



Orange County Fire Authority

Annual Report 2005

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.

Board of Directors

*Tracy Worley Hagen, Tustin
Chair*

*Keri Lynn Wilson, Yorba Linda
Vice Chair*



*Cynthia Adams, Aliso Viejo
Don McCay, Buena Park
Mike McGill, Cypress
James V. Lacy, Dana Point
Beth Krom, Irvine
Ken Blake, La Palma
R. Craig Scott, Laguna Hills
Joe Brown, Laguna Niguel
Dr. Brenda Ross, Laguna Woods
Richard Dixon, Lake Forest
Fred Freeman, Los Alamitos*

*Trish Kelley, Mission Viejo
Chris Lowe, Placentia
Neil Blais, Rancho Santa Margarita
Steve Knoblock, San Clemente
Sam Allevato, San Juan Capistrano
John Larson, Seal Beach
David Shawver, Stanton
Bob Bell, Villa Park
Russell Paris, Westminster
Chris Norby, County of Orange
Tom Wilson, County of Orange*

OCFA Fire Stations

Proudly serving the communities of...

- ALISO VIEJO, Station 57**
- ALL OCFA AREAS, Station 41 (helicopter)**
- ALL OCFA AREAS, Station 52 (crews)**
- BUENA PARK , Station 61**
- BUENA PARK, Station 62**
- BUENA PARK, Station 63**
- COTO DE CAZA, Station 40**
- CYPRESS, Station 17**
- COWAN HEIGHTS, Station 8**
- DANA POINT, Station 29**
- DANA POINT, Station 30**
- EMERALD BAY, Station 11**
- IRVINE, Station 4**
- IRVINE, Station 6**
- IRVINE, Station 26**
- IRVINE, Station 28**
- IRVINE, Station 36**
- IRVINE, Station 38**
- IRVINE, Station 47**
- IRVINE, Station 51**
- IRVINE, Station 55**
- JOHN WAYNE AIRPORT, Station 33**
- LA PALMA, Station 13**
- LADERA RANCH, Station 58**
- LAGUNA HILLS/LAGUNA WOODS, Station 22**
- LAGUNA NIGUEL, Station 5**
- LAGUNA NIGUEL, Station 39**
- LAGUNA NIGUEL, Station 49**
- LAKE FOREST, Station 19**
- LAKE FOREST, Station 42**
- LAKE FOREST, Station 54**
- LOS ALAMITOS, Station 2**
- MIDWAY CITY, Station 25**
- MISSION VIEJO, Station 9**
- MISSION VIEJO, Station 24**
- MISSION VIEJO, Station 31**
- MODJESKA CANYON, Station 16**
- PLACENTIA, 34**
- PLACENTIA, 35**
- RANCHO SANTA MARGARITA, Station 45**
- SAN CLEMENTE, Station 50**
- SAN CLEMENTE, Station 59**
- SAN CLEMENTE, Station 60**
- SAN JUAN CAPISTRANO, Station 7**
- SEAL BEACH, Station 44**
- SEAL BEACH, Station 48**
- SILVERADO CANYON, Station 14**
- SILVERADO CANYON, Station 15**
- SUNSET BEACH, Station 3**
- STANTON, Station 46**
- TRABUCO CANYON, Station 18**
- TUSTIN, Station 21**
- TUSTIN, Station 37**
- TUSTIN, Station 43**
- VILLA PARK, Station 23**
- WESTMINSTER, Station 64**
- WESTMINSTER, Station 65**
- WESTMINSTER, Station 66**
- YORBA LINDA, Station 10**
- YORBA LINDA, Station 32**
- YORBA LINDA, Station 53**

Message from the Fire Chief

I'm pleased to present the Orange County Fire Authority's 2005 Annual Report. The report provides an overview of the significant accomplishments achieved by our members along with a comprehensive collection of important data ranging from how we responsibly spend the taxpayers money to emergency response statistics.

2005 was another action packed year for our OCFA and our community. The population within our service area has topped 1.33 million residents (more than that of 12 states and the District of Columbia), the total number of incidents increased by 3.44 percent to 82,665 resulting in 211,669 unit responses. As you'll see on the pages that follow, the number of fire deaths and injuries decreased substantially (decreased by 81 percent and 60 percent respectfully) with Emergency Medical Services related incidents continuing to represent approximately 66 percent of our total responses for the year. While fire deaths and injuries were down from the previous year – total property destroyed by fire increased by 96 percent to over 42 million dollars.

In addition to responding to emergencies, a considerable effort was put into our prevention efforts through plan review, various inspections and, of course, public education. Our newly initiated speakers bureau provided presentations to community groups throughout the jurisdiction and an array of emergency preparedness programs were provided in our community.

Through our 20 million-dollar Capital Improvement Program, along with funds provided by our partner agencies, the construction was completed on Fire Stations 15, 33, 47 and 59, while work began on stations 19 and 29. In addition, our shop received and placed into service 14 new fire engines, one new ladder truck, and a number of light vehicles.

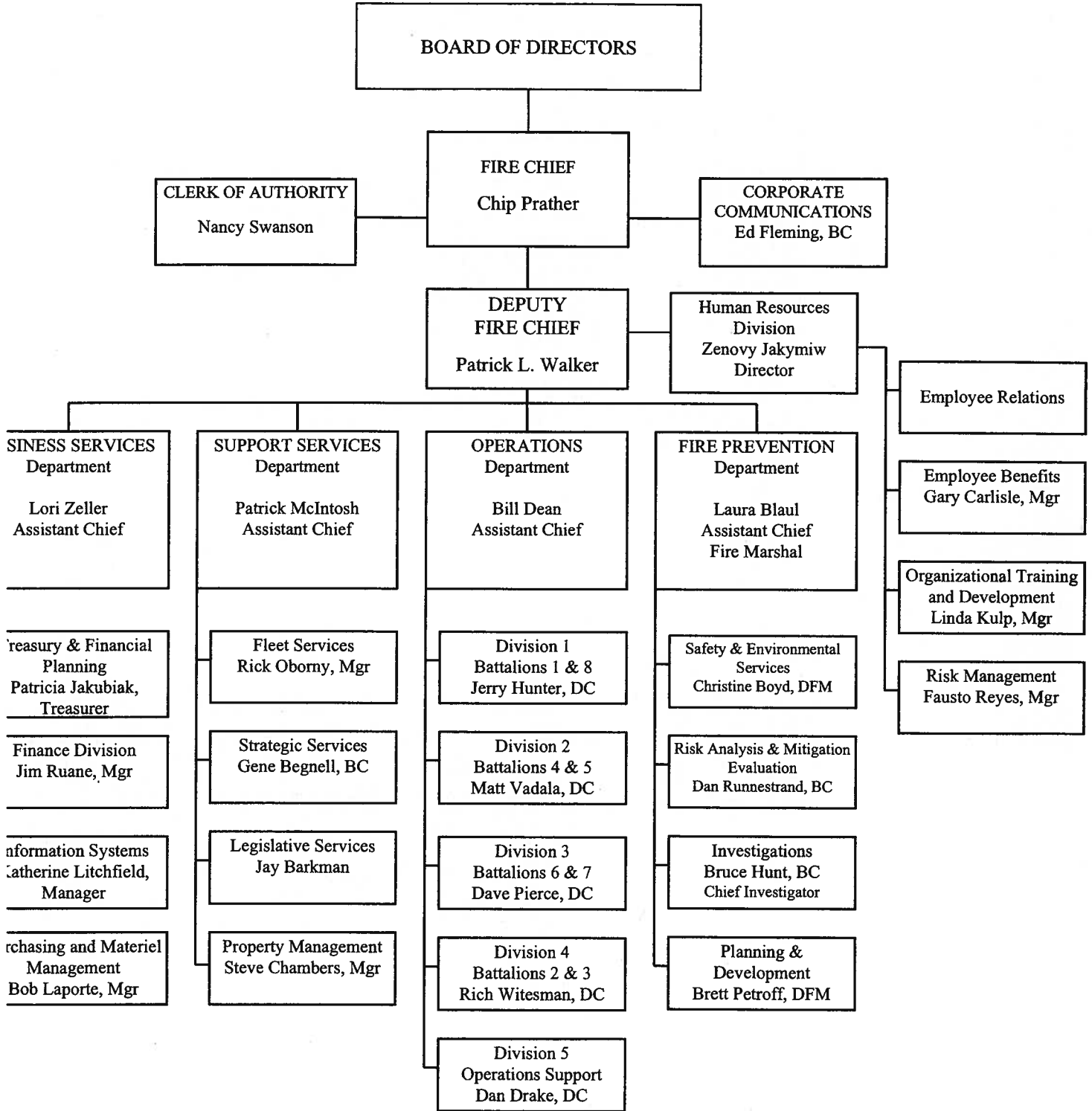
Of course the assistance we provided to those ravaged by a string of powerful hurricanes along the Gulf Coast was certainly a highlight and challenge during the year. The members of our Swift Water Rescue Team and our Urban Search and Rescue Task Force worked for days to help those affected by this disaster of epic proportions. In what seems to have become the norm, our work didn't end with simply responding to the emergency – rather, our people initiated an array of activities to collect supplies and a sizable amount of money, all of which was donated to the victims of Hurricane Katrina and Rita.

