, watch our newly produced training videos, read the latest news and safety messages, and contribute comments. Web content has been used in apartment communities' newsletters, shared

social media sites, and keeps our partners returning to our site for continued engagement and more information.

Increased Effectiveness through Partnerships

Organizational and community partnerships are critical to the success of all fire prevention efforts. Every program has a community partner to expand resources and expertise and to ensure sustainability. In addition to the partnerships mentioned above, the following program efforts were enhanced through partnerships.

Residential Cooking Fire Prevention:

The leading cause of home fires, injuries, and deaths sparked the need for a program focused on cooking safety. The program was piloted in Laguna Hills with messages targeting the top causes and contributing factors to fire losses. We were successful in partnering with 28 local organizations who share these messages with their members on a monthly basis.



The pilot will be expanded in 2012 to include other methods of reaching our communities and reducing the cooking fire problem that results in a fire department response every 72 hours.

Smoke Alarm Program: Efforts to ensure there are working smoke alarms where people sleep continued with more canvassing efforts. The City of Laguna Woods adopted the program and currently manages implementation within its community through volunteer support. The OCFA Foundation selected the program as its first fundraising project, and identified Buena Park as its first targeted community, with the goal of installing smoke alarms and providing education to 7,800 high priority homes based on the age of the home and its residents.



Contributing to Community Safety



Other partners received training and went door-to-door inspecting alarms for batteries and operability, as well as replacing alarms more than 10 years old and installing missing devices. Events were held in Laguna Woods, Mission Viejo, Rossmoor, and Tustin. Events were also held in Stanton and Dana Point where fires in homes without smoke alarms claimed the lives of three residents, reinforcing the need to maintain working smoke alarms in every home, as echoed by the program tag line "Install, Inspect, Protect!"

Juvenile Firesetter Diversion Program: Over 70% of arson fires in Orange County are accidentally or intentionally set by children. In January, Orange County's nationally recognized diversion program, Fire FRIENDS (Firesetter Regional Intervention and Education Delivery System) was rescued from the Alisa Ann Ruch Burn Foundation, who could no longer support the Investigations section has participatory other fire the Orange Probation They have partnership University to provide behavioral health evaluations and services when needed. We continue working together to improve and maintain the Fire FRIENDS Program as we move towards achieving the goal of community safety, while enhancing our relationship with all partner agencies.



The Services secured MOUs with all agencies and County Department. also secured a with Chapman

Fire Sprinklers - A Technological Partner: Fires in homes account for approximately 80% of building fires and over 90% of fire deaths and injuries in the communities we serve. Fire sprinklers continue to prove themselves as the most effective tool in protecting life and property from the impacts of fire. In 2011, 11 (7%) of the 166 residential buildings that experienced a fire were protected by fire sprinklers. These 11 buildings

suffered less than 38% of the fire damage sustained to the non sprinklered buildings, and there were no deaths or injuries.

Key to Success - Our People:

The success of fire prevention programs lies with the people creating and implementing them. Department staff has broken with tradition and are innovatively pursuing new ways to reach our communities with safety messages and intervention strategies, such as marketing, sponsorships, partnerships, and outreach methodologies for the delivery of solutions based on advancements in engineering and education. One of our best, Community Education Specialist Angela Garbiso, was named OCFA Employee of the Year, due to her dedication, contributions to our communities, and development of programs that target risk.



Fire Prevention Week October 8-15, 2011: Annually October is designated as "National Fire Prevention Month," and the OCFA participates by highlighting the importance of fire safety information and education in protecting lives and property



from fire in declaring October 8-15, as "Fire Prevention Week." The theme for 2011 was "Protect Your Family from Fire." OCFA focused on steps residents could take to keep their homes safe from the leading causes of fires, injuries, and deaths. OCFA held an Open House and reached over 3,500 people with our messages in a single day.





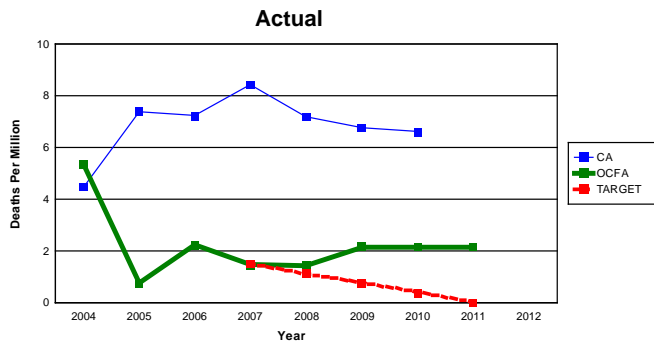
Contributing to Community Safety

Tracking Performance and Impact

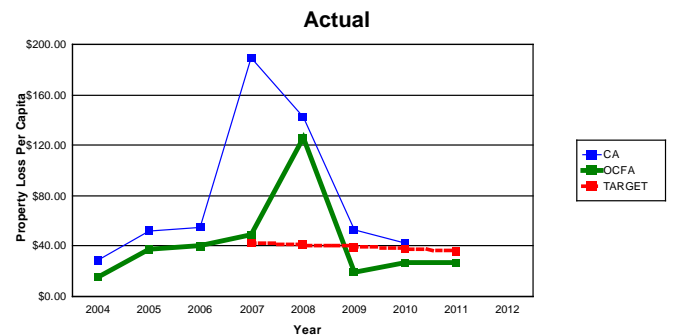
The Fire Prevention Department continued to lead an organization-wide effort toward data driven decision making. Aside from good decision making, a primary use of data is to determine the effectiveness and efficiency of our programs and identify where adjustments are necessary to improve the impact of our activities.

The community fire problem is described by four main indicators that have been graphed and displayed for the organization:

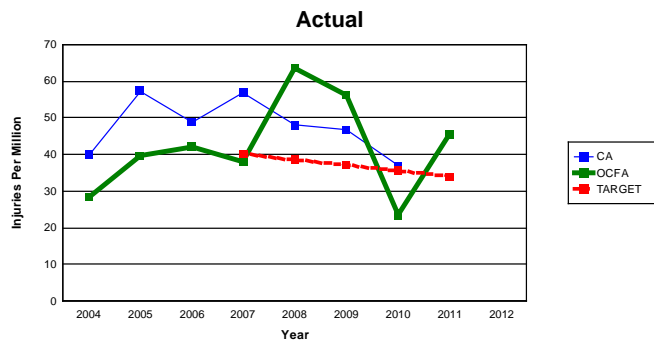
CIVILIAN FIRE DEATHS



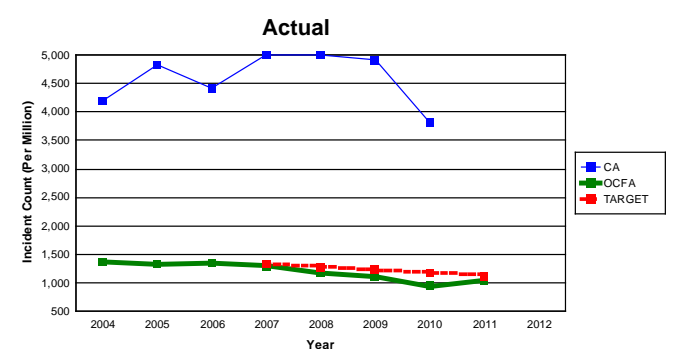
PROPERTY LOSS



CIVILIAN FIRE INJURIES



NUMBER OF FIRES



For additional information about Planning & Development Services, Safety & Environmental Services, Investigation Services, or Pre Fire Management, please contact the Fire Prevention Department at (714) 573-6000, or visit OCFA's website at www.ocfa.org.



Meeting the Challenge

The Orange County Fire Authority is one of the largest fire departments in the State of California and is divided into 6 divisions and 8 battalions that include a total of 61 fire stations. The OCFA Operations Department provides regional emergency response to all fires, medical aids, rescues, hazardous materials incidents, wildland fires, and aircraft fire and rescue services to **John Wayne Airport**. This department is also responsible for specialized emergency response capability and equipment for **Urban Search and Rescue (US&R)** and **Swift Water Rescue**, administration of the **Reserve Firefighter** and **Fire Explorer Programs**, **Emergency Planning & Coordination**, **Emergency Medical Services**, **Special Operations** (helicopters, crews/equipment), **Training and Safety**, and the **Volunteer Chaplain Program**.

2011 HIGHLIGHTS

During 2011, the Operations Department continued to meet the challenge of providing the highest level of emergency response to the communities we serve.

Advanced Training Exercises

In an ongoing effort to maintain the OCFA's status as a preeminent "all-risk" emergency response agency, members of the OCFA participated in numerous advanced training exercises. Some of these opportunities included:



- **Camp Pendleton Fire School** - In 2011, the OCFA played an increased role in this multi-agency live-fire suppression and management exercise. Fire school was extended to a two-week event, providing greater opportunities for local and regional agencies to gain from the experience.
- **Tonner Canyon Wildland Scrimmage** – Once again OCFA participated in this important three-day wildland fire exercise involving Southern California agencies tasked with protecting the Orange, Los Angeles, and San Bernardino County border areas.
- **Great Southern California ShakeOut** - An exercise designed to rehearse the region's earthquake response plan.
- **Chief Officer Workshops** - Implemented throughout the year, these sessions are designed to improve the command and control skills of the Incident Commander, present an opportunity for personnel to review Standard Operating Procedures, reinforce philosophies of leadership, and share experiences of lessons learned in the field.

- **CA-TF5 US&R MOBEX Drill** – OCFA hosted an elaborate Urban Search and Rescue drill at the RFOTC that simulated a 9.7 earthquake just off the Orange County coastline, resulting in a Tsunami that compounded the damage, causing numerous fatalities and injuries. The drill was evaluated by members of FEMA, and put the skills of CA-TF5 to the test.

Special Operations (OCFA Helicopters, Fire Crew, and Heavy Equipment)



In 2011, the Special Operations section implemented the following improvements:

- OCFA's Bell 412 Helicopters received the necessary approval from the USFS and CAL FIRE for night operations on state and federal incidents.
- The OCFA career hand crew became available for regional response with its certification as a Type I Crew; its first deployment was to the Keene Complex Fires in Kern County.
- The OCFA career hand crew increased their involvement in local fuel modification projects.
- The OCFA's helicopter participated in a ground breaking program by providing a helicopter rescue crew member when deployed to the Eagle Fire, a



Meeting the Challenge

major wildland fire in San Diego County. OCFA's helicopter was instrumental in several day and night-time rescues during the fire, in addition to aerial firefighting.



Operations Training and Safety

The OCFA is committed to ensuring that the communities it serves are protected by the most professional and highly-trained firefighters possible. In addition to ongoing education and training conducted to introduce, hone, and maintain the skills of OCFA's entire workforce, the Operations Training and Safety section, in cooperation with the U.S. Forest Service (USFS) and CAL FIRE, conducted several Incident Command System (ICS) classes that were available to our partner cities within Orange County. The section also conducted the following training:

- One Battalion Chiefs Academy, graduating 10 qualified promotional candidates. This two week course covers a wide variety of subjects from incident command to conflict resolution, all designed to prepare the participants for the demanding role of a Battalion Chief in the OCFA.
- One Fire Captains Academy, graduating 15 qualified promotional candidates. This two week academy covers material paramount to the safe and proficient practices of the company officer. Participants receive training in incident strategy and tactics, supervisory practices, documentation, and other subjects required to be an effective Fire Captain in the OCFA.
- Career Academy 37 was conducted on the OCFA's drill grounds. Twenty-five recruits successfully completed the rigorous 18 weeks of training that

consisted of more than 720 hours of classroom training, coupled with manipulative training in fire suppression, emergency medicine, rescue systems, hazardous materials, public education, fire prevention, and weapons of mass destruction response. The 25 new probationary firefighters graduated in November.

- One Fire Apparatus Engineer (FAE) Academy was conducted in 2011, with 17 candidates successfully completing this unique training program. Upon promotion, the new FAE's will be responsible for the maintenance and operation of apparatus and equipment, as well as engineering the safe and efficient flow of water at a fire incident.
- Three Water Tender Workshops designed to train OCFA FAEs in the operation and maintenance of OCFA's water tenders, in an effort to increase our wildland response capabilities.
- On-going Operations Training Activities, including rank specific training, live fire training, and fire-ground firefighter survival training.



Volunteer Services

- Monitored and assessed modifications to the Reserve Firefighter Program, as directed by the Board of Directors.
- One Reserve Firefighter Academy was conducted during 2011. Reserve firefighters provide valuable service to their communities by assisting career firefighters in a variety of emergencies. The Academy provides training and education to allow reserve firefighters to operate safely and efficiently at the scene of an emergency incident.



Meeting the Challenge

- One Reserve Officer Academy was conducted in late 2011. This Academy prepares the participants to serve in the role of Reserve Officer, providing leadership and accountability for other members of OCFA's Reserve Program.
- A Reserve Driver Operator Academy was conducted in 2011, preparing reserve members for the role of driving, operating, and maintaining the equipment assigned to their respective station.
- The annual OCFA Fire Explorer Academy was held during July. This program reaches out and mentors youths between the ages of 14 and 21, who are interested in the fire service. Explorers learn the different skills a firefighter must possess, while also developing personal relationships, character, and leadership abilities needed in this line of work, as well as in life. In order to participate in this worthy program, the candidates must be a registered member of the Learning For Life (LFL) Exploring subsidiary, be free of any physical defects that would cause injury to him/herself or jeopardize other participants in the program, have no serious arrests or convictions, maintain fire safe grooming standards, and must maintain an overall grade point average of at least a 2.0 (C) while in high school.

MAJOR INCIDENTS



Wildland Incidents - The 2011 wildland fire season was unusually mild in Orange County; however, the Orange County Fire Authority did respond to several vegetation fires both within and outside of our jurisdiction. Through the efforts of OCFA personnel and mutual aid partners, all of the local fires were held to minimal acreage. Some of the incidents include:

Niguel Fire: Fireworks caused this fire on July 4, 2011, inside of Laguna Niguel Regional Park. While the fire threatened several homes, aggressive efforts by OCFA firefighters held the night-time fire to just six acres, with no structures damaged.



Carbon Canyon Fire: This fire burned near the Orange, San Bernardino, and Los Angeles County lines in the "Mutual Threat Zone." The OCFA partnered with firefighting resources from Fullerton, Brea, Los Angeles County, Chino Valley, Laguna Beach, Anaheim, and CAL FIRE to fight the fire. Utilizing aircraft, including OCFA's helicopters, fixed wing air tankers, and ground resources, this fire was stopped at just over 500 acres.

Mutual Aid: As part of the state-wide system, OCFA units and personnel provided mutual aid to the following major wildland incidents in 2011: Hill Fire (San Bernardino County); Keene Complex, Canyon Fire, Comanche Complex, and Breckenridge Complex (Kern County); Hurricane Complex (Los Padres National Forest); Mint Fire (Angeles National Forest); Great Fire, Eagle Fire, and Pala Fire (San Diego County).

Major Structure Incidents - Throughout 2011, the OCFA responded to more than 1,400 structural fires. Through the efforts of OCFA's members, the majority of the structure fires were contained rapidly, before becoming major incidents. While all fires can be devastating to those impacted, some of the most notable 2011 fires were as follows:



Meeting the Challenge



Sunset Beach Incident: On May 12, 2011, OCFA units responded, along with units from Huntington Beach, to find a large beach-front home well involved in fire. The fire was being pushed by a significant onshore wind, causing the fire to spread rapidly to the adjacent structures. The fire taxed local resources for more than six hours, and resulted in one firefighter injury and the destruction of three, large, beach-front residences.

Sycamore Incident: A structure fire involving a single-family dwelling occurred in the city of Stanton on the evening of August 5, 2011. The fire resulted in six burn patients being transported to area hospitals, and required a total of two alarms to treat the victims and bring the fire under control.

Lago Incident: On the afternoon of August 9, 2011, OCFA crews responded to a structure fire in Laguna Woods Tower 1, in the city of Laguna Woods. The fire was held in check by a fire sprinkler, crews evacuated the high-rise structure, and assured there was no further fire spread.

Bremerton Incident: In the early morning hours of October 30, 2011, OCFA units responded to a single-family dwelling fire in the city of Dana Point. First arriving crews were met with heavy fire conditions with neighbors reporting two elderly residents trapped inside. With aggressive search efforts, crews were able to locate and remove two unconscious victims who were transported to the hospital.

Crescent Incident: On November 6, 2011, OCFA units responded to a structure fire in a two story, multi-family dwelling, with a report of several residents trapped by fire. When the crews first arrived, they found a first floor apartment with fire rolling out of the windows, lapping upward, blocking the escape of the residents

above the fire. Through their aggressive offensive attack, the crews held the fire in check while additional OCFA members located and rescued six victims from the apartment above the fire via ladders to the rear windows of the upper apartment. A total of six victims were transported to area hospitals.

Additional Incidents - Members of the OCFA also responded to several unusual and noteworthy incidents in 2011. Among the most notable:

Dana Incident: In the early evening hours of May 29, 2011, OCFA units were called to assist with a boat accident in the area of Strands Beach in Dana Point. First arriving units found three victims, with one unaccounted for. After a coordinated search, the fourth victim was



located in the water. OCFA Helicopter 2 inserted a rescuer, and hoisted the victim out to a waiting ground unit for transport to Mission Hospital.

Power Outage: At approximately 3:00 p.m. on September 8, 2011, a significant regional power outage occurred, affecting southern Orange County, and most of Riverside, Imperial, and San Diego Counties. OCFA's Department Operations Center was activated to a level one activation, and Area Commands were established in Division 3 and Division 5 to deal with an increased call volume and severely impacted traffic patterns.

Seal Beach Incident: On October 12, 2011, OCFA units responded to a report of a shooting at a Seal Beach shopping area. Initial reports indicated seven victims; first arriving units ultimately found a total of nine patients, and declared a MCI (Multi-Casualty Incident). Working quickly, the crews triaged, treated and transported the most critical victims of the event to local trauma centers in the first half hour.

For additional information about how the OCFA responds to fire and medical emergencies, please contact the OCFA at (714) 573-6000, or visit OCFA's website at www.ocfa.org.



Emergency Response Data

Total Unit Responses by Jurisdiction

January 1 – December 31, 2011

Jurisdiction	Unit Responses
Aliso Viejo	4,104
Buena Park	8,638
Cypress	4,949
Dana Point	5,231
Irvine	20,575
La Palma	1,530
Laguna Hills	4,219
Laguna Niguel	6,632
Laguna Woods	7,519
Lake Forest	6,900
Los Alamitos	2,265
Mission Viejo	9,278
Placentia	4,549
Rancho Santa Margarita	4,304
San Clemente	8,612
San Juan Capistrano	5,443
Seal Beach	7,660
Stanton	3,567
Tustin	8,711
Villa Park	563
Westminster	13,318
Yorba Linda	6,032
Total City	144,599
Unincorporated	14,519
In County Mutual Aid	4,188
Out of County Mutual Aid	599
Total	163,905



Incidents by Major Category

Total Incidents by Major Category

January 1 – December 31, 2011

Jurisdiction	Fires	EMS	Other	Total
Aliso Viejo	38	1,519	547	2,104
Buena Park	127	4,181	1,458	5,766
Cypress	60	1,871	622	2,553
Dana Point	37	2,013	804	2,854
Irvine	213	7,692	3,870	11,775
La Palma	8	584	185	777
Laguna Hills	52	1,865	613	2,530
Laguna Niguel	55	2,397	809	3,261
Laguna Woods	23	3,589	1,024	4,636
Lake Forest	92	3,063	1,014	4,169
Los Alamitos	30	753	297	1,080
Mission Viejo	87	4,717	1,448	6,252
Placentia	46	1,857	810	2,713
Rancho Santa Margarita	26	1,487	515	2,028
San Clemente	89	2,659	1,210	3,958
San Juan Capistrano	46	1,913	612	2,571
Seal Beach	34	2,834	672	3,540
Stanton	56	1,904	663	2,623
Tustin	89	3,059	899	4,047
Villa Park	3	256	107	366
Westminster	92	4,519	1,248	5,859
Yorba Linda	50	2,126	841	3,017
Unincorporated	105	4,289	1,705	6,099
Subtotal (OCFA Jurisdictions)	1,458	61,146	21,973	84,578
In County Mutual Aid	111	1,243	1,699	3,053
Out of County Aid	26	129	172	327
Total Incidents	1,595	62,518	23,844	87,958



OCFA Responses by Unit

Air Utilities	# Responses
A30	25
A2	7

Battalion Chiefs	# Responses
B4	410
B6	365
B3	363
B8	330
B1	290
B5	269
B7	249
B2	203
Staff BCs	167

Engines	# Responses
PM E22*	3,704
PM E222*	3,689
PM E61*	3,662
PM E29	3,144
PM E19	3,102
E48	2,944
E21	2,718
PM E46	2,675
PM E34	2,654
PM E64	2,626
PM E66	2,452
PM E24	2,401
PM E36	2,365
PM E62	2,268
E7	2,264
PM E6	2,252
PM E65	2,180
PM E60	2,072
PM E9	1,983
E26	1,918
PAU E37	1,884
PAU E28	1,841
E31	1,832
PAU E30	1,775
E4	1,758
PAU E25	1,685
E57	1,674
PAU E63	1,670
PAU E39	1,621
PAU E13	1,603
PAU E50	1,568
PAU E35	1,558
E45	1,487
PAU E10	1,478
E17	1,451
PM E51	1,411

Engines	# Responses
E38	1,293
PM E58	1,215
PAU E2	1,208
PM E23	1,196
E32	1,161
E5	1,030
PAU E54	987
PAU E44	984
PM E20	766
PAU E47	729
PAU E55	715
PAU E8	607
PAU E53	497
PM E27	446
PAU E40	432
PAU E42	370
PAU E18	236
R E11	100
PAU E15	82
R E3R E16	68
R E14	40
R E223	3

Type 3 Engines	# Responses
E318	149
E315	135
E307	39
E330	38
E339	36
E353	34
E340	28
E342	28
E350	28
E355	26
E347	22
E327	13
E362	10
Temp Eng	1383

Emergency Transport	# Responses
ET64	2,827
ET50	2,641
ET66	2,266

Services Support	# Responses
S91	165

Haz Mat	# Responses
H4	90
H204	61



OCFA Responses by Unit

Crews	# Responses
G1A	51
G1B	49
G18	43

Dozers	# Responses
K2	42
K1	15

Water Tenders	# Responses
W7	38
W16	32
W20	26
W41	12
W32	11

John Wayne Airport	# Responses
Crash 1	449
Crash 3	418
Crash 4	127
Crash 5	107
Crash 2	42
Foam 36	5

Helicopters	# Responses
HC2	156
HC1	110
HC3	27
HC4	9

Helicopter Support	# Responses
HT41	22
HS41	6
HT241	1

Paramedic Vans	# Responses
M21	3,713
M48	3,238
M17	2,927
M26	2,425
M4	2,411
M7	2,191
M31	2,074
M57	2,053
M5	1,823
M45	1,774
M32	1,486
M38	1,327
Temp Med	17

Patrols	# Responses
P7	606
P26	445
P30	355
P32	178
P11	115
P18	105
P16	88
P21	55
P14	52
P57	19
P23	5
P10	3
P48	3

Squads	# Responses
S42	10
S11	4
S57	3
S16	2
S18	2
S7	1

Trucks	# Responses
T22	1,555
T59	1,409
T49	1,150
T4	1,072
T61	1,055
T46	964
T9	947
T64	867
T34	861
T6	819
T43	782
T45	747
T17	639

PAU - Paramedic Assessment Unit

PM - Paramedic Engine

R - Reserve Engine

* - Enroute, not dispatched



Statistical Summary

January 1 – December 31, 2011¹

	2008	2009	2010	2011
Population Served	1,383,617	1,389,189	1,403,072	1,355,090
Dwelling Units	486,152	488,266	491,597	499,808
Assessed Values ²	213,904,735,187	209,816,588,278	208,586,180,604	210,062,823,290
Fires and Incidents				
Fires	1,703 ³	1,540	1,329	1,458
EMS	59,998	60,197	60,792	61,147
Ruptures	171	166	157	144
Hazmat	1,289	978	1,135	851
Service Call	5,706	5,437	6,182	6,010
Good Intent	12,328	12,424	12,874	11,044
False Alarms	4,812	4,249	4,544	3,772
Miscellaneous	532	796	506	152
Total All Incidents	86,539	85,787	87,519	87,978
Mutual Aid Received	5,484	5,570	5,650	5,954
Mutual Aid Provided	3,031	3,151	3,302	3,380
Property Loss	\$38,046,296 ⁴	\$26,765,434	\$37,947,584	\$37,988,463
Civilian Fire Injuries	84	85	33	64
Firefighter Fire Injuries	40	23	22	21
Fire Deaths	2	3	3	3 ⁵

¹ Information accurate as of the Annual Report publish date; information subject to change.

² Assessed values only for Orange County Fire Authority areas served.

³ Methodology revised to ensure only fires in OCFA jurisdiction are included. Fires handled by OCFA units outside OCFA jurisdiction are included in Unit Response Totals.

⁴ Figure does not include \$124,356,955 in damage from the 2008 Freeway Complex Fire.

⁵ In addition to the three fires deaths in 2011, two individuals died in suicide by fire and one individual died in a traffic collision that caused a fire.



Supporting OCFA Services

The Support Services Department provides support to all departments of the OCFA, including coordinating all facilities maintenance, repairs, design, and construction (**Property Management**); automotive and fleet maintenance, repairs, and acquisition (**Fleet Services**); legislative advocacy and grant administration (**Legislative Services**); providing the technical expertise necessary to ensure 24/7 functional readiness of critical computers, data, and communication systems needed to support OCFA's mission (**Information Technology**); communications, 9-1-1, and dispatch services (**Emergency Command Center**); and requests for service proposals, coordination of strategic planning functions including long-range analysis of impacts on resources associated with future land use, development, and increases in service demands (**Strategic Services**).

2011 HIGHLIGHTS

Property Management

In 2011, OCFA saw the completion and occupancy of four new replacement fire stations. San Clemente's new Station 60, a 7,850 square foot



facility, provides a service location on the west side of the Interstate 5 freeway. Stanton's new Station 46, a 9,500 square foot facility, was constructed on the expanded site of the old station. Cypress's new Station 17, an 11,000 square foot facility, includes three apparatus bays on the expanded former station site at the corner of Cerritos and Moody Avenues.



OCFA Station 41 at Fullerton Airport, the Air Operations and Maintenance Facility, was purchased and occupied in April 2011. Half of the 46,700 square foot hangar and office facility was placed into operation.



Occupancy of the balance is anticipated during 2013, when current tenants are relocated to a new facility under construction. The new hangar facility includes administrative offices, space to house all four OCFA helicopters, state of the art maintenance facilities, and economical bulk refueling.



Strategic Services

OCFA was accredited on March 8, 2011, by the Commission on Fire Accreditation International. Accreditation verified and validated the process used by OCFA in Standards of Coverage, Strategic Planning, and programs and services provided by our agency.



Strategic Services also completed a Costa Mesa Fire Service Proposal, Santa Ana Fire Service Proposal, Santa Ana Dispatch Proposal, and presented a revised Fountain Valley Fire Service Proposal. Lastly, staff conducted an analysis of regional and sub-regional deployment services.



Supporting OCFA Services

Fleet Services

- Purchased nine vehicles including two 90' Sutphen trucks (T9 Mission Viejo & T34 Yorba Linda), one 75' truck (T45 Rancho Santa Margarita), one staff Battalion Chief Tahoe, one helicopter mechanic service truck, one 4x4 Battalion Chief pickup truck, one PIO Suburban, one Crew Carrying vehicle (Station 18 hand crew), one Crew Supervisor 4x4 pickup truck (Station 18).
- Processed 20 vehicles, a tire machine, and an above ground lift through the public auction or donation program.
- Completed specification and bid processes for eight new vehicles and apparatus planned for purchase in 2012.



Information Technology (IT) Systems and Communications

- Expanded Very High Frequency (VHF) capabilities in dispatch consoles in support of regional interoperability planning SOLAR (San Bernardino County, Orange County, Los Angeles County, Riverside County – mutual threat zone guide for interoperability within those counties' boundaries touch) and deployed VHF pack sets, radios and other equipment.



- 911 phone system conversion from Automatic Call Distribution (ACD) to Multiple Appearance Directory Number (MADN).

- Implemented public wireless Internet access in RFOTC Boardroom, classrooms, and main lobby area.



- Mobile Data Computer (MDC) installations, power upgrades, and VHF Mobile Radio deployment completed in all front line apparatus.

- Began deployment of Windows 7, Office 2010 to fire stations.

- Integrated Smartphones and tablet computers with OCFA email and other systems.



- Began Orange County Medical Emergency Data System (OCMEDS) pilot program to replace paper patient care reports with electronic records and a browser based application using MS Windows/Tablet computers.



- Fulfilled 301 special Geographic Information System (GIS) requests for products, analysis, and data from OCFA staff and public requests; built a web-based Vegetation Management GIS Application for Fire Prevention; and constructed a routable road network for the Public Safety System project.

- Completed Request for Proposal (RFP) development for Public Safety Systems and released for public bid. Evaluated proposals and completed on-site demonstrations.

- Developed Property Management inventory and request tracking system with 100% in-house resources.

- Created and deployed centralized calendaring and conference room/classroom bookings on SharePoint.



Supporting OCFA Services

Legislative Services

OCFA opposed State efforts to impose a fee on homeowners in State Responsibility Areas. While this fee was eventually adopted by the Legislature and Governor, the OCFA continues to communicate our concerns with regulations implementing this fee. OCFA continued annual efforts with our national partners to increase funding for Urban Search and Rescue (US&R) and supported legislation that would address various US&R administrative issues. In fiscal year 2012, which began in October 2011, the 28 National Task Forces secured \$41,250,000 for the Urban Search and Rescue Response System, an increase of \$6,070,000 over fiscal year 2011.

OCFA accepted a Federal Emergency Management Agency (FEMA) Fire Prevention & Safety Grant for \$415,000 to fund our smoke alarm and cooking fire programs. Grant applications were submitted under various FEMA grant programs for increased staffing, purchase of new Self-Contained Breathing Apparatus, and Ready, Set, Go! Cowan Heights. A grants policy was formally adopted and grant training was hosted at RFOTC, and provided to key OCFA staff.

OCFA received over \$4.8 million in Donations, Reimbursement Revenue, and Grants

Donations:

Maruchan, Inc.	\$100,000
National Drowning Prevention Association	\$10,286
Corporate Sponsors	\$1,363
Canine Program	\$408
RFOTC Open House	\$2,250
Unrestricted Donations	\$1,535
Total Donations	\$115,842

Grants Awarded:

FEMA Urban Search and Rescue (US&R)	\$1,097,078
Fire Prevention and Safety Grant	\$415,000
Total Grants	\$1,512,078

Reimbursements:

State reimbursements for emergency response	\$2,770,938
Federal reimbursements for emergency response	\$342,498
Urban Area Security Initiative	\$62,531
State Homeland Security Grant	\$29,021
Total Reimbursements	\$3,204,988

2011 Calendar Year Combined Total \$4,832,908

Emergency Command Center

- Evaluated RFP's for the Public Safety System project, including a new Computer Aided Dispatch (CAD) system.
- Developed and implemented a dispatcher training program and a dispatcher ride-along program to increase interaction with Operations personnel.
- Upgraded the 9-1-1 phone system to improved emergency call flow.
- Developed the 2012 PROS Communications plan to increase communications interoperability with Camp Pendleton and San Diego fire agencies.
- Assisted in developing the Major Event Operational Guidelines in order to improve coordination, communication, and utilization of resources in the event of a major incident.
- Assisted in developing the Riverside County PSEC Project to expand VHF communications in southern Orange County.
- Purchased and installed Emergency Command Center VHF console radio system upgrade, including base station installation.
- Installed an additional Command VHF radio repeater on Sierra Peak, in order to increase communication/firefighter safety on wildland incidents.



For additional information about our Support Services Department, please contact the OCFA at (714) 573-6000, or visit OCFA's website at www.ocfa.org.



Working as a Team

The Business Services Department provides financial functions such as accounts payable, accounts receivable, cost accounting, general ledger, payroll, and timekeeping to the OCFA (**Finance**); purchasing, receiving, shipping, warehousing, and mail operations (**Purchasing & Materials Management**); and Treasury and Financial Planning services including banking, investments, issuance of long and short-term debt, budget development, fiscal monitoring, and administrative support (**Treasury & Financial Planning**). In addition, the Clerk's Office (**Clerk of the Authority**) is closely connected with the Business Services Department, and this section facilitates the Board's policymaking process, records and validates the proceedings of the Board of Directors and Committees, and provides timely and thorough access to public records.

2011 HIGHLIGHTS

Ongoing Pursuit of Fiscal Health & Sustainability

Calendar year 2011 brought a slight improvement in the overall economy; however, the housing market continued to remain weak, generating only modest growth in property tax revenues. OCFA's Business Services Department remained focused on the ongoing pursuit of fiscal health, seeking to ensure that the services we deliver are sustainable into the future. Specific actions taken to improve fiscal health were as follows:

- As the economic recovery continued, revenue and expenditures stabilized enough for the OCFA to resume issuing a two-year budget. A two-year budget is preferred since it allows OCFA to plan its finances more prudently over a longer planning horizon.



- Refinanced OCFA's helicopters, saving \$44,000 in interest for FY 2011/12 and close to \$400,000 over the remaining seven years of the lease-purchase agreement.
- Presented a Pension Obligation Bond feasibility study to the Budget and Finance Committee, as a potential option to assist OCFA's financial health.

Staff and the Committee concluded that this option may bring more risk than benefit; therefore, the option won't be pursued any further at this time.

- Established a Jet-A fuel contract with the Department of Defense achieving annual savings of over \$50,000 from the previous contract.



- Prepared multiple financial analyses associated with Fire Service Proposals, seeking operational and administrative efficiencies for OCFA and the communities we serve.
- Negotiated a Cell Tower contract to generate a new revenue stream for OCFA, while also enhancing cell coverage for the area. Construction is expected to begin in May-June 2012 at no cost to OCFA, and the resulting annual revenue will be between \$15,000 and \$63,000 depending on the number of carriers.
- Initiated an ongoing review of bulk fuel purchasing and delivery systems in an effort to reduce current and future fuel costs. Options under consideration include managing fuel purchases and refill points, purchasing fuel from other government agencies, planning fueling needs for future stations, and purchasing more efficient vehicles where feasible.



Working as a Team

- Awarded new contracts for both janitorial and office supplies, producing \$54,000 in estimated annual savings.



- Continued listing OCFA surplus items through the on-line auction generating revenue of \$216,000 from surplus sales last year.



The OCFA Foundation Gets Started

Following formation in 2010, the new OCFA Foundation became active during 2011 and began working on its mission to provide OCFA with additional resources to support an enhanced level of fire prevention,

suppression, and emergency medical services to the communities served by the OCFA.

Funds raised by the Foundation will help OCFA to provide the highest level of technology, equipment, tools, training, education, and community outreach to the citizens of Orange County, which are not necessarily available within OCFA's current budget. Activities during 2011 included:

- Appointment of the Foundation Board and adoption of the Foundation's Bylaws.
- The Foundation Board met five times during 2011 and delivered two formal presentations to Buena Park's City Council and to the OCFA Board of Directors.

- Completion of a logo contest, seeking to identify a new logo to represent the Foundation, along with selection of the winning logo.



- Participation in a Pepsi Refresh contest seeking grant funds for smoke alarms.

- Adoption of an initial program to be supported by the Foundation, focusing on Smoke Alarms in a specific portion of OCFA's jurisdiction.

OCERS - Pursuit of Improved Accounting

In April 2010, OCERS disclosed that it had uncovered an error in how it handled premium pay salary items, which impacted several plan sponsors including the OCFA. The end result was an \$82.7 million increase in OCFA's unfunded liability with OCERS.

OCFA's Business Services Department spent countless hours during 2011, working to obtain supporting documents that would explain the error, and seeking an accounting to ensure that OCFA was given proper credit for contributions paid to OCERS. As a result, extensive corrective actions were taken:

- Three former OCERS' financial employees no longer work at OCERS, including an Assistant CEO, a Finance Director, and an Internal Auditor.
- The Chairman of the OCERS Board of Retirement resigned.
- \$40 million in retirement contributions (assets) were credited back to OCFA, which had originally been incorrectly credited by OCERS to other plan sponsors.



Working as a Team

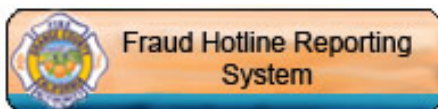
- Four external professional firms were hired to determine what went wrong and to identify corrective actions needed (Reed Smith LLP, Provaliant, Clifton-Gunderson LLP, and Macias, Gini & O'Connell, LLP).
- OCERS' financial statements for the year-ended December 2010 were delayed by six months beyond the June 2011 deadline, with an issuance date of December 29, 2011. The auditor also concluded that material weaknesses existed within OCERS' internal control structure during 2010.

OCFA will continue to closely monitor OCERS' work as they seek to improve their accounting processes during 2012. We don't intend to reduce our focus on this matter until we've regained confidence in OCERS' ability to properly account for finances on behalf of OCFA and all other participating plan sponsors.

OCFA Launches a New Fraud Hotline

In December 2011, OCFA introduced a new Fraud Hotline Reporting System. This system will be a pilot program and is being implemented upon direction from the OCFA Budget and Finance Committee. OCFA has selected Ethics Point as the third party software vendor to administer the program. The system is currently only available to OCFA employees. Upon successful completion of the pilot program, the system may be made available to all OCFA vendors and the public.

The Ethics Point software allows employees to confidentially report misconduct, fraud, or unethical behavior that is cause for concern. Reports may be submitted via a toll free number or online through a link from OCFA's SharePoint website. The report may be submitted anonymously or you may provide a contact email address or phone number in the event further facts are required to investigate the claim.



The Fraud Hotline process is not intended to replace or supersede normal managerial and Human Resources communication channels.

Automation of Customer Feedback

The Clerk of the Authority's Office transmits and processes Customer Satisfaction Surveys, which have been sent to all recipients of OCFA services. In 2011, the Clerk's Office received 31,770 completed surveys, which is equal to a 27.06% return rate. Of these surveys, 97.31% were satisfied with the service they received by the OCFA.

Occasionally, those submitting the surveys have requested contact with OCFA personnel. This year, an automated External Customer Feedback system was developed by the Clerk of the Authority and Support Services/I.T. Division staff members utilizing Microsoft's SharePoint software. Correspondence received is now entered into the system, and using a workflow component, is automatically routed to the appropriate supervisor for follow-up. Responses are now documented and archived, and, if needed, easily retrieved.

Requests for Records

2011 was a notable year for public records requests; the Clerk of the Authority's staff members fulfilled 1,163 requests for various records, such as incident reports, investigation reports, patient care reports, and various and/or customized administrative documents.

DVDs of OCFA Board Meetings Available On-line

Multi-Media staff members regularly record all meetings of the Orange County Fire Authority Board of Directors and the Executive Committee. In 2011, with the assistance of I.T. staff members, all of the DVD recordings of these meeting were posted to the OCFA's website at:

<http://www.ocfa.org/Menu/AboutOCFA/BoardOfDirectors/Agendas.aspx>





Statistical Data Comparison

Fiscal Years 2007/08 through 2011/12*

	FY 2007/2008	FY 2008/2009	FY 2009/2010	FY 2010/2011	FY 2011/2012
General Fund					
Salaries & Benefits	202,087,061	212,479,219	213,546,651	216,812,726	229,043,232
Services & Supplies	23,284,393	23,222,586	21,504,377	20,639,041	20,828,042
Capital Outlay	180,916	355,000	350,000	150,000	173,501
Debt Service	795,556	753,667	0	0	0
TOTAL	226,347,926	236,810,472	235,401,028	237,601,767	250,044,775
Capital/Other Funds					
Facilities Maint. & Imp.	1,325,700	1,208,946	1,037,083	1,061,202	1,085,984
Capital Projects	1,129,849	7,616,661	9,130,515	6,240,859	2,756,909
Comm. & Info. Systems	6,046,125	4,760,187	5,166,658	5,274,388	14,710,376
Vehicle Replacement	11,136,021	36,952,997	13,187,707	6,214,340	7,581,305
Structural Fire Fund	1,608,245	1,607,159	552,886	287,656	592,889
Self-Insurance	6,681,881	5,515,905	5,515,905	6,207,137	5,891,812
Debt Service	3,662,263	3,664,663	7,179,075	0	0
TOTAL BUDGET	257,938,010	298,136,990	277,170,857	262,887,349	282,664,050
Authorized Staffing Level					
Firefighters	808	841	841	862	863
Fire Management	41	41	41	41	41
Professional Staff	278	278	278	277	272
TOTAL	1,127	1,160	1,160	1,180	1,176
Reserve Firefighters	390	390	495	495	260

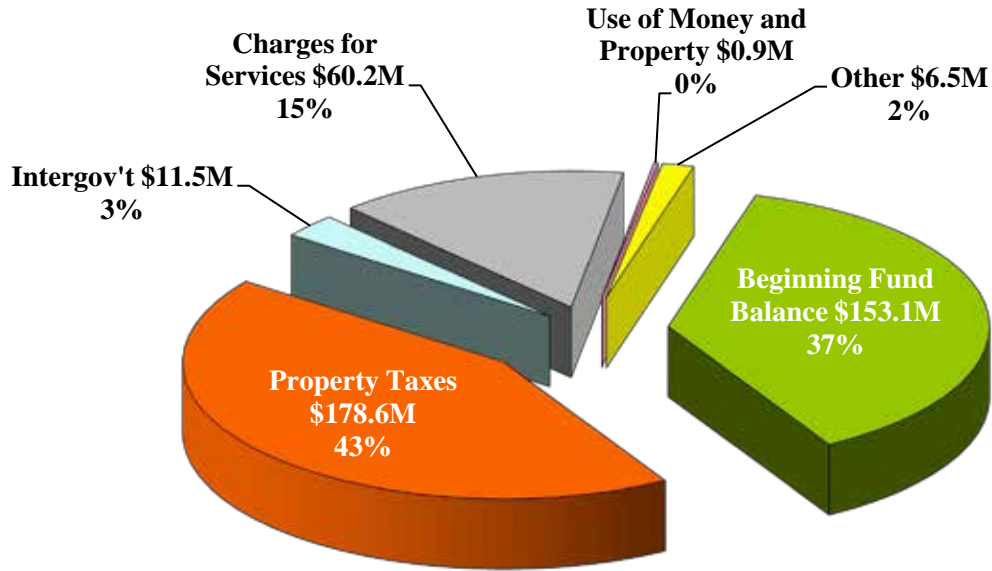
* FY 2007/08 through 2010/11 reflects final year-end budgets while FY 2011/12 reflects Board-approved budget changes through 12/31/11.



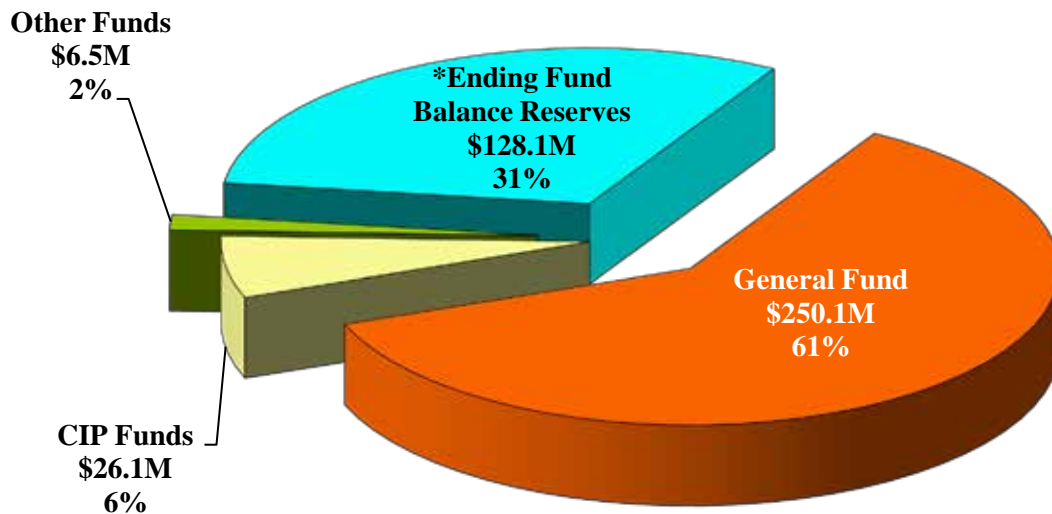
Funding Sources and Uses

All Funds

Where the Money Originates:



Where the Money Goes:



* Reserves = Operating Contingency Reserve, Debt Service Reserve, Workers' Compensation/Self-Insurance Reserve, and Capital Reserves



Managing Change

Human Resources provides programs and services that are designed to support the OCFA and its employees in the achievement of its mission and objectives, including the administration of the employee relations program, classification and compensation, recruitment and selection, salary administration, labor negotiations and Memorandum of Understanding (MOU) administration (**Employee Relations**); risk management and health and wellness (**Risk Management**); performance management and organizational training/development (**Organizational Training & Development**), and benefits administration (**Employee Benefits and Services**).

2011 HIGHLIGHTS



WEFIT Program Participation Level Maintained at 90%

OCFA began this voluntary wellness fitness program in 2004 with Board of Directors' approval and it is now in its eighth year. The program focuses on elevating the physical fitness level of firefighters in relation to the physical demands of their suppression duties and includes the following major components: medical exam and fitness evaluation, fitness and health programs, immunizations and disease screening, medical/fitness/injury rehabilitation, data gathering, and program evaluation. To date, program participation continues to involve 90% of our firefighters.

OCFA Firefighter Wellness Studies

The OCFA has participated in several studies directed at identifying health conditions and work environments related to the fire service.

UCI NIOSH Grant Funded Firefighter Obesity Study

This study was initiated in 2010 by a NIOSH grant provided to the University of California, Irvine, to conduct a 2-year study of work and weight/obesity among OCFA firefighters. An advisory committee was established of OCFA members and UCI researchers who are currently in the process of gathering necessary data.



UCI/OCFA Cardiac Study

The OCFA Medical Director and WEFIT doctor from UCI have established a study approach in conducting a preliminary study into OCFA firefighter cardiac related events. Their initial review will entail an assessment of cardiac events as reported through the workers' compensation program to evaluate risk indicators. The goal is to determine what additional cardiac diagnostic tests can be administered to help prevent fatal firefighter cardiac events.

OCFA Physical Therapy and Rehabilitation WEFIT Wellness Program

The OCFA has partnered with Orange County's Coury & Buehler Physical Therapy to provide a physical therapy and rehabilitation program. This partnership provides OCFA firefighters the opportunity to be treated like professional athletes and receive the level of care warranted for such athletes.

This program consists of three main services that help our firefighters reduce the risk of injury, address minor injuries, and allow continued rehabilitation for firefighters who have exhausted their workers' compensation benefits.

1. Injury Prevention Intervention: Allows individuals with minor muscle strains and pulls to immediately begin physical therapy treatment without delay. Minor injuries can be taken care of right away and a more serious progression prevented.



Managing Change

2. **Post Injury Return To Duty:** This service allows individuals who have been released to full duty following treatment of a work-related injury or have exhausted their physical therapy benefits (under workers' compensation) to continue with physical therapy without delay under the OCFA WEFIT program.
3. **Workers' Compensation Referred Cases:** This service is for OCFA members who sustain an injury and need to go through the OCFA workers' compensation third party administrator.

The continuation of this program has been effective in addressing physical strains before they escalate to debilitating and costly injuries. The program is a contributing factor in promoting preventive measures, which has a high return in cost savings.



Successor Memorandum of Understanding (MOU) Negotiated for General and Supervisory Management Units

In 2011, representatives from the Orange County Fire Authority, in accordance with direction from the Board of Directors, began the meet and confer process with the Orange County Employees Association regarding amendments to the current MOU. As a result of this process, the parties agreed to amend the current MOU and extend its term through 2014.

As part of the meet and confer process, the parties agreed to a new retirement benefit formula which will apply to newly hired employees, and represents considerable cost reductions for the OCFA.

These cost saving measures have been achieved to enable the OCFA to meet the financial challenges facing the organization without any reductions in service to the community.

RFOTC Emergency Action Plan and Training

The RFOTC Emergency Action Plan was revised and, along with Fire Extinguisher training, communicated through the organization's intranet system. These actions facilitated compliance with CCR Title 8 Section 320 Emergency Action Plan.



The earthquake preparedness procedure from the Plan was distributed to all RFOTC personnel prior to the Great California ShakeOut and personnel were encouraged to participate in the Drop, Cover, and Hold procedure during the event.

Regional Fire Operations and Training Center (RFOTC) Security Upgrade

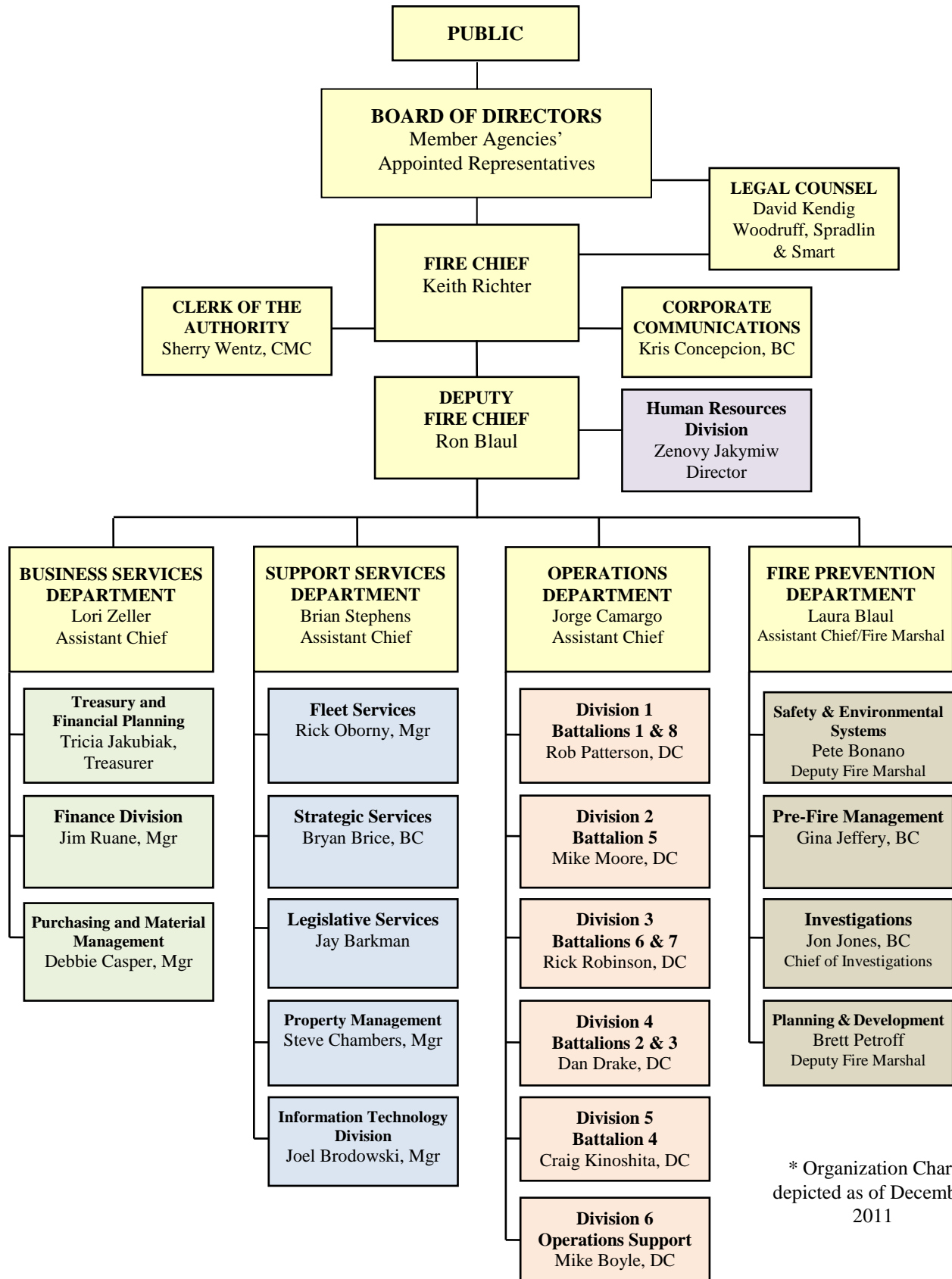
An assessment of the existing internal and external closed circuit television (CCTV) surveillance system cameras and recording hardware was conducted last year. In this fiscal year, recommendations from the assessment continue to be implemented as needs are determined. Among those are improvements in the viewing station at the security guard post; inspection and adjustment of all cameras; and the addition of several cameras to the system.



For additional information about employment opportunities, please contact the Human Resources Department at (714) 573-6800, or visit OCFA's website at www.ocfa.org.



Orange County Fire Authority



* Organization Chart depicted as of December 2011



How to Reach Us

“Always call 9-1-1 for any emergency that threatens life or property.”



Orange County Fire Authority
Regional Fire Operations and Training Center
1 Fire Authority Road, Irvine, CA 92602

Mailing Address
P.O. Box 57115, Irvine, CA 92619-7115

General Information
(714) 573-6000

Website
www.ocfa.org

Clerk of the Authority
(714) 573-6040
OCFA Board of Directors Administration
Custodian of Records
Fair Political Practices Commission
(FPPC) Filing Official/Officer
Incident Reports
Patient Care Reports
Summons & Subpoena Acceptance

Community Relations & Public Information Office
(714) 573-6200
Educational Programs
Ride-alongs
General Safety Information

Human Resources
(714) 573-6825
OCFA Job Opportunities
Employee Benefit Administration
Risk Management

Planning and Development Services
(714) 573-6100
Plan Check Review
New Development/Construction Projects

Pre-Fire Management
(714) 573-6103
Fire Management Community Education
Vegetation Management

Safety & Environmental Services
(714) 573-6180
Fire Safety Inspections and Records
Fire Alarms/False Alarm Management
Underground Storage Tank Records

We are proud that this environmentally friendly Annual Report has been developed as an electronic document, and is available on our OCFA website.