



The Orange County Fire Authority

ANNUAL REPORT 2000

Our Vision

You can count on us

Every member of the Orange County Fire Authority contributes to the quality of life within our community.

We protect and support the needs of our neighbors to the fullest extent possible while helping and supporting ourselves. We believe in our proud traditions and our dynamic future.

Our community respects and values our services and we constantly reinforce that the responsibilities for which we are entrusted are well placed.



Our Mission

We proudly serve the changing needs of our communities by providing the highest quality regional emergency, safety, and support services with:

Professionalism

Enthusiasm

Organizational Integrity

Pride

Leadership

Effectiveness

Our people pledge a commitment to preserving the quality of life. We protect lives, property, and the environment with compassion, vigilance, and dedication to excellence.

**Orange County Fire Authority
Board of Directors**

*Shawn Boyd, Seal Beach
Chair*

*Susan Ritschel, San Clemente
Vice Chair*

*Bob Bell, Villa Park
Ken Blake, La Palma
Joe Brown, Laguna Niguel
Sherri Butterfield, Mission Viejo
Carol Gamble, Rancho Santa Margarita
John Greiner, San Juan Capistrano
Harold Kaufman, Dana Point
Tony Lam, Westminster
Chris Lowe, Placentia
Patsy Marshall, Buena Park
Frank McCoy, Cypress*

*Chris Mears, Irvine
Marilynn Poe, Los Alamitos
Dr. Brenda Ross, Laguna Woods
Ken Ryan, Yorba Linda
R. Craig Scott, Laguna Hills
David Shawver, Stanton
Tracy Wills Worley, Tustin
Helen Wilson, Lake Forest
Todd Spitzer, County of Orange
Tom Wilson, County of Orange*

MESSAGE FROM THE FIRE CHIEF

It is my distinct pleasure to present the Orange County Fire Authority's 2000 Annual Report. OCFA's focus on sound fiscal management will enable the organization to continue to deliver high quality all-risk emergency response services to the 1.3 million residents we so proudly serve, now and well into the future. Those who have relied on us have rated these services as 97 percent perfect, a direct reflection of the commitment and continued dedication to excellence by each and every member of our OCFA.

In March 2000, the OCFA Board of Directors approved the transfer of \$3 million in State grant funds to initiate the Regional Fire Operations and Training Center project. This development, located at Jamboree and Tustin Ranch roads in the City of Irvine, will culminate in a state-of-the-art facility housing five essential fire activities: 911 communications center, training tower and grounds, public service and support, vehicle maintenance and repair, and a warehouse.

The opening of Fire Station 51 at the Irvine Spectrum is an important service enhancement to the residents and businesses served by the station. Also, the OCFA capital improvement plan has allocated funds over the next six years to add three new fire stations and replace three existing fire stations.

The Strategic Planning process approved by the Board of Directors in January 1999, continued to make significant progress in 2000, and a comprehensive organizational evaluation was completed. Our OCFA members are continuing this effort by direct participation on several multi-disciplined project teams. The objective of these teams is to find ways to improve the services provided by OCFA. A series of strategic goals and initiatives will be presented to the Board of Directors for future policy consideration in spring of 2001.

In 2000, 32 of our members retired, 42 were promoted and 132 were hired. Our organization faces many challenges associated with preparing our workforce for the future. OCFA supports a wide variety of training and development programs to provide both skills training and advancement opportunities, including the Orange County Fire Authority Leadership Academy.

OCFA members continue to give back to the communities we serve through the direct support of a wide variety of charitable efforts. These include the Salvation Army, United Way, Spark of Love Annual Christmas Toy Drive, Trauma Intervention Program, Make-A-Wish foundation, Lupus Foundation and the American Cancer Society.

OCFA's community-based education and outreach efforts benefited 200,000 citizens during 2000. This collective effort, by our Firefighters and Public Education staff resulted in the presentation of over 900 public education programs, which focus on all-risk/injury prevention. Classes such as Fire Safety, Earthquake Preparedness, Drowning

Prevention, and Senior Fire Safety classes were conducted. Additionally, targeted fire safety education classes are provided to each 5th grade class in our OCFA jurisdiction as part of our Junior Firefighter Program. This effort, conducted in conjunction with the Learn Not to Burn program focuses on fire safety education for young children.

Highly trained Fire Safety Specialists and Firefighters conducted over 24,992 fire/life safety inspections in 2000, with the goal of identifying fire hazards and working closely with our business community, to prevent fires from occurring.

Yet despite this effort, 45 people suffered fire-related injuries and property valued at more than \$20 million was destroyed by the ravages of fire. This underscores the need to continue our focus on community-wide public education emphasizing preventative measures such as built-in fire protection systems, smoke detectors, and individual homeowner preparedness. We must continue our on-going collaborative efforts with the building industry to make our communities safe.

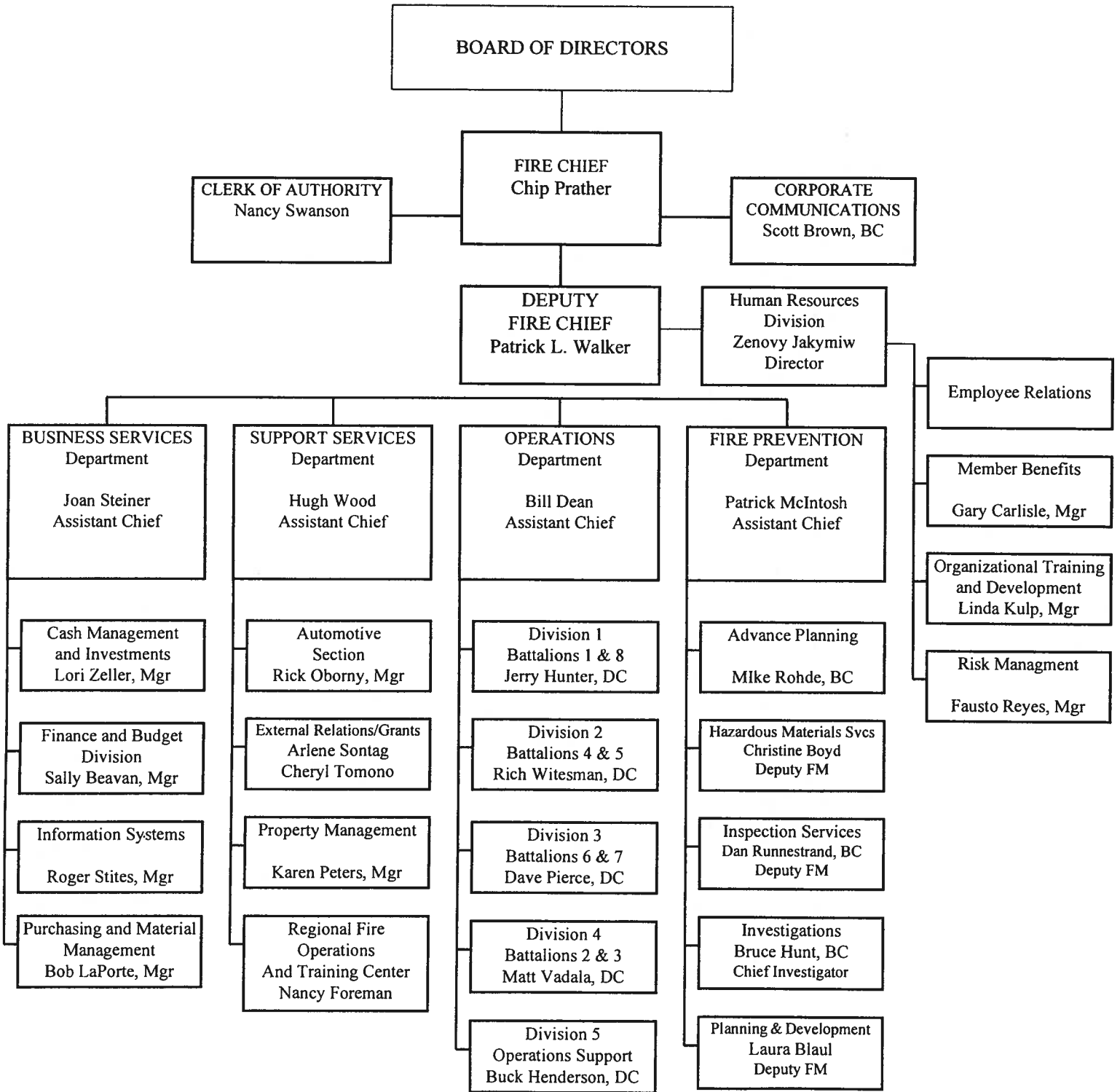
In closing, I am very proud of our many accomplishments, and most importantly, proud of how our people help those in need, each and everyday. We stand together in an effort to make our communities a safer place to live and to make a difference in the lives of others by being there when we are needed the most. Whether it is a response to a fire, a heart attack or an accident victim, or helping those less fortunate, it is our people who make the difference.



Chip Prather
Fire Chief



OCFA ORGANIZATION CHART

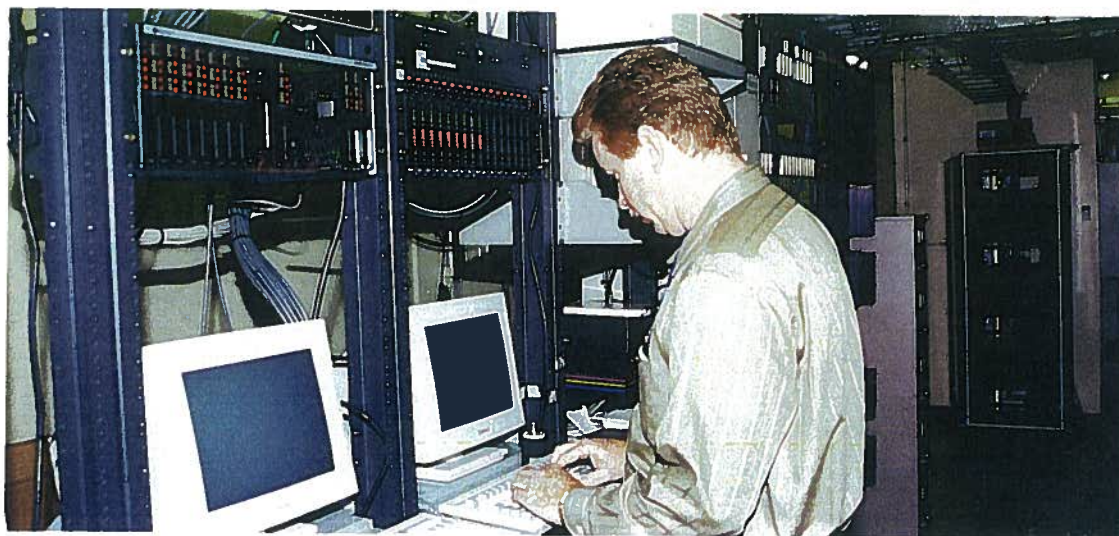


STATISTICAL SUMMARY

	1997	1998	1999	2000
Population Served	1,130,169	1,164,893	1,193,638	1,226,465
Dwelling Units	416,229	423,526	431,193	439,906
Assessed Values *	81,827,554,467	84,154,566,300	90,329,671,042	99,786,360,105
INCIDENT SUMMARY				
Fires	2,641	2,268	2,320	2,334
EMS	37,077	38,173	41,452	44,733
Other Incident Types:				
Ruptures	232	260	234	231
Hazmat	1,558	1,790	1,439	1,780
Service Call	4,575	4,235	4,295	4,582
Good Intent	13,707	13,227	11,982	9,435
False Alarms	4,310	5,581	4,330	5,561
Miscellaneous	556	474	343	142
TOTAL ALL INCIDENTS **	64,656	66,008	66,395	68,798
TOTAL UNIT RESPONSES	144,804	149,150	152,876	161,241
RESPONSE TIMES				
	AVERAGE	LESS THAN 5 MINUTES	LESS THAN 6 MINUTES	LESS THAN 8 MINUTES
Fires	0:607	40%	60%	84%
EMS	05:13	53%	74%	93%
Other Types	06:07	39%	58%	82%
Average - All Call Types	05:30	49%	69%	89%
9-1-1 Call Volume				109,798
Total Mutual Aid Received	4,272	4,309	4,156	5,225
Total Mutual Aid Provided	5,901	5,405	4,550	3,597
Total Property Loss	18,284,012	16,739,602	13,238,363	20,653,436
Total Fire Injuries	75	52	43	45
Total Fire Deaths	8	5	4	1
Total Inspections	29,570	26,791	24,332	24,992

* Assessed values only for Orange County Fire Authority areas served

** Units responses including out-of-jurisdiction calls



STATISTICAL DATA COMPARISON *

	FY 1996/97	FY 1997/98	FY 1998/99	FY 1999/00	FY 2000/01
Salaries & Benefits	90,384,362	94,230,197	99,593,124	106,890,012	108,598,352
Services & Supplies	13,441,438	14,091,749	13,615,536	14,340,627	15,087,148
Taxes & Assessment	3,500	3,500	4,000	4,000	8,000
Equipment	666,160	593,923	324,270	8,000	14,515
Operating Transfer Out		21,206	4,443,292	12,903,815	14,992,127
TOTAL GENERAL FUND	104,495,460	108,940,575	117,980,222	134,146,454	138,700,142
Capital Projects	3,594,202	5,107,577	4,729,449	2,349,045	4,496,366
Facilities Maintenance & Improvement	582,437		1,795,850	2,619,500	5,520,307
Regional Fire Oper. and Training Center				1,008,548	3,261,793
Vehicle Replacement	843,679	3,354,000	2,829,631	3,225,094	3,291,863
Station Development Fees	781,510	9,000			
Comm. & Info Systems Replacement		649,872	2,160,850	2,833,668	4,237,483
TOTAL BUDGET	110,297,288	118,061,024	129,496,002	146,182,309	159,507,954
STAFFING LEVEL					
Firefighters	742	744	744	745	754
Fire Management	38	38	37	39	38
Non-safety Staff	242	250	241	251	253
TOTAL	1,022	1,032	1,022	1,035	1,045
Reserve Firefighters	633	631	465	560	470

* Budgeted amounts reflect all adjustments approved by the Board of Directors



TOTAL UNIT RESPONSES BY JURISDICTION
January 1 through December 31, 2000

Jurisdiction	Unit Responses	Jurisdiction	Unit Responses
Buena Park	8,802	Placentia	3,944
Cypress	6,116	R. Santa Marg.	3,200
Dana Point	4,522	San Clemente	7,059
Irvine	20,538	San Juan Capo	5,645
Laguna Hills	4,387	Seal Beach	6,620
Laguna Niguel	5,800	Stanton	3,378
Laguna Woods	6,541	Tustin	8,782
Lake Forest	7,254	Villa Park	792
La Palma	1,498	Westminster	13,142
Los Alamitos	2,419	Yorba Linda	4,961
Mission Viejo	10,245	Unincorporated	19,197
TOTAL UNIT RESPONSES			154,842

TOTAL INCIDENTS BY MAJOR CATEGORY

	FIRES	EMS	OTHER	TOTAL
Buena Park	198	3,371	1,545	5,114
Cypress	92	1,472	671	2,235
Dana Point	69	1,338	648	2,055
Irvine	310	4,574	3,716	8,600
Laguna Hills	72	1,381	643	2,096
Laguna Niguel	90	1,605	840	2,535
Laguna Woods	17	3,005	541	3,563
Lake Forest	125	2,412	1,128	3,665
La Palma	30	376	186	592
Los Alamitos	55	543	296	894
Mission Viejo	151	3,374	1,554	5,079
Placentia	95	1,462	623	2,180
Rancho Santa Margarita	34	868	530	1,432
San Clemente	95	1,670	1,018	2,783
San Juan Capistrano	76	1,522	696	2,294
Seal Beach	63	2,167	552	2,782
Stanton	82	1,670	603	2,355
Tustin	148	2,285	1,153	3,586
Villa Park	9	172	89	270
Westminster	211	3,883	1,219	5,313
Yorba Linda	73	1,346	840	2,259
Unincorporated	239	4,237	2,640	7,116
TOTAL	2,334	44,733	21,731	68,798

OCFA ACTIVITY BY UNIT

Air Utilities	# Responses
A2	146
A30	140
A1	117
A24	116
Battalion Chiefs	# Responses
B8	795
B4	740
B6	690
B5	656
B1	556
B3	550
B7	328
B2	323
Engines	# Responses
PME E222	5,556
PME E22	5,532
PME E61	3,590
PME E19	3,480
PME E24	3,409
PME E29	2,707
BLS E21	2,700
PME E46	2,665
PME E64	2,522
PME E62	2,517
BLS E48	2,394
PME E66	2,373
BLS E7	2,254
PME E60	2,201
PAU E63	2,163
PME E34	2,085
BLS E26	2,051
PAU E37	2,046
PME E65	2,023
PAU E36	2,000
BLS E38	1,924
BLS E31	1,716
BLS E4	1,695
PAU E27	1,663

Engines	# Responses
PAU E28	1,585
PAU E57	1,562
PAU E39	1,532
PAU E9	1,516
PAU E13	1,470
BLS E17	1,442
BLS E25	1,408
PAU E30	1,390
PAU E50	1,341
PAU E6	1,321
PAU E2	1,311
BLS E5	1,223
PAU E35	1,208
BLS E12	1,199
PAU E45	1,168
PAU E10	1,121
BLS E32	1,094
PAU E54	1,070
PME E23	1,060
BLS E219	1,045
PAU E44	874
BLS E224	839
PAU E8	760
BLS E229	632
PAU E20	603
BLS E226	587
BLS E207	579
PAU E52	519
BLS E53	493
PAU E42	457
BLS E225	420
PAU E40	353
BLS E230	348
BLS E202	314
BLS E213	310
BLS E223	302
BLS E1	295
BLS E232	294
PAU E18	289
BLS E210	288
BLS E11	203

BLS - Basic Life Support

PAU – Paramedic Assessment Unit

PME – Paramedic Engine

OCFA ACTIVITY BY UNIT

Engines	# Responses
BLS E3	179
BLS E244	113
BLS E315	105
BLS E218	88
BLS E16	70
BLS E240	60
BLS E307	52
BLS E14	41
BLS E318	37
BLS E357	34
BLS E332	27
BLS E342	26
BLS E208	25
BLS E250	25
BLS E330	20
BLS E326	19
Crews	# Responses
G28	74
G57	73
Crash Units	# Responses
C2	5
C1	1
ARFF	# Responses
F2	149
F3	117
F1	115
F4	10
Dozers	# Responses
K10	47
K19	32
Waters Tenders	# Responses
W7	104
W40	48
W16	40
W10	33
W23	31
Helicopters	# Responses
HC 41	67
HC241	52
HC 341	55

Ambulances	# Responses
S64	2,438
S50	1,970
S66	1,936
Paramedic Vans	# Responses
M21	3,692
M26	3,143
M4	3,027
M31	2,756
M48	2,603
M17	2,375
M5	2,365
M7	2,210
M38	1,915
M32	1,193
Patrols	# Responses
S21	410
P11	88
P25	46
P16	45
P14	39
P18	38
S57	28
P3	17
P10, S2, S48	11
P6, P9, P61	9
Trucks	# Responses
T22	2,001
T64	1,353
T61	1,316
T4	1,074
T46	1,056
T9	1,041
T49 (PAU)	1,034
T59	1,011
T6	943
T43	893
T34	815
T17	772
T45	701
T44	108

Our People - Our Most Important Asset

The following individuals, through hard work and dedication, earned promotions during the year 2000.

BATTALION CHIEF

*Michael Boyle
Edward Fleming
John McMasters*

FIRE CAPTAIN

*Pablo Barriga
Gregory Bradshaw
Daniel Espinoza
Stephen Griffis
Kenneth Harrison
James McAlpine
John McGregor
Jeffrey Reinig
Richard Ventura*

FIRE APPARATUS ENGINEER

*Michael McGrath
Anthony Mazzo
Jeffrey Weiss*

PARAMEDIC

*Steve Concialdi
Ray Geagan
Mark Sanchez
Robert Spiegel
Art Takeda
Pete Trapani
Michele Wulf*

FIRE FIGHTER

*Brian Brown
Michael Fentek
Timothy Gray
Frank Janicke
Louis Juarez
Alan Litz
Douglas Miller
Michael Tooley*

HEADQUARTERS PERSONNEL

*Nanette Edwards, Staff Assistant
Eric Elmer, Administrative Assistant
Shawn Fraley,
Fire Safety Specialist Trainee
Stephan Hamilton,
Sr. Accountant Auditor II
Madeleine Le,
Sr. Accounting Assistant
Wendy Moreno,
Administrative Assistant
Craig Nowak, Communications Tech I
James Root, Communications Installer
Chasity Santiago,
Human Resource Specialist
Anders Stridh, Fire Equipment
Mechanic II
Lisa Utley, Sr. Account Auditor I
Lori Zeller, Treasurer*

The Fire Authority also recognizes employee's contributions throughout the year with various presentations, certificates, proclamations and events. Each year OCFA members have the opportunity to nominate their peers for recognition in one of three categories — Career Firefighter of the Year, Reserve Firefighter of the Year, and Staff Employee of the Year.

2000 Firefighters of the Year

	Battalion One	Battalion Five
Career	<i>Engineer Joe LaRocca</i>	<i>Engineer Jose Valbuena</i>
Reserve	<i>SRO Craig Sample</i>	<i>SRO Tim Cronin</i>
	Battalion Two	Battalion Six
Career	<i>Captain Lou Blankenship</i>	<i>Firefighter Bob Coats</i>
Reserve	<i>SRO Matt Leway</i>	<i>RO Ryan Taylor</i>
	Battalion Three	Battalion Seven
Career	<i>Engineer Dan Colgan</i>	<i>Captain Jeff Taylor</i>
Reserve	<i>Firefighter Bruce Hale</i>	<i>SRO Mark Cornelison</i>
	Battalion Four	Battalion Eight
Career	<i>Engineer Larry Mann</i>	<i>Firefighter Mike Morganstern</i>
Reserve	<i>Firefighter Andrew Banua</i>	<i>SRO Chris Wilson</i>

Staff Employee of the Year *Kathleen Lange*



Highlights of Fire Prevention Efforts

The mission of the OCFA is the protection of lives, property, and the environment. Preventing emergency incidents is by far the most cost-effective means of helping achieve our mission. The more than 70 men and women who comprise the Fire Prevention Department join together the efforts of five Sections with the aim of reducing community risks, thereby protecting both our communities and our emergency response personnel. From the initial stages of reviewing major development proposals, to post-incident investigation that provides the foundation for future fire prevention efforts, the Fire Prevention Department is working in the field every day to meet the needs of our communities.

The Roles of each Fire Prevention Section

Advance Planning—This section, in conjunction with city/county and Local Agency Formation Commission (LAFCO) planning staff, reviews and responds to major development proposals for public safety and fire protection impacts.

Hazardous Materials Services Section manages an inventory program of hazardous materials stored, handled, and used within the OCFA's jurisdiction, and conducts planning efforts designed to reduce the hazards posed by chemicals in the community.

Investigation Services—This section's peace officers review all fires and determine appropriate intervention strategies, with options ranging from proposed education efforts, to filing with the District Attorney's Office, to juvenile intervention through the Fire FRIENDS (Fire Regional Intervention Education and Delivery Systems) Program.

Inspection Services—Field inspection staff conduct a variety of complex fire inspection activities, from issuing annual permits for hazardous conditions as prescribed by the California Fire Code, to the resolution of public complaints regarding business, environmental, or residential issues.

Planning and Development Services—This section works with the development community and jurisdictions' planning and building staff to ensure that new tracts and projects meet fire and life safety requirements prior to issuance of grading or building permits, and conducts inspections of all construction projects and urban-wildland interface areas.

Major Accomplishments in the Year 2000

The following items are highlights from a long list of accomplishments by the Fire Prevention Department over the past year:

Developed and activated an interactive voice response system integrated with the plan tracking database, to provide status of plans to customers and partner agency staff on demand

Delivered quarterly outreach/training sessions to customers in an effort facilitate development by reducing plan review corrections and re-inspections.

Developed a database of fuel modification areas within our urban wildland

Updated over 3,900 hazardous materials inventories and business plans, added fee program to administer risk management program for highly toxic chemicals under the Clean Air Act, and increased hazardous materials inspections by 17% annually

Completed the Secured Fire Protection Agreement with the Irvine Company for University Research Park.

Coordinated review of Aliso Viejo incorporation, needs assessment for new Station 47 in Irvine, and the Orangethorpe Rail Corridor project.

Assisted with implementation of the new Federal/State all risk emergency incident reporting system to improve reporting and statistics

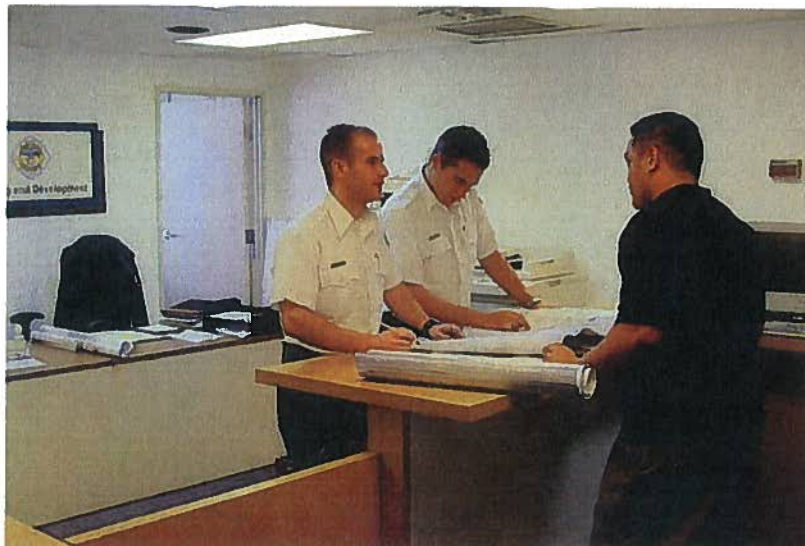
Implemented the first module and automated monitoring system for the Fire FRIENDS juvenile intervention program designed specifically for all OCFA service areas

Organized a formal project team to research, update, and improve fire prevention procedures and programs

Completed a fire prevention review and data base development for all facilities at MCAS Tustin

Automated the cost recovery system for arson related fires

Approved and provided inspector standby for 23 aerial fireworks for July 4th festivities and 5 for millennium festivities



Fire Prevention Department Annual Performance Statistics

Documenting fires and other emergencies that never occur is difficult, but the following charts graphically illustrate the progress being made every day to prevent emergency incidents and help ensure the safety of our communities.

HAZARDOUS MATERIALS SERVICES

Regulated Facilities	3,987
Billed Facilities	2,281
Disclosure Billing	\$1,060,000
CalARP ¹ Facilities	67
CalARP Billing	\$97,796
Enforcement/Compliance Actions	350
Annual Inspections Completed by HMSS Staff	283
Collected billings	99%

¹ California Accidental Release Program for Extremely Hazardous Substances

INVESTIGATION SERVICES

Fire Incidents	2,787
Investigations Handled by staff	173
Intentional fires report to Dept. of Justice	197
Juveniles referred to Fire FRIENDS	61
Cost Recovery cases	75
Cost Recovery dollars billed	16,975
Cases closed by arrest/or interest of justice	49

INSPECTION SERVICES

Annual Inspections Completed by IS Staff	1,010
Violations Identified	312
Fireworks Stands inspected	50
Special Events Permits issued	318
Fire Code Permits issued	509
Fire Hazard Complaints resolved	174

PLANNING & DEVELOPMENT SERVICES

Plans Reviewed	12,875
Construction & Fuel Modification Inspections Completed	8,100
Customers Served at public counter	7,000

In 2000, OCFA inspectors from the Inspections Services Section and Hazardous Materials Services Section, as well as suppression companies from the Operations Department completed **24,992** annual fire and life safety inspections throughout our service area.

OCFA Chaplain Program

The Orange County Fire Authority recognizes that during or after crisis situations, employees, their immediate families, and the community may need access to spiritual guidance, counseling and assistance. In keeping with the general philosophy of service to its employees, as well as the citizens of Orange County, the OCFA's Chaplain Program was designed to meet these essential needs.

The program, established May 10, 1997, originally consisted of four members of the clergy from different religious faiths. In June, 1999, four additional members from the clergy were added to the Chaplain team. Each of the eight Chaplains are now assigned to serve the eight OCFA Battalions and Headquarters.

Monsignor John Sammon
Greg Anderson
John McKeague

Warren Johnson
Douglas Schultz
Steve Rutenbar

Tom Bousman
Steve Willis
Mark Faul

The OCFA Fire Service family holds Monsignor John Sammon in high esteem. He continues to serve the OCFA, providing a wealth of experience, guidance, direction and support to the OCFA Chaplain's Program. To celebrate his 85th birthday a very special celebration was held on December 10th at Disney's Grand Californian Hotel Sequoia Ballroom. Hundreds of well wishers were on hand to make the occasion truly memorable. The Orange County Fire Authority's Pipes and Drums provided musical entertainment for the evening.



Major Incidents

FEBRUARY 26—An unattended candle caused a structure fire in Tustin on Saybrook Lane resulting in \$180,000 damage to structure and \$75,000 to contents. A total of 50 firefighters battled the two-alarm blaze.

MARCH 21—Two boys were arrested for allegedly setting six fires near the University of California, Irvine campus that caused approximately \$120,000 in damage.

APRIL 20—A two-alarm fire raced through a home on Kings Street in Los Alamitos, causing \$215,000 damage to structure and \$100,000 to contents.

MAY 21—While fighting a rubbish fire in Stanton, firefighters accidentally released a diluted foam retardant into a fire hydrant, which eventually made its way into the water supply of approximately 700 homes in Cypress and Stanton.

MAY 27—A 23-year-old woman and a four-year-old girl drowned in a community pool in Aliso Viejo.

JUNE 19—A vegetation fire near the corner of Santiago Canyon Road and Live Oak Canyon Road was contained to six acres by 75 firefighters.

JUNE 20—A structure fire at a 7,500-square foot home on Highplains Trail in Laguna Hills caused \$1 million in damages to the structure and \$500,000 to the contents.

JUNE 26—An explosion of illegal fireworks caused a fire that resulted in \$150,000 damage to a home in Villa Park.

JULY 2—More than a dozen cars were destroyed or damaged at a carport fire at an apartment complex on Topeka in Irvine. In addition to the cars, damage to the carport was estimated at \$150,000.

AUGUST 7—A two-year-old boy and his father were severely burned in a structure fire on Larwin Avenue in Cypress. Damage to the structure was listed at \$180,000.

AUGUST 10—Three businesses were destroyed and one damaged as a fire raced through a common attic at the Larwin Square Shopping Center in Tustin. A total of 75 firefighters battled the blaze for 40 minutes before getting it under control. Damage was estimated at \$1.6 million.

AUGUST 17—A Stanton man perished in a mobile home fire at the Villa Capri Mobile Home Park.



AUGUST 22—Fifteen families were temporarily displaced as 40 firefighters battled a brush fire near La Cima Drive and Avenida San Juan in San Clemente. A total of 35 firefighters were able to control the blaze in 30 minutes and contain it to one acre.

AUGUST 26—A structure fire destroyed three apartment buildings and a community center under construction in West Irvine. A total of 100 firefighters contained the blaze in one hour. Damage was estimated at \$1.5 million.

SEPTEMBER 11—A brush fire burned 500 acres on property owned by TRW on Avenida Pico near San Clemente. A total of 400 firefighters responded to the incident.

SEPTEMBER 24—Two neighbors used a ladder to rescue a trapped woman as a fire engulfed her home in Coto de Caza. The fire was extinguished in an hour by 50 firefighters and damage was estimated at \$800,000.

OCTOBER 15—Two two-story condominiums were gutted and two, single-story outside units were damaged at a fire on Poppy Drive in Tustin. The fire caused \$300,000 in damage and took 45 firefighters 50 minutes to control the blaze.

NOVEMBER 14—Two families were left homeless as a fire ripped through a condominium complex on Silverleaf Lane in Laguna Hills. A total of 45 firefighters took 50 minutes to control the fire that caused \$285,000 in damage.

DECEMBER 18—A vegetation fire fueled by moderate Santa Ana Winds burned 30 acres in the unincorporated area of Santiago Canyon. A total of 25 engines and 80 firefighters responded to the incident.

DECEMBER 18—A two-alarm fire at a strip mall on Magnolia Street in Westminster caused \$500,000 in damage to the contents and \$200,000 to the structure.

Community Events

Members of the OCFA take an active part in the communities in which they serve, including participation in the following events:

- ALISO VIEJO Health and Safety Fair- Don Juan Avila Elementary School
 St. Mary and All Angels Health & Safety Fair
- BUENA PARK Silverado Days and Parade
 Senior Health and Wellness Fair
 Chamber of Commerce Business Expo - Toyota of Buena Park
 Senior Center - Aloha Fest
 Child Safety Fair at Buena Park
 Honda Carnival at Buena Terra School
 Carnival at Dickerson School
 Spring Carnival at Holder School
 Bobby Sox Opening Day Ceremonies
- CYPRESS Police Department DARE Fair
 Community Festival
 Octoberfest
 Holiday Bizarre/Arts and Crafts
 Tree Lighting/City Hall
 Senior Health and Wellness Fair
 Children's Christmas Party at Mitsubishi
 Children's Spree at Mervyns/Salvation Army
 Carnival at Landell School
 Carnival at Arnold School
- DANA POINT: Tall Ships Festival
 Community Safety Day
 KidsCare Safety Day
- FOOTHILL RANCH Rodeo and Lake Forest Business Fair
- IRVINE Springbrook Elementary School Annual Jog-A-Thon
 Westpark Elementary School- Annual Cinco de Mayo Event University
 High School - Career Day
 Police Department- 25th Anniversary Celebration
 Mervyn's California Annual ChildSpree Event
 Harvest Festival - Mariners Church
 Irvine Harvest Festival

LA PALMA

La Palma Days and Parade
Carnival - Kennedy High, Girls Softball/Boys Basketball
Every "15" Minutes at Kennedy High School

LAGUNA HILLS

Kid Safe - Saddleback Memorial Medical Center



LAGUNA NIGUEL

Laguna Niguel Holiday Parade
Santa's Arrival at Crown Valley Community Park Tree Lighting
Saddleback Hospital's 4th Annual Baby Olympics
Lifestyle Expo at Plaza De La Paz in Laguna Niguel
Earth Day 2000
4th of July Parade for Rancho Niguel community
South Coast YMCA Healthy Kid Day

LAGUNA WOODS

Earthquake Fair
Health and Safety Fair

LAKE FOREST

Snow Fest at Pittsford Park
Bunny Blast at El Toro Park
Lake Forest Business Expo and Rodeo
El Toro Water District Annual Open House
Olivewood Elementary School- Annual Jog-A-Thon
Annual Local Car Show

LAS FLORES Santa Margarita Water District Water Awareness Month

LOS ALAMITOS Chamber of Commerce Summer Fest
4th of July Parade
Christmas Sing-A-Long Cotton Wood Park
Fourth of July, Los Alamitos Naval Weapons Station
Career Day/Pancake Breakfast at Los Alamitos High School
School Festival at Weaver Elementary
Carnival at St. Hedwig School
5K/10K Run Parks and Recreation Department
Career Day at Los Alamitos High School

MISSION VIEJO Street Faire and 4th of July Fireworks
Orange County Sheriffs Mission Viejo Walk Against Drugs
Santa and Firefighters Visit to Pediatric Ward at CHOC
Home Depot Red Cross Day
Carl Hankey School Fall Festival

NEWPORT COAST Harvest Community Social- Newport Coast Community Association

PLACENTIA Health and Safety Fair
Heritage Days

PORTOLA HILLS Annual Easter Egg Hunt

RANCHO SANTA MARGARITA
Drowning Prevention Awareness and Safety Day
Boo Blast
Lowes' Safety Adventure Trailer for Children
Chamber of Commerce Reflections of Rancho Business Expo
Family Fitness Summer Celebration
Easter Egg Hunt and Pancake Breakfast
Plaza Antonio Sport and Safety Spectacular

SAN CLEMENTE Holiday Parade with Santa Claus on Fire Engine
Kids Care Fair at San Clemente Hospital, August

SAN JUAN CAPISTRANO
KSBR Birthday Bash at the San Juan Mission
Family Support Center Kid Care Fair at Mission San Juan
Feria del Sol Health and Safety Fair at San Juan School

SEAL BEACH/SUNSET BEACH
Art Festival

STANTON	Summerfest Safety Fair at Sam's Club Children's Miracle Network
TUSTIN	Tustin Tiller Days Home Depot Community Awareness Day Homeowners Association 4 th of July Parade Tustin Hospital Health & Safety Fair
VILLA PARK	Little League Parade Family Picnic/Villa Park Days Annual Santa Claus Holiday Parade
WAGON WHEEL	Annual Wagon Wheel Easter Egg Hunt
WESTMINSTER	City Safety Day Spring Festival/Open House Halloween at the Mall Fire Safety for the College Park Home Owners Picnic Carnival at Eastwood School Picnic at Gillspie Park - Children's Home Society of California Carnival for Fryberger Element
YORBA LINDA	East Lake Village Community Assoc. Safety Awareness Day Earthquake Preparedness & Safety Fair Chamber of Commerce Business Showcase, Harvest Festival Calvary Chapel School Carnival

....and these events throughout the County

Big Brothers & Sisters of Orange County Pillsbury 50th Anniversary Bake Off
Health and Safety Fairs for various cities and churches
Kinder Caminata, Mass Casualty Drills
Salvation Army Annual Holiday Food/Gift Distribution
Orange County Fair
Orange County Employees Association Annual Health and Safety Fair
San Onofre Nuclear Generating Station annual exercise
Lupus Foundation Run
Children's Hospital of Orange County (CHOC) Walk
Spark of Love Toy Drive
Red Ribbon Week
Read Across America
Susan G. Komen Race for the Cure
American Cancer Society Daffodil Days

CUSTOMER SATISFACTION DATA BY CITY/AREA

January 1 – December 31, 2000

CITY OR AREA	SURVEY FORMS SENT	SURVEY FORMS RETURNED	OVERALL SATISFACTION RATE
Aliso Viejo	620	167	97%
Buena Park	2,460	654	97%
Coto de Caza	83	39	97%
Cypress	956	258	97%
Dana Point	800	270	97%
El Modena	59	14	94%
Emerald Bay	16	7	99%
Foothill Ranch	41	15	95%
Irvine	3,233	896	97%
La Palma	305	99	97%
Laguna Hills	883	229	97%
Laguna Niguel	979	342	97%
Laguna Woods	2,052	1,002	98%
Lake Forest	1,429	432	97%
Los Alamitos	329	85	96%
Midway City	223	52	96%
Mission Viejo	1,811	584	97%
Modjeska Canyon	3	1	100%
Newport Coast	63	19	98%
Orange Park Acres	17	5	99%
Placentia	925	272	96%
Portola Hills	14	5	97%
Rancho Santa Margarita	401	137	98%
Rossmoor	150	65	98%
San Clemente	875	316	97%
San Juan Capistrano	893	279	97%
Santa Ana Heights	56	14	97%
Santiago Canyon	9	1	75%
Seal Beach	931	337	98%
Silverado Canyon	9	2	100%
Stanton	890	134	97%
Sunset Beach	8	4	94%
Trabuco Canyon	46	16	98%
Tustin	2,311	615	97%
Villa Park	119	49	98%
Westminster	2,387	608	97%
Yorba Linda	716	296	97%
TOTAL/AVERAGE %	27,102	8,320	97%

Regional Fire Operations & Training Center

In March 2000, the OCFA Board of Directors approved the transfer of \$3 million in State grant funds to initiate the Regional Fire Operations and Training Center Project (RFOTC) to be located at the intersection of Tustin Ranch Road and Jamboree in the City of Irvine. Staff was reassigned to the newly developed RFOTC Program office and in June the Board selected Holmes & Narver as the Project Management firm to oversee the technical aspects of the project. In September, Hellmuth, Obata, & Kassabaum (HOK) was selected by the Board of Directors to design the project. Both contracts were funded through the design phase anticipated to be complete in September 2001.

A Draft Business Plan and video were developed and presented at a League of Cities breakfast for OCFA jurisdictions. OCFA obtained title to the Jamboree property and assumed an existing lease with a farmer to continue to provide security while maintaining a small farming operation.

At the request of the Board of Directors, OCFA staff initiated an aggressive community outreach effort that has included the establishment of a communications group consisting of local residents who live in proximity to the project site.

A Financial Technical Advisory Committee was also established to provide independent third party review of proposed financing for the project.



OCFA FIRE STATIONS

Proudly Serving the Communities of...

- ALISO VIEJO, Station 57**
- BUENA PARK, Station 61**
- BUENA PARK, Station 62**
- BUENA PARK, Station 63**
- COSTA MESA, AIRPORT, Station 33**
- COTO DE CAZA, Station 40**
- CYPRESS, Station 12**
- CYPRESS, TRI-CITIES, Station 17**
- DANA POINT, DOHENY, Station 29**
- DANA POINT, NIGUEL, Station 30**
- EMERALD BAY, Station 11**
- FOOTHILL RANCH, Station 54**
- FULLERTON, AIRPORT, Station 41**
- IRVINE, Station 6**
- IRVINE, Station 38**
- IRVINE/LAKE FOREST, Station 20**
- IRVINE, INDUSTRIAL, Station 28**
- IRVINE, SPECTRUM, Station 51**
- IRVINE, UNIVERSITY, Station 4**
- IRVINE, VALENCIA, Station 26**
- IRVINE, WOODBRIDGE, Station 36**
- LA PALMA, Station 13**
- LAGUNA HILLS/LAGUNA WOODS, Station 22**
- LAGUNA NIGUEL, Station 5**
- LAGUNA NIGUEL, BEAR BRAND, Station 49**
- LAGUNA NIGUEL, NORTH, Station 39**
- LAKE FOREST, Station 19**
- LOS ALAMITOS, Station 2**
- MIDWAY CITY, Station 25**
- MISSION VIEJO, Station 24**
- MISSION VIEJO, NORTH, Station 31**
- MISSION VIEJO, SOUTH, Station 9**
- MODJESKA, Station 16**
- NEWPORT COAST, Station 52**
- ORANGE, Station 1**
- PLACENTIA, BRADFORD, Station 35**
- PLACENTIA, VALENCIA, Station 34**
- PORTOLA HILLS, Station 42**
- RANCHO SANTA MARGARITA, Station 45**
- SAN CLEMENTE, Station 50**
- SAN CLEMENTE, Station 59**
- SAN CLEMENTE, Station 60**
- SAN JUAN CAPISTRANO, Station 7**
- SANTA ANA, AIRPORT, Station 27**
- SKYLINE, Station 8**
- SEAL BEACH, DOWNTOWN, Station 44**
- SEAL BEACH, FRWY, Station 48**
- SILVERADO, Station 14**
- SILVERADO (USFS), Station 15**
- STANTON, Station 46**
- SUNSET BEACH, Station 3**
- TRABUCO, Station 18**
- TUSTIN, Station 21**
- TUSTIN, Station 37**
- TUSTIN RANCH, Station 43**
- VILLA PARK, Station 23**
- WESTMINSTER, Station 64**
- WESTMINSTER, Station 65**
- WESTMINSTER, Station 66**
- YORBA LINDA, Station 10**
- YORBA LINDA, Station 53**
- YORBA LINDA, EAST, Station 32**

Remembering our fallen firefighters



Chuck Sarazin, May 26, 2000

Kelly Ahmuda, June 8, 2000

Buster DuBrock, July 22, 2000