Indeed 2005 was an exciting year for us at OCFA. Whether it was simply doing our job or joining in on one of the many philanthropic opportunities aimed at helping our members or our neighbors, our people truly made a difference in the lives of others in so many ways.



Chip Prather,
Fire Chief

OCFA Organization Chart



Statistical Data Comparison

	FY 2001/02	FY 2002/03	FY 2003/04	FY 2004/05	FY 2005/06
Salaries & Benefits	118,465,155	131,992,837	152,063,507	159,716,155	172,913,711
Services & Supplies	16,102,740	17,596,044	18,542,926	19,906,300	20,138,362
Capital Outlay	218,115	394,480	586,009	296,833	45,000
Debt Service	1,187,135	722,338	525,536	659,513	326,370
Operating Transfer Out	20,854,446	14,274,324	9,187,250	22,328,425	7,476,991
TOTAL GENERAL FUND	156,827,591	164,980,023	180,905,228	202,907,226	200,900,434
Facilities Maint & Imps	2,815,506	2,390,104	2,216,029	1,382,578	1,596,898
Capital Projects	3,887,658	1,388,000	923,563	10,838,772	5,393,521
Comm. & Info Systems	2,205,684	3,149,465	1,392,311	1,600,531	3,000,708
RFOTC	46,970,118	3,355,922	7,652,318	1,061,559	
Vehicle Replacement	2,494,093	6,920,771	7,131,946	5,133,326	9,308,966
Self-Insurance			8,526,353	7,866,143	9,303,478
Debt Service	484,850	3,661,750	3,664,175	3,663,700	3,662,900
TOTAL BUDGET *	215,685,500	185,846,035	212,411,923	234,453,835	233,166,905
STAFFING LEVEL					
Firefighters	764	764	764	774	778
Fire Management	39	40	40	40	40
Professional Staff	261	274	276	276	272
TOTAL	1,064	1,078	1,080	1,090	1,090
Reserve Firefighters	343	355	357	390	390

Budgeted amounts reflect all adjustments approved by the Board of Directors as of the publication date



Recruit Academy 28

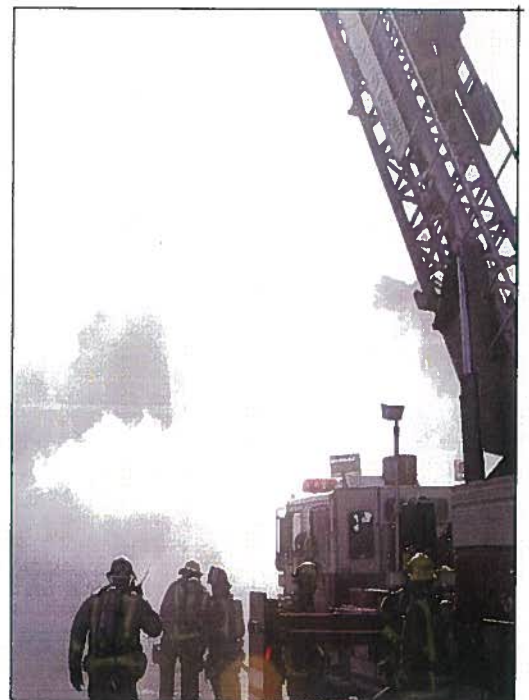
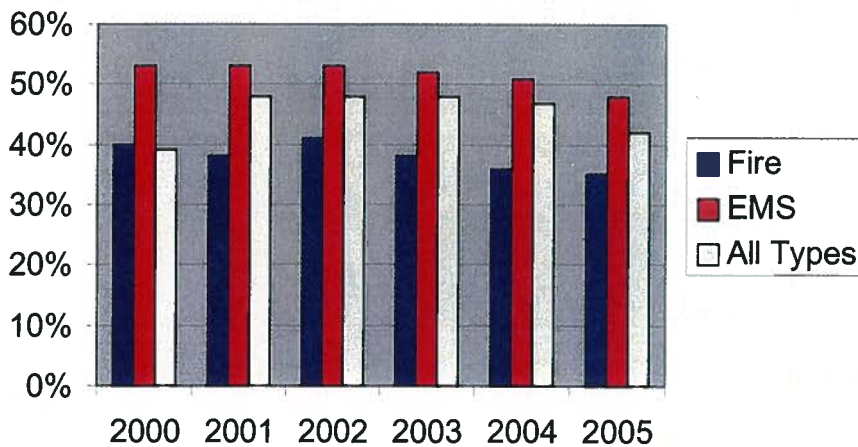
Statistical Summary

	2002	2003	2004	2005
Population Served	1,274,684	1,289,771	1,308,813	1,333,386
Dwelling Units	457,246	459,926	464,973	472,859
Assessed Values *	129,688,965,168	139,892,965,052	152,619,467,815	169,012,146,390
INCIDENT SUMMARY				
Fires	2,219	2,517	2,230	2,186
MS	48,177	52,509	53,463	55,272
Ruptures	143	183	163	179
Hazmat	1,666	1,945	1,563	1,511
Service Call	4,787	5,179	5,063	5,388
Good Intent	10,806	12,360	11,058	12,685
False Alarms	5,613	4,373	4,356	4,575
Miscellaneous	115	507	2,017	869
TOTAL ALL INCIDENTS	73,526	79,573	79,913	82,665
Total Mutual Aid Received	4,734	4,636	4,629	4,949
Total Mutual Aid Provided	3,657	3,495	3,544	3,801
Total Property Loss	\$15,549,192	\$20,708,046	\$21,583,401	\$42,421,868
Total Fire Injuries	45	50	41	16
Total Fire Deaths	7	4	11	2

Assessed values only for Orange County Fire Authority areas served

Los Alisos Fire

**Dispatch to Onscene Time
Less Than 5 Minutes**



Emergency Response Data

TOTAL UNIT RESPONSES BY JURISDICTION			
January 1 through December 31, 2005			
Jurisdiction	Unit Responses	Jurisdiction	Unit Responses
Aliso Viejo	5,432	RSM	4,204
Buena Park	12,228	San Clemente	8,298
Cypress	6,754	San Juan Cap	6,965
Dana Point	6,431	Seal Beach	9,349
Irvine	26,762	Stanton	5,052
Laguna Hills	5,907	Tustin	11,004
Laguna Niguel	8,054	Villa Park	666
Laguna Woods	11,254	Westminster	13,666
Lake Forest	10,440	Yorba Linda	8,078
La Palma	2,229	Unincorporated	19,384
Los Alamitos	3,062	In County Aid	4,531
Mission Viejo	14,415	Out of County	773
Placentia	6,731	TOTAL	211,669

TOTAL INCIDENTS BY MAJOR CATEGORY				
	FIRES	EMS	OTHER	TOTAL
Aliso Viejo	59	1,234	572	1,865
Buena Park	154	3,754	1,480	5,388
Cypress	63	1,694	706	2,463
Dana Point	66	1,634	757	2,457
Irvine	309	6,345	4,031	10,685
Laguna Hills	54	1,509	671	2,234
Laguna Niguel	64	1,934	855	2,853
Laguna Woods	29	3,289	854	4,172
Lake Forest	101	2,858	1,173	4,132
La Palma	16	582	180	778
Los Alamitos	31	725	270	1,026
Mission Viejo	108	4,032	1,569	5,709
Placentia	87	1,818	798	2,703
Rancho Santa Margarita	49	1,329	601	1,979
San Clemente	81	2,360	1,149	3,590
San Juan Capistrano	86	1,658	712	2,456
Seal Beach	46	2,489	640	3,175
Stanton	73	1,590	689	2,352
Tustin	110	2,457	1,056	3,623
Villa Park	2	177	106	285
Westminster	143	4,326	1,429	5,898
Yorba Linda	88	1,780	959	2,827
Unincorporated	158	3,960	2,096	6,214
Out of Jurisdiction	210	1,830	1,761	3,801
TOTAL	2,187	55,364	25,114	82,665

OCFA Activity By Unit

Air Utilities	# Responses
A30	61
A2	43
Battalion Chiefs	# Responses
B4	497
B6	453
B8	392
B3	355
B1	341
B5	302
B2	264
B7	259
Engines	# Responses
PM E61	3,813 *
PM E222	3,727 *
PM E22	3,511 *
PM E24	3,158
PM E19	3,060
PM E29	2,922
PM E46	2,726
PM E64	2,646
E 48	2,637
E 21	2,593
PM E34	2,578
PM E66	2,442
E 7	2,390
PM E36	2,325
PAU E63	2,292
PM E62	2,278
E26	2,167
PM E60	2,158
PM E65	2,064
E31	2,000
PAU E28	1,917
PM E6	1,911
PAU E37	1,892
PM E45	1,739
PAU E25	1,691
E4	1,638
PAU E13	1,596
PAU E57	1,593
PAU E9	1,549

E - Engine

PAU - Paramedic Assessment Unit

PM - Paramedic Engine

* Enroutes, not dispatches

Engines	# Responses
PM E51	1,523
PAU E39	1,490
PAU E35	1,485
PAU E30	1,484
PAU E50	1,455
E38	1,423
E17	1,421
PM E58	1,397
PAU E2	1,384
PAU E10	1,264
E32	1,213
E5	1,174
PAU E54	1,157
PM E23	1,015
PAU E44	935
PAU E55	815
PAU E8	581
PAU E53	533
PAU E42	476
PAU E40	454
PAU E18	318
PAU E47	253
E3	201
PAU E15	119
E11	113
E16	61
E14	40
E223	36
E326	31
E315	30
E357	30
E307	24
E332	22
E221	19
E342	19
E208	18
E205	16
E231	16
E253	16
E210	15
E250	15
E235	14
E318	13
E330	12
E240	5
E261	3

Hand Crews	# Responses
G252	48
G52	39
G1	27
Investigators	# Responses
I6	193
I3	60
I9	21
I2	20
I10	8
I8	8
I7	7
I1	6
I4	6
I5	4
Dozers	# Responses
K52	55
K252	46
K352	19
Waters Tenders	# Responses
W7	43
W40	37
W21	29
W10	27
W16	23
John Wayne Airport	# Responses
Crash Unit 3	425
Crash Unit 1	399
Crash Unit 5	94
Crash Unit 4	92
Crash Unit 33	44
Crash Unit 2	17
Crash Unit 36	6
Helicopters	# Responses
HC241	69
HC41	65
Helicopter Support	# Responses
HT41	17
HS41	6
HT241	1
Service Support	# Responses
S91	126
Haz Mat	# Responses
H4	54
H204	46
Ambulances	# Responses
ET64	2,690
ET50	2,513
ET66	2,194

Paramedic Vans	# Responses
M21	3,421
M48	3,040
M17	2,782
M5	2,710
M26	2,432
M7	2,408
M31	2,180
M4	2,162
M38	1,568
M32	1,377
Relief/Temporary	21
Patrols/Squads	# Responses
S24	691
P7	500
P26	448
P21	438
S25	403
S13	302
S2	272
P30	232
P10	201
S3	182
P32	167
P11	109
S19/S42	90
P18	79
S44	75
P40	71
P16	67
P14	47
P23	44
SW6	13
SW34	12
SW61	9
SW9	9
Trucks	# Responses
T22	1,631
T59	1,300
T61	1,239
T46	1,096
T4	1,074
T49	1,021
T64	949
T9	949
T6	880
T43	859
T34	855
T45	807
T17	770

Our People On The Move

The following individuals, through hard work and dedication, earned promotions during the year 2005.

ASSISTANT CHIEF – FIRE MARSHAL

Laura Blaul

FIRE DIVISION CHIEF

Dan Drake

FIRE BATTALION CHIEF

Roger James

Dave Phillips

Brian Stephens

Ray Valenzuela

FIRE CAPTAIN

Colton Ashby

Donal Boursier

Mike Brown

Craig Foley

Eric Gilbert

Eric Hayek

Dale Hayes

Tom Hoklotubbe

Steve Hurdle

Mike McGrath

Marc Moore

Ryan Rinehart

Brian Young

FIRE APPARATUS ENGINEER

Anthony Acuna

Mark Backoff

James Boswell

Aaron Creager

Jeffrey Enriquez

Mathew Grant

Brandon Grinstead

Greg Horgan

Robert James

Jeffrey Johnson

Jason Jones

Charles Legg, Jr.

John Lyons

Paul Perez

Tim Perkins

Joe Zawacki

PROFESSIONAL STAFF

Abel Castaneda

Carlos Martin Delcampo

Eric Elmer

*Senior Fire Equipment
Technician*

*Senior Fire Apparatus
Technician*

*Senior Fire Prevention
Specialist*

Dennis Grubb

Mike Johnson

Samantha Koch

Assistant Fire Marshal

*Senior Fire Prevention
Specialist*

*Accounting Support
Specialist*

Paris Nace

Brett Petroff

Russ Snider

Administrative Assistant

Deputy Fire Marshal

Service Center Supervisor

Our OCFA recognizes the contributions of our members 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 four categories — Career Firefighter of the Year, Reserve Firefighter of the Year, Professional Staff Employee of the Year, and Manager of the Year.



Jeff Taylor
Career Firefighter of the Year



Robert Deiro
Reserve Firefighter of the Year



Darci Bodin
***Professional Staff Employee of
the Year***

Nancy Swanson
Clerk of the Authority
Manager of the Year



Corporate Communications

The Corporate Communications section is responsible for a variety of programs including media and community relations, liaison to OCFA member agencies, audio-visual support, and public education. In addition, this section provides support to the Fire Chief and Executive Team. The section is organized into three groups: the Public Information Office, Community Relations and Education Services, and Multi-Media Services.

The Roles and Accomplishments of each group

The **Public Information Office** provides information for city officials as well as support for OCFA executive management. This group, staffed by the Corporate Communications Officer, Public Information Officer, Public Relations Specialist, and Office Services Specialist, provides immediate, on the spot, information for the media and members of the public.



Major Accomplishments

- Published 52 Weekly Executive Summaries
 - Prepared 26 Bi-Weekly Chief's Messages
 - Prepared 4 Quarterly Reports per Member City
 - Issued 18 Board Advisories
 - Conducted 46 Speaker's Bureau Programs
 - Provided notification of the Safe Surrender Site Program
 - Prepared Education Fire Safety inserts for 300,000 *Register* subscribers and schools
- Provided monthly RFOTC Tours
 - Provided Hurricane Katrina Information Support
 - Provided Speaker's Bureau Support
 - Issued Media Safety Messages and Public Service announcements
 - Coordinated EMS Week events, Fire Safety and Drowning Prevention events



The **Community Relations and Education Services** group provides educational services to schools, businesses, and other members of the public. A Community Relations and Education Supervisor and three Community Education Specialists staff this group. One Education Specialist is assigned to each operational division.



Major Accomplishments

- Conducted more than 87 Junior Firefighter Programs for more than 8,195 fifth grade students
- Provided over 233 fire safety classes to more than 10,420 citizens
- Conducted 25 CPR classes for more than 241 residents
- Coordinated the annual Spark of Love Toy Drive
- Staffed a Booth at the Orange County Fair

- Participated in more than 105 community events throughout the county reaching over 33,650 residents
- Conducted over 174 station tours to over 2,820 residents
- Provided 304 additional programs to 2,009 citizens on disaster preparedness, injury and drowning prevention, and fire extinguishers

The **Multi-Media Services** group, staffed by two Multi-Media Specialists, provides photographic and video graphic services and support to OCFA departments and affiliated agencies.

Major Accomplishments

- Created a Speakers Bureau Production
- Developed the Annual Video Newsletter
- Produced 3 Spot Fire Training Videos
- Created a Trauma Intervention Program (TIP) video
- Produced an Explorer Video
- Provided assistance with 3 Mock DUI's
- Filmed Video News Release
- Provided services for 11 Award Ceremonies
- Created the OCFA History Video



Business Services

The Business Services Department, comprised of four sections, provides administrative support; investment services; financial services; purchasing and warehousing functions; and information systems development, repair, and installation.

The roles and accomplishments of each Business Services Section

The **Finance Section** is responsible for providing financial and treasury accounting, reporting, planning, and developing policies and procedures designed to protect and safeguard the financial assets of the OCFA. Specific responsibilities include Revenue Management, General Accounting (including monitoring and inventorying OCFA's fixed and controlled assets), Cost (Grant) Accounting; Accounts Payable; Payroll (including Staffing and Timekeeping); supporting budget preparation and monitoring and performing special financial cost studies.



Award Winning Staff

Major Accomplishments

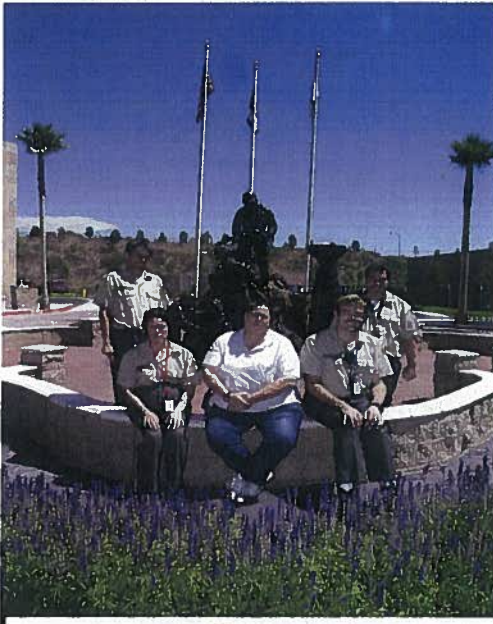
- Submitted the fiscal year 2004-05 Comprehensive Annual Financial Report for the highest awards for excellence in financial reporting from the Government Finance Officers Association and the California Society of Municipal Finance Officers
- Completed the fiscal year 2004-05 annual financial audit and received an unqualified opinion for the ninth year in a row with no audit comments for the sixth consecutive year
- Successfully processed federal grant reimbursements totaling over \$1.7 million in addition to providing support to the USAR task force assigned to the Rita and Katrina hurricanes.
- Implemented the decentralizing of employee availability and Battalion preferences being entered by payroll staff by allowing employees to input this information.

The **Purchasing Section** processes all purchasing requisitions, develops request for proposals (RFP), manages formal bid processes, and manages surplus property for the Authority.

Major Accomplishments

- Processed 3,898 requisitions and 342 change orders.
- Developed and initiated 116 written bids.
- Provided support on numerous purchases for annual/maintenance contracts and large dollar purchases.

Materials Management (also known as the Service Center) provides shipping, receiving, and warehousing services for the Authority; performs mail processing and delivery services; certifies and maintains breathing apparatus; provides repair and fabrication services on equipment, woodworking, safety garments, and tools; manages the acquisition and distribution of bulk supplies and equipment; and provides logistical support for major emergencies.



Support Staff

Major Accomplishments

- Completed the upgrade and replacement of 750 Scott Breathing Apparatus harnesses provided by grant funding
- Processed 3,873 material requisitions; 2,071 service requests; 2,135 doorstep/supply orders; 307 returns to stock orders; 56,114 overall line items, and distributed 558,045 items from stock
- Responded to 92 incidents with Service Support I, providing air support and rehab services.
- Completed the upgrade of 18 medic vans, outfitted 9 medic vans, outfitted 3 emergency transport units, and one service support vehicle

The **Information Technology (IT)** Section is responsible for the development, operation, and maintenance of the OCFA's computer, network, and information systems. Responsibilities include: IT strategic planning and forecasting; development and monitoring of IT standards and guidelines; analysis, design, and implementation of computer and network systems and services; and development and coordination of internal and external technical resources.

Major Accomplishments

- An information technology and GIS (Geographic Information System) strategic planning process was initiated. Consultants were hired to conduct a study and develop strategic technology initiatives addressing management of existing and future resources, service delivery, data administration, and transition to an enterprise GIS environment. These plans will be completed and published in March 2006.
- An on-line firefighter recruitment and application program was developed and implemented allowing applicants the convenience of applying on-line, while providing Human Resource staff significant time savings and convenience in processing applications.
- A remote access interface for the Staffing program was implemented providing suppression personnel the ability to check and maintain their work status when not on duty.
- Analysis and planning for enhancements to the interface between OCFA and other agency CAD (Computer Aided Dispatch) systems was conducted. This enhancement will greatly improve the amount and type of data that can be shared between first responders on mutual and automatic aid responses. Implementation is scheduled for the first half of 2006.

- Continued enhancement and support of the IFP application including implementation of the tri-annual inspection program and improvements to the Hazardous Material Section billing interface with the Banner financial system were completed
- Crystal Reports was identified as a preferred reporting environment. A pilot enterprise infrastructure was established, and OCFIRS (Orange County Fire Incident Reporting System) reports were made available to suppression personnel.
- A business requirements and process analysis was conducted in the Fire Prevention Sections. A preliminary requirements document was completed. It will be used in a selection process for the IFP (Integrated Fire Prevention) application replacement scheduled to start in 2006.

IT Section staff



Treasury & Financial Planning is responsible for providing a variety of cash management, budgetary services, and strategic financial planning for the Authority. Treasury services include monitoring cash balances; making investments in accordance with OCFA's Investment Policy; issuing and administering long and short-term debt; oversight of the Deferred Compensation program; and accounting support to the Employee Benefits Section. Financial Planning services include preparation of annual budgets; monthly analysis and reporting of revenue and expenditure activities; annual reviews of fiscal health; financial forecasting, and special financial studies. Additional responsibilities include maintenance of lease agreements and various administrative support functions.

Major Accomplishments

- Provided ongoing investment of a portfolio averaging \$116 million in compliance with the Authority's Investment Policy
- Coordinated issuance of the 2005 Tax and Revenue Anticipation Notes and ensured compliance with program requirements
- Developed the FY 2005/07 two year budget for Board adoption in June 2005
- Implemented the fourth Lease Purchase Agreement to fund vehicle and equipment needs in the CIP funds.

Clerk of the Authority

The Clerk of the Authority facilitates the Board's policymaking process, records and validates the proceedings of the Board of Directors, and provides timely and thorough access to public records. The Clerk's Office ensures the legislative process is open and public by publishing and posting notices as required by law. Staff administers the activities pertaining to Board legislation, processes Board approved agenda items, manages public records, and researches and disseminates information concerning Board actions to both OCFA staff and the public.

Major Accomplishments

During calendar year 2005 the Clerk's Office provided the following services:

- Transferred all records from off-site vendor storage to on-site archives
- Prepared and submitted Grant applications resulting in funding for the purchase of safety equipment, and software and hardware for Fire Prevention programs.
- Updated the Clerk's Office procedure manual
- Processed 393 subpoenas
- Researched and prepared 1,175 false alarm billings
- Provided quality assurance for OCFIRS by reviewing 45,442 Pre-Hospital Care reports
- Mailed 32,032 Customer Satisfaction Survey forms and processed the results from 9,408 forms returned
- Completed 4,438 public requests for information



Fire Prevention

The Fire Prevention Department was reorganized in 2005. It is now comprised of four sections: Planning & Development Services, Safety & Environmental Services, Investigation Services, and Risk Analysis & Mitigation Evaluation. The stated mission for the department is “We Contribute to Community Safety and Prosperity Through the Systematic Mitigations of Risk”.

All sections worked together to develop the following goals for the department:

- Reduce injuries, loss of life, and loss of property
- Provide effective, efficient, and quality service
- Create and maintain collaborative working relationships with customers
- Create a Fire Prevention team that models a dedication to excellence.

The roles and accomplishments of each Fire Prevention Section

Planning & Development Services - The mission of this section is to assist stakeholders in building safe communities. This is accomplished throughout the design and construction process. Staff reviews proposals for infrastructure, buildings, fire protection systems and a wide array of potentially hazardous processes. As each project element is reviewed and approved, inspection staff performs detailed field inspections to ensure that the installation of safety features and systems are consistent with prior approvals. Staff also assumes responsibility for review and inspection of fuel modification landscaping. Additionally, staff works closely with partner cities and the County to develop and implement updated fire codes that address community safety issues.

Major Accomplishments

- Facilitated the planning and construction of the first residential high rise structure within OCFA’s service area. This facility incorporates a wide array of state of the art fire and life safety systems and features that address risks associated with tall residential buildings. This is the first of several proposed residential high-rise buildings currently under development.
- Developed and implemented a comprehensive quality control program for plan review and inspection staff.
- Implemented a plan submittal prescreening process that provides a completeness check to customers at the time plans are submitted to OCFA. The intent of the program is to allow customers to avoid re-submitting plans for the omission of basic information.
- In cooperation with the Organizational Training and Development Section, P&D undertook an internal audit of systems performance through the use of a Human Performance Technology (HPT)



model. The audit relied heavily upon direct staff input and recommendations were identified in a final report that will be implemented in 2006.

- In conjunction with the Operations Training Section and with private sector support, staff developed a smoke vent training prop that allows Operations and Fire Prevention staff to experience the function of automatic smoke vents that are commonly found on storage building throughout Orange County.
- Implemented an on-line customer service survey program. This improved the customer's ability to provide feedback pertaining to service delivery for all aspects of Planning & Development Services.
- Delivered seven customer outreach programs. Topics included fire pump design and installation, underground fire protection water delivery piping systems, architectural plan review, fuel modification design and inspection. Several encore presentations were also delivered during the year based upon customer demand. Total attendance at these programs exceeded 200 participants.
- Staff participated in State Fire Marshal's Office Workgroups for adoption of amendments to the International Codes.



Plans Reviewed	11,982	Plans Reviewed within target goal	99%
Construction Inspections	18,116	Completed w/in 48 hrs of request	98%
Annual Fuel Mod. Inspections	101	Customer served at counter	8,616

Safety & Environmental Services – The former Inspection Services and Hazardous Materials Services Sections were combined to create this Section. The mission of this section is to assist stakeholders in maintaining and enhancing safe communities. Their mission is accomplished by conducting fire safety inspections, enforcing applicable fire codes and ordinances, gathering and maintaining inventories of chemicals stored, handled, and used within the OCFA jurisdiction and coordinating hazardous materials emergency plans. A significant enhancement with this merge is that there are now four regional offices that will be focusing the prevention efforts more closely to the risks of the individual communities.

Major Accomplishments

- Wildland Inspection Program expanded to include residential inspections, coordination with P&D, and education of property owners.
- 4th of July Post Action report was published in conjunction with the Orange County Fire Chiefs Association.
- Administered the CalARP Program for 40 chemical facilities with no significant accidents or chemical releases.

- Continued training suppression staff with potential public consequences at CalARP facilities.
- Staff participated in State Fire Marshal's Office Workgroups for adoption of amendments to the International Codes.
- Conducted inspections at the 55 state high rise facilities and provided all necessary documentation to the State Fire Marshal's Office
- Removed the last underground fuel storage tanks from Fire Station 61 and installed an aboveground storage tank to complete implementation of the Fuel Sourcing Strategic Plan.
- Remediation of contaminated soil and groundwater began at Fire Station 4, the last site requiring cleanup because of contamination from an underground fuel storage tank

Annual Inspections performed	33,473	Total Permits Issued	12,481
Annual Inspections by S&ES	1,760	Special Activity Permits Issued	353
Wildland Inspections	14,311	Fire Hazard Complaints Resolved	164

Investigation Services - The mission of this section is to identify our risks through accurate incident investigation and valuation and initiate intervention strategies. This Section's peace officers are responsible for investigating or reviewing fires and determining appropriate intervention strategies. Criminal cases are investigated and evidence is gathered for the purpose of filing with the District Attorney's Office while juvenile related fires may be handled through diversion programs. Cost recovery is pursued on all applicable incidents. Non-criminal fires are reviewed to identify potential fire prevention efforts.

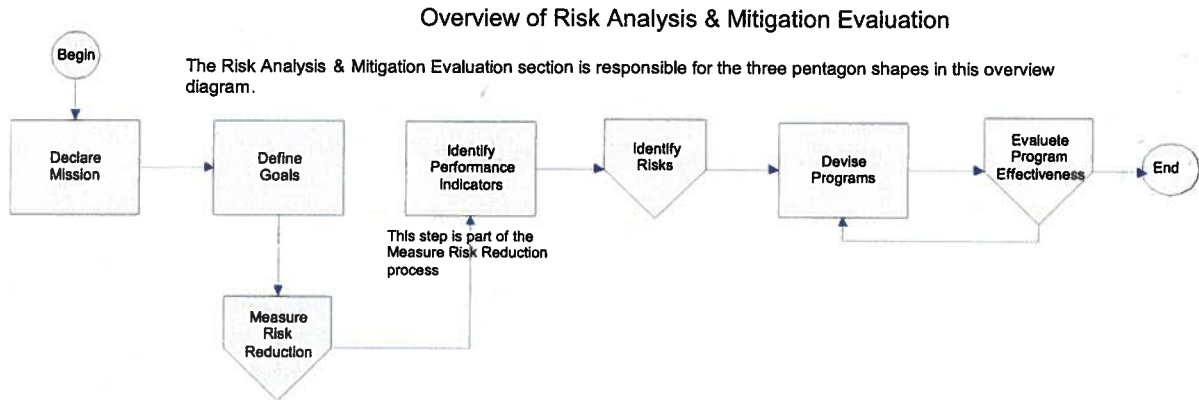
Major Accomplishments

- Implemented a pilot program to perform inspections of structures after a fire emergency occurred to assess the effectiveness of fire and life safety features. This program was approved, implemented, and now includes a Civil Cost Recovery Program.
- Successfully completed the application for CAL-Photo for CLETS (California Law Enforcement Telecommunications System). This replaced the previous system, which was removed by DMV in 2003 leaving all law enforcement agencies in California with limited or, as in our case, no other options
- Participated in several multi-jurisdictional Task Force which included a high profile case involving two other jurisdictions and another with the FBI, ATF, and Orange County Sheriffs Department as an proactive action.



Cases Handled by Investigations			
Arson Fire Cases	308	Accidental Fires	103
Non-Arson Criminal Fire Cases	178	Mischievous, false Alarms	168
Accidental Fires	103	Total Cases Handled	707

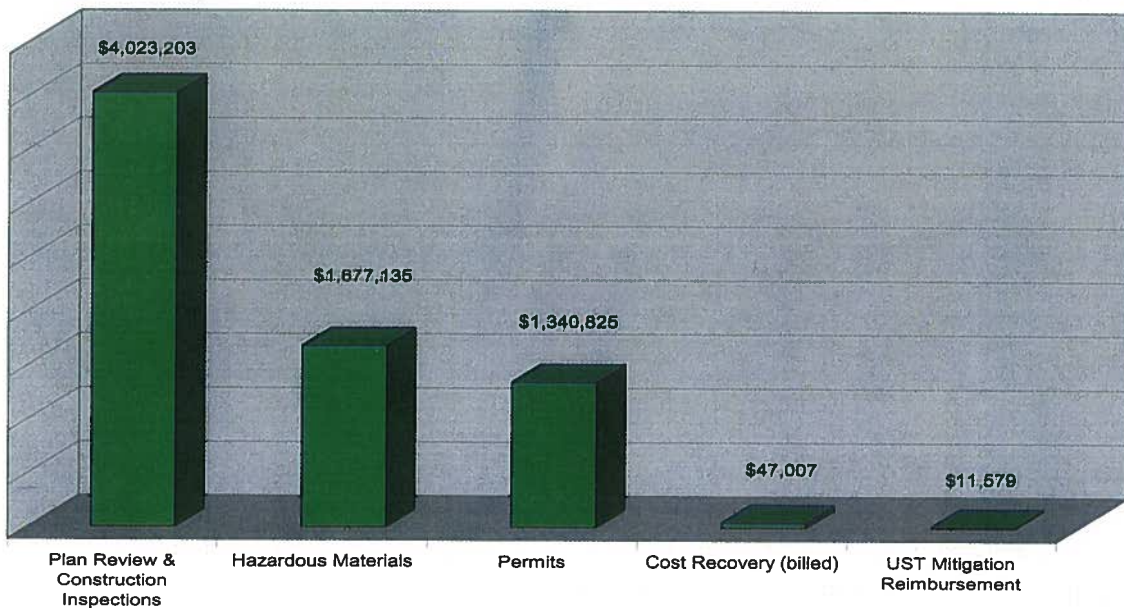
Risk Analysis & Mitigation Evaluation - The mission of this section is to understand our communities' risks and identify appropriate mitigation strategies. This is a new Section that was established to analyze our historical and projected risks and the effectiveness of associated efforts underway to mitigate those risks. Working with internal and external stakeholders, we will also be exploring alternative activities that may result in improvements in our performance indicators and the effectiveness of community safety efforts down to the local "neighborhood" level.



Major Accomplishments

- Established the Risk Analysis & Mitigation Evaluation Section to identify the most effective strategies to mitigate community risks.
- Obtained FEMA grant for new hardware and software to map and document the Wildland Inspection Program.
- Worked with other sections to define all business practices within Fire Prevention in preparation for replacing the Integrated Fire Prevention (IFP) software application.

**Department Revenue
(less exempted fees)**



Support Services

The Support Services Department provides a variety of essential support services to the Orange County Fire Authority in the areas of Fleet Services, Legislative Services, Property Management, and Strategic Services. Support Services provides a backbone in construction, maintenance, and planning for the critical tasks of ongoing emergency services. The Department maintains a key focus on providing specialized services to the Authority in station design and construction, maintenance of facilities and apparatus, future planning in station and equipment needs, legislative issues, and evaluation of changing community demographics.

The roles and accomplishments of each Support Services Section

The **Fleet Services Section** provides a full line of services to meet the needs of all vehicles and fire apparatus operated by the OCFA. The section has responsibility for all scheduled preventative maintenance, major repairs on all vehicles and fire apparatus in the fleet, renovations and upgrades needed to meet the changing equipment outfitting needs, recommending vehicle apparatus rotations in the attempt to meet mileage and life goals, and testing/certifying specialty equipment. This section also works with users to develop vehicle/apparatus specifications, oversees the procurement, manufacturing and quality assurance of all vehicles/apparatus, and supplies twenty-four hour field repair.

Major Accomplishments:

- Completed 2,276 work orders on the fleet's vehicles and apparatus
- Conducted 606 preventative maintenance/safety inspections
- Responded to 85 after-hour callbacks for emergency vehicle repairs
- Developed specifications and RFP's for six different vehicle types resulting in 25 new vehicles placed into service during the year:
 - 10 Light Duty Support Vehicles
 - 1 Tractor Drawn Aerial Truck
 - 14 Type I Engines



KME Engine

- Rotated 32 Type 1 engines, 21 light vehicles, and 2 trucks due to the placement of 25 new vehicles into service for a total of 55 rotations
- Stripped, prepped, and auctioned 27 surplus vehicles with an average age of 17 years and 119,120 miles
- Completed light bar retrofitting project on 19 squads and patrols to improve safety
- Donated one historical engine to the City of Placentia

State of the Art Fleet Maintenance Facility

The **Legislative Services Section** monitors legislation and regulations, and advocates the Authority's position before federal, state, and local governing and regulating agencies. Responsibilities include seeking federal and state appropriations, providing analysis of proposed legislation for consideration by executive staff and Board of Directors, and serving as liaison between OCFA and elected officials at all levels.

Major Accomplishments

- Assisted in obtaining a \$190,000 federal appropriation for the Public Education Center
- Arranged and coordinated visit to RFOTC by the Secretary of Department of Homeland Security, Michael Chertoff and Congressman Christopher Cox to host meeting of Orange County Fire and Police Chiefs
- Coordinated opposition and secured defeat of state legislation expanding the sale of fireworks
- Monitored and tracked over 500 bills and provided OCFA positions on approximately 70 bills, while keeping State and Federal legislators informed of OCFA issues and needs



Congressman Cox and DHS Secretary Chertoff

The **Property Management Section** builds, manages, and maintains all real property and durable infrastructure of the OCFA. The section is divided into three key functions: Construction Management, Facilities Maintenance Management, and Projects and Analysis. Responsibilities include construction design, planning and oversight of all new fire stations, as well as maintenance management of the Regional Fire and Operations Training Center and sixty-one fire stations throughout Orange County. This section also conducts essential facility inspections, facility renovations and repairs, and manages utilities conservation programs.



OCFA Property Management Staff

Major Accomplishments

- Revised and updated the OCFA Fire Station Design Guide and Specifications
- Completed construction of Fire Station 15 (Silverado Canyon)
- Began construction of Fire Station 19 (Lake Forest)
- Began construction of Fire Station 29 (Dana Point)
- Completed property purchase, subdivision and site design for Fire Station 38 (Irvine)
- Began construction of Fire Station 39 (Laguna Niguel)
- Completed construction oversight and activated Fire Station 47 (Irvine)
- Completed planning and design oversight of Fire Stations 27 and 55 (Irvine)
- Completed 1342 station repairs using the Automated Facility Repair Request System.
- Accomplished 44 alterations and improvements projects to OCFA fire stations
- Continued dormitory privacy project for 13 fire stations
- Improved the Preventive Facility Maintenance Program and OCFA facility safety and readiness
- Expanded utilities conservation programs
- Expanded the Facility Records Library to include RFOTC construction, warranty and equipment records
- Completed OSHA safety upgrades to the RFOTC



Recently Completed Fire Station 47 in Irvine



Construction of Fire Station 19 in Lake Forest

The **Strategic Services Section** is responsible for the coordination and management of advance and strategic planning efforts within the Fire Authority. Areas of responsibility include analyzing and monitoring impacts of development, annexation and incorporations, initiating agreements with developers for acquisition of new facilities, and researching demographic issues to determine appropriate service levels and benchmarks. This section also coordinates the OCFA Strategic Plan, responds to requests for parcel information, station locations, ISO ratings and demographic information, and prepares proposals for fire service accreditation and special reports as required.

Major Accomplishments

- Completed review of 73 California Environmental Quality Act (CEQA) documents for various city general plans, public, and private projects
- Provided 14 LAFCO annexation research reports, municipal service review input, and comments to annexations
- Modeled/analyzed call load and unit response area based on density for Irvine Business Complex
- Coordinated implementation of Master Agreement with The Irvine Company including finalizing sites for Fire Stations 20, 27, and 38.
- Presented research and recommendations for OCFA position on Traffic Signal Preemption to improve emergency response to the OCFA Board of Directors, OCTA, and political officials
- Completed Secured Fire Protection Agreements for 7 new development projects
- Researched and made recommendations for Infill Development Fee program
- Provided OCFA coordination, research, and analysis on the OCFA Deployment Study including statistics, Standards of Cover policy, overview documents, and critical task analysis.



Deployment Study Critical Task Analysis Exercises

Human Resources

The Human Resources Division provides programs and services designed to support the OCFA and its employees in the achievement of its mission and objectives. Human Resources programs are provided through four sections within the Division: Employee Relations, Organizational Training and Development, Risk Management, and Employee Benefits and Services.

The roles and accomplishments of each Human Resources Section

The **Employee Relations Section** is responsible for administering the compensation and classification program, conducting recruitments, testing candidates, and negotiating, as well as, administering the various Memorandums of Understanding. This section also serves as the advisory unit to managers and supervisors in employee relations matters involving the application of employee performance appraisals, administration of corrective action and application of general employment policies and procedures.

Major Accomplishments

- A total of 14 recruitments were conducted in 2005. These recruitments resulted in 143 new hires and 84 promotions.
- An open recruitment for Firefighter Trainee was conducted. We received approximately 10,000 applications and approximately 7,600 people were invited to the written exam. An aggressive outreach campaign was conducted to further promote diversity within the organization.
- Other major recruitments conducted include: Fire Apparatus Engineer, Fire Division Chief, and Fire Battalion Chief

The **Risk Management Section** is responsible for managing OCFA's General Liability, Safety & Loss, Self-Insured Workers Compensation, and WEFIT program. This section secures all lines of insurance coverage including, workers compensation excess coverage, general liability, property and auto, aviation, pollution liability, and public official bonds. This section also administers the self-insured workers compensation program and works with the general liability insurance pool on general liability claims. Additionally, this section chairs the OCFA Safety & Occupational Health Committee and provides staff support to the WEFIT Oversight Committee.

Major Accomplishments

- WEFIT participation at 90%
- Developed a Safety Coordinator program which establishes a representative of each major Section at the RFOTC to improve and coordinate employee safety
- Developed an RFOTC Emergency Plan
- Completed Cal/OSHA requirement of Injury & Illness Prevention and Hazard Communication training to all OCFA members

The **Organizational Training & Development Section** is responsible for long and short-term planning, organizing, developing, and delivering employee learning/development programs. Using organizational assessments and other analytical methodology, learning and other employee performance improvement solutions are developed/recommended and implemented. The OT&D Section embraces a blended learning approach making optimum use of instructor-led and computer-based technology in which to deliver learning programs to the employee population.

Major Accomplishments

- An additional 22 employees, bringing the total participation to 105 employees, completed the Project Excellence Program, which focuses on the development of supervisory skills.
- A total of 21 employee development classes were conducted in computer skills, conflict resolution, and employment law. Attendance at these classes totaled 188 employees.
- The Leadership Institute, offered to all OCFA employees to assist them in building leadership skills, graduated 12 employees, bringing the total participation level to 140 employees.
- A comprehensive manual identifying all work related training offered was completed and placed on the Intranet as part of the employee career development program.



Leadership Institute at Lake Arrowhead Conference

The **Employee Benefits and Services Section** is responsible for the administration of employee benefit programs including health, dental, vision, life, disability, and the optional benefit plan for General, Supervisory, and Management employees. This section also administers the Reserve Firefighter Program's dental, vision, and life insurance. In support of all OCFA employees, the Benefits section is responsible for the administration of the Retiree Medical Program, the Employee Assistance Program (EAP), the Dependent Care Assistance Program (DCAO), and Premium Only Plan (POP). This section conducts the New Employee Orientation Program and coordinates and assists employees with the Leave of Absence and Retirement process.

Major Accomplishments

- Four Quarterly Retirement Seminars were conducted for OCFA employees at OCERS. In addition, the second Retirement Seminar for Headquarters personnel was presented at the RFOTC facility.
- The Second Annual RFOTC Health Fair for OCFA employees was held at the facility. This involved all healthcare providers, currently providing or offering healthcare coverage to Authority employees.

Operations Department

The Operations Department is comprised of four geographical Divisions and an Operations Support Division.

The Roles and Accomplishments of each Division

Division I is comprised of two Battalions. Battalion 1 serves the cities of Los Alamitos, Seal Beach, Westminster, and the unincorporated communities of Sunset Beach and Midway City. Battalion 8 serves the cities of Cypress, La Palma, Stanton, and Buena Park. Administration of the OCFA Fire Explorer Program, consisting of 10 Fire Explorer Posts throughout the County, is also assigned to Division I.

Major Accomplishments

- Hosted the 7th Annual Explorer Academy for 50 Fire Explorers
- Participated in Buena Park Silverado Days, delivering Fire Prevention education to thousands of attendees
- Conducted annual joint mass-casualty exercise at Knott's Berry Farm
- Participated in three *Every 15 Minutes* drunk driving awareness programs for area high schools in Westminster, Cypress and La Palma



Explorer Academy Training

Division II is comprised of two Battalions. Battalion 4 serves the cities of Aliso Viejo, Laguna Woods, Laguna Hills and Lake Forest. Battalion 5 serves the City of Irvine, the unincorporated communities of Emerald Bay, Santa Ana Heights, UCI, and John Wayne Airport and the area now known as the Great Park (the former Marine Corps Air Station – El Toro). Division II also oversees the Hazardous Material Response Team and the Weapons of Mass Destruction/Terrorism preparedness program.



New Fire Station 33

Major Accomplishments

- Dedicated new Fire Station 47 in Irvine
- Provided assistance and coordination in emergency preparedness to Division II cities with the establishment of a CERT courses for the public
- Continued internal preparation measures to support WMD/Terrorism program
- Assisted partner cities with the planning, development, and implementation of five new fire stations in Division II

Division III is comprised of two Battalions. Battalion 6 serves the cities of Dana Point, San Clemente, San Juan Capistrano, Laguna Niguel, and the unincorporated areas of South Orange County. Battalion 7 serves the cities of Ladera Ranch, Lake Forest, Mission Viejo, Rancho Santa Margarita, the unincorporated communities of Coto De Caza, Trabuco Canyon, Modjeska Canyon, and the unincorporated areas of South Orange County. Administration of the OCFA Urban Search and Rescue (USAR) and Swift Water Rescue Programs is also assigned to Division III.

Major Accomplishments

- Completed construction of Fire Station 59 in San Clemente, and began construction on Fire Station 29 in Dana Point
- CA-TF5 responded a Type I USAR team consisting of 76 personnel and a Swift Water Rescue Team of 14 personnel to Hurricane Katrina. In addition a Type III team of 38 personnel responded to Hurricane Rita
- Developed the Canyon Disaster Preparedness Academy for Trabuco, Modjeska and Williams Canyons



Fire Station 59

Division IV is comprised of two Battalions. Battalion 2 serves the cities of Placentia, Yorba Linda, Chino Hills State Park and unincorporated areas of Tonner and Carbon Canyons. Battalion 3 serves the cities of Villa Park, Tustin, unincorporated areas of Cowan Heights, Lemon Heights, Orange Park Acres, Irvine Lake and Silverado Canyon. Specialized resources assigned to the Division include wildland engines, Swift Water Rescue, technical rescue and Urban Search and Rescue (USAR) units. The *Open Airways for Schools Program* is provided to schools in our partner cities and is administered by Division IV.

Major Accomplishments

- Participated in *Every 15 Minutes* drunk driving awareness program for area high schools in Tustin and Placentia
- Provided emergency preparedness training classes to community volunteers that make up the *Community Emergency Response Teams (CERT)* for the cities of Placentia and Villa Park
- Provided an 8-hour emergency preparedness program to each employee of the City of Placentia
- Completed the construction and opening of the new Fire Station 15 co-located with the U.S. Forest Service in Silverado Canyon



Every 15 Minutes Program at Foothill High School

Division V (Operations Support Division) is comprised of the following sections: Community Volunteer Services, Emergency Command Center, Emergency Medical Services Section, Emergency Planning and Coordination Section, Special Operations Section (Helicopter Program and Crews/Equipment), and Operations Training and Safety Section

Community Volunteer Services (CVS) coordinates OCFA volunteer programs. This includes the Reserve Firefighter Program and the volunteer Chaplain Corps. The CVS office serves as the advocate for all OCFA volunteer programs.

The Reserve Firefighter Program augments career personnel and ensures that adequate resources are available to respond to emergencies within their local community. This program improves emergency effectiveness by providing additional EMS coverage and reinforcement of incident support resources and specialty equipment.

The CVS office coordinates the selection, training, and logistical needs for the Reserve Firefighter Program in conjunction with the Human Resource Section, Operations Training and Safety Section, Emergency Services Section, and the Service Center.

Major Accomplishments

- Selected and trained 69 new Reserve Firefighters qualified to respond to emergency incidents
- Conducted Reserve Officer Training qualifying Reserve men and women to respond as Reserve Officers
- Conducted Reserve Driver Operator Training qualifying new Engine operators

The **Emergency Command Center (ECC)** has three primary functions. *Communications* personnel coordinate the receiving of emergency calls via 911, radio, and other telecommunication links and the assignment and control of appropriate emergency response resources. *Mapping and Geo Files* ensures the maintenance of the Fire Station Order File (essential for CAD operation) and handles all response mapping needs. *Communication Services* oversees the purchase and maintenance of all emergency communication radios and the installation of radios and mobile data computers in emergency apparatus.

Major Accomplishments

- Completed installation of mobile data computers in all emergency apparatus
- Provided all first line apparatus with updated portable radios
- Completed upgrade and distribution of new cellular telephones
- Conducted alternate answer exercise for 911 failure and manual mode exercise to test operational readiness for communication failure



MDC Being Installed

The **Emergency Medical Services (EMS)** section provides management, oversight and direction for the delivery of emergency medical services by first responders and paramedics. This includes: implementation of the continuing quality improvement program; continuing education for all personnel; EMS supply and equipment evaluation and purchasing; monitoring and tracking of paramedic and EMT-I certifications; oversight of compliance to Advance Life Support (ALS) and medical supply fee agreements by the ambulance providers; issuance and evaluation of the ambulance Request for Proposal (RFP); monitoring of ambulance response time compliance; liaison to applicable regulatory agencies, and other EMS groups; and identify paramedic staffing needs and perform recruitment functions.



Safe Surrender Sign Displayed at Fire Stations

Major Accomplishments

- In cooperation with the Orange County Health Care Agency, we began the Orange County Fire Service Infant Safe Surrender program allowing for unwanted newborns to be safely surrendered at all OCFA fire stations
- Completed a Lateral Paramedic testing process for future hiring of experienced paramedics
- Obtained state-of-the-art, 12 lead monitor defibrillators for all OCFA paramedic units
- CPR, Automated External Defibrillator, and First Aid training was provided to headquarters, prevention, and community education personnel

The **Emergency Planning and Coordination (EPAC) Section** coordinates OCFA emergency planning with Federal, State, and local jurisdictions and agencies. The EPAC Battalion Chief represents the Authority on working task forces including the State and Federal Terrorism Task Force, Nuclear Power Authority, and Marine Disaster. The EPAC Chief also has responsibility for the administration and coordination of OCFA Vegetation Management Program (VMP/Wildland Defense Program). The goal of this program is to mitigate the negative effects of wildland fires by developing tactical pre-fire plans, control burns to lessen the effects of wildland fires, and community awareness of efforts they can take to prevent property and loss of life in the wildland/urban interface areas.

Major Accomplishments

- Actively participated in the Inter-Canyon League Fire Safe Council and completed Operation Canyon Cleansweep 2005, which netted approximately 150 tons of cut vegetation removed in Silverado and Modjeska Canyons to reduce fire danger
- Continued to actively participate in the planning and distribution of \$30 million of Urban Area Security Initiative (UASI) and Homeland Security Grant Funds for the Orange County Operational Area. This funding provided Haz Mat units for fire and S.W.A.T. vehicles for law, as well as communication technology and detection technology
- Coordinated *Command Officers Response to Terrorism* training for all fire officers in Orange County, equipping them to handle a terrorism event
- Participated in table-top exercises to test County-wide, multi-discipline response to terrorism scenarios

The **Special Operations Section** is responsible for coordination of OCFA Air Operations Program and the Crews and Equipment Section. The OCFA currently maintains fire suppression helicopters used for emergency response in fire suppression for wildland urban interface and high-rise fires, swift water and remote rescues, large animal rescue, and disaster mitigation. The Crews and Equipment Section provides hand crew and dozer response to wildland urban interface fires, specialized rescue operations and water disasters. This section also maintains fire road access, performs fire prevention tasks such as brush clearing, and conducts various construction and maintenance projects.

Major Accomplishments

- Implemented an interim hand crew for the remainder of fire season due to the termination of the Inmate Labor program
- Trained two Helicopter Crew Chiefs to improve staffing capabilities
- Completed 218 miles of maintenance and repair of extremely damaged fire access roads from 100 year floods
- Assisted Property Management with the development of Fire Stations 15, 19, and 29



Hand Crew with OCFA Helicopter

The **Operations Training and Safety Section** is responsible for all Operations training activities. This includes research and development of training programs, including basic and advanced firefighter techniques, administrative, and supervisory training. The Training Section coordinates and administers recruit and promotional training academies including training for Reserve Firefighters, lateral entry Paramedics, Engineers, and Fire Officers. The Training Section coordinates the Safety Officer Response Program that provides a Safety Officer on the scene of all major emergency incidents.

Major Accomplishments

- Provided quarterly and specialized training to 765 career firefighters and 35 Battalion Chiefs
- Conducted Basic Firefighter Academy 28 and 29 with 49 new firefighters graduating
- Developed and administered the Engineer Preparation Class, Engineer Testing Process and conducted a three week Engineer Academy
- Conducted a Reserve Firefighter Academy with 50 participants. Provided ongoing training to all Reserve station personnel



Confined Space Training at RFOTC

Hurricane Katrina Response

Orange County's California Task Force 5 (CA-TF5) is a regional Task Force created by a cooperative agreement among the Fire Chiefs in Orange County. Personnel from the Orange County Fire Authority, Anaheim Fire Department, City of Orange Fire Department, and Santa Ana Fire Department staff CA-TF5.

CA-TF5 was the only Task Force in the National USAR system to deploy and engage in three separate responses to Hurricane Katrina. The 28 National Task Forces are normally deployed to hurricanes based on their proximity to the event, leaving the Task Forces on the West Coast last to respond.

What began as tropical depression Katrina, grew into the worst natural disaster in our national history, with an official death toll of 1,383 and several thousand still missing.



When it became obvious that rescues in the City of New Orleans would require the ability to work in a water environment; FEMA requested 8 swift water rescue teams from California. CA-TF5's 14-member swift water rescue team responded on military aircraft to Louisiana and immediately began making water rescues. The first night the swift water rescue team made 239 water rescues traversing the flooded areas. As time wore on, the sheer number of individuals they were rescuing overwhelmed the team. It has been estimated that during the first days of the deployment the team made over 600 rescues.

CA-TF5 as a 70 person Type I Task Force was activated for deployment along with the balance of the 28 national teams to support search, rescue, and recovery operations in the Gulf Coast region. CA-TF-5 convoyed eleven vehicles to Dallas, Texas, and staged until they were deployed to New Orleans.



Many thought the possibility of finding anyone alive two weeks after landfall was improbable. However, members of CA-TF5, in conjunction with a California National Guard unit, were instrumental in the rescue of an elderly male. National papers ran this rescue as the front-page story, showing a CA-TF5 doctor and paramedic providing care to an emaciated elderly male. By the time CA-TF5 was released they were responsible for evacuation of 3 civilians, treatment of 5 civilians for medical conditions/injuries, location of the remains of 9 victims, support of 16 civilians sheltered in place, searched 2,743 structures by foot, and searched 250 structures by boat.

The Department of Homeland Security/FEMA activated CA-TF5 as a 28-person Type III Task Force to stand by in Texas for the landfall of Hurricane Rita. After damage assessments were made of Hurricane Rita, the Type III Task force was redirected to the city of New Orleans to assist in searches and body recovery as a result of Hurricane Katrina. There was little hope that their late arrival would result in any rescues. Their main function was to search 550 structures and the recovery of the bodies of victims of the hurricane; they did discover and assist in the removal of 3 human remains.

Being the only National Task Force to deploy three times, is a strong indicator of how well our personnel represented the citizens of Orange County.



Orange County Urban Search & Rescue Task Force 5 Members Assigned to Hurricane Katrina

Special Programs

HONOR GUARD

The OCFA Honor Guard was established for the purposes of promoting pride, honor, and tradition within the OCFA. The Honor Guard proudly represents the OCFA at Fallen Firefighter Memorials in Colorado Springs, Colorado and Emmitsburg, Maryland. The Honor Guard further serves the organization through their participation in parades, retirement/tribute events, badge and promotion ceremonies, funerals and memorials, station dedications, and flag procedures and protocols.



PIPES & DRUMS

The Orange County Fire Authority Pipes & Drums was created in late 1997 and became an official function of the Fire Authority in March 1999. The Pipes & Drums has performed at various functions such as the 2004 Rose Parade, academy graduations, promotional ceremonies, dedications, memorials and funerals for the Fire Authority, neighboring fire departments and colleges. The band's motto "Onior Do Na Marbh", Gaelic for "Honor Our Fallen" is represented in the band's logo to remember those firefighters whom have paid the ultimate sacrifice.

JUST FOR LAFS (LIFE AND FIRE SAFETY)

The Just for LAFS program is a national education program dedicated to the education of children, ages 4 through 8, in all manners of life and fire safety habits and behaviors. Just for LAFS uses characterization (clowning), puppetry, and music as the medium to educate the children. This is a proven educational method that helps children retain the information presented and teaches them how to apply a variety of safety lessons in a practical way. Safety messages include how to call 911, cool-a-burn, seatbelt safety, fire is a tool not a toy, school bus safety, and change the battery in the smoke detector.

Project EXCELLENCE

Project EXCELLENCE consists of twelve classes held over a six-month period. The classes focus on skills that are critical for success in a management and/or supervisory position such as coaching employees and understanding the performance management process. Participants are exposed to many hands-on activities specifically developed to demonstrate the skills that are being taught.

LEADERSHIP INSTITUTE

The OCFA Leadership Institute was established in 1995 in conjunction with Chapman University and is an 112+ hour leadership development program designed to enhance successorship within OCFA. The curriculum includes leadership development, personal growth, communication, problem solving, decision-making, empowerment, delegation, conflict management, team building, and ethics. Participants in this nationally recognized program complete a two-day high ropes trust and confidence building course and conclude the program with a 2-1/2 day session on life-work balance in which spouses and significant others also participate.

FIRE F.R.I.E.N.D.S.

Recognizing that behavior patterns associated with fire setting often starts at a young age, Orange County fire agencies, including OCFA, initiated the Fire F.R.I.E.N.D.S. (Firesetter Regional Intervention Education Network and Delivery System) program. Fire F.R.I.E.N.D.S. coordinates efforts among agencies including the Orange County Probation Department and Orange County's fire departments. The program identifies candidates at the earliest sign of inappropriate interest in fire, with the intent of redirecting children and their families to counseling, education, and assistance in changing potentially destructive behavior patterns.

CHAPLAIN PROGRAM

With the support of Monsignor John Sammon, the Orange County Fire Authority implemented a volunteer Chaplain Corps on May 10, 1997. The Chaplain Corps is administered under the direction and support of the Community Volunteer Services Chief. Chaplains have become a valuable part of our OCFA family. Each Chaplain serves in an assigned Battalion. Senior Chaplain Warren Johnson provides overall coordination of the Chaplain Corps. OCFA Chaplains have donated over 7,775 hours of volunteer service since the establishment of the Chaplain Corps in May 1997. Volunteer services provided by the Chaplain Corps include visiting OCFA members on emergency incidents and at the work place, at promotional ceremonies. Chaplains are requested to perform weddings ceremonies as well as conduct funeral services for our members or family members.

Special Events

Two significant milestones occurred in 2005. The grand opening and dedication ceremony for the Regional Fire Operations & Training Center (RFOTC) and the ten year anniversary of the formation of the Orange County Fire Authority.

RFOTC Grand Opening and Dedication Ceremony

The formal dedication ceremony was held on March 12, 2005 and included our Honor Guard and Pipes and Drums. Monsignor Sammon offered the invocation. Firefighter Greg Highberg sang the National Anthem. Christy Romero and Jim Jones, the youngest and oldest members of the Fire Authority, led the group in the Pledge of Allegiance to our Flag. Presentations recognizing this major accomplishment, were made to the numerous individuals and groups responsible for its success.



One part of the ceremony important to our history was a presentation by the Native Sons of the Golden West. In 1939 representatives of this group participated in the dedication of our Water Street Headquarters by placing a plaque at the flagpole and presenting a California State flag to CDF-Orange County officials of the time. Sixty-six years later, the Native Sons of the Golden West presented another plaque commemorating the dedication of the RFOTC. Both plaques have been installed in a stone adjacent to the flagpoles. A California State flag and a US flag, both flown over respective capitals, were also raised at the event.



Following the dedication ceremony, the doors of the RFOTC were opened to family, friends, and the community for tours and demonstrations. More than 2,000 guests visited the RFOTC. It was an outstanding and enjoyable event with manipulative demonstrations on the drill ground, "Just for LAFS" performing in the courtyard, EDITH House display, kids playing in two jump houses, apparatus displays, and a variety of informational exhibits throughout the facility,

Ten Year Anniversary Celebration

A new era in fire protection services in Orange County began March 1, 1995 with the formation of the Orange County Fire Authority (OCFA). The concept of a Joint Powers Authority (JPA) had been in progress for four years. Each of the 18 affected cities and the County of Orange approved participation with a resolution

The first OCFA Board meeting was held on March 1, 1995 at the Water Street Training Classroom. Among the first items of business was the election of Tom Wilson from the City of Laguna Niguel, as Chairman, and Tom Saltarelli of Tustin as Vice Chair. Other critical action items included ratification of March 1, 1995 as the organization effective date; establishment of an Executive Committee; approval of an interim budget; and other transition issues.

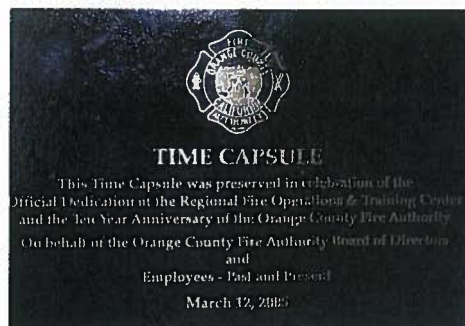


Board Meeting Room
THEN



Board Meeting Room
NOW

A time capsule was installed in the wall of the main RFOTC lobby to memorialize the 10-year anniversary of the OCFA and document the history of OCFA's predecessor agencies to future generations. Employees and Board members contributed items that have historical merit and provide generations with a glimpse of how OCFA contributes to the quality of life within our communities. The time capsule is scheduled to be opened in 50 years.



OCFA Participation in Community Events

Throughout the year, members of the OCFA positively affect the communities they serve by taking an active part in the following programs:

- **Public Service Announcements** - OCFA provided each city with a video news release on disaster preparedness for broadcast over the city news channel.
- **All-Risk Community Safety Outreach** - One community safety topic was selected each month. Topics were featured in community safety flyers, vehicle placards, and web-site bulletins.
- **Drowning Prevention** - OCFA Sponsored the drowning prevention media day during EMS week at Blue Buoy swimming school in Tustin. *Drown Without a Sound* placards were displayed on all OCFA vehicles. Anti-drowning Public Service Announcements (PSAs) were shown before movies at community theatres.
- **Spark of Love Toy Drive** - All OCFA fire stations acted as donation sites for the Spark of Love Toy Collaborative that collected over 300,000 toys for distribution through more than 350 charitable and non-profit organizations.



- **Orange County Fair** - The OCFA Community Relations and Education Services personnel, Fire Prevention personnel, and firefighters helped staff the Orange County Fire Chiefs' Association booth during the Orange County Fair.
- **Life and Fire Safety (LAFS)** - The OCFA participated in 24 Life and Fire Safety (LAFS) classes in 2005. LAFS is a 30-45 minute program that uses clowns, puppets, music, magic, and humor to teach students important fire and life safety lessons.
- **Safe Kids Coalition** - The OCFA participated in the Orange County Safe Kids Coalition—part of a national group of child safety advocates. Programs included: Drowning Prevention, Home Safety, Traffic Safety, and Sports Safety.
- **May Emergency Medical Services Week** - The OCFA participated in many different events for Orange County's EMS Week, which is sponsored locally by the Orange County Health Care Agency. OCFA hosted this year's EMS Week Fire Safety Day, which included Fire Safety demonstrations, CPR Training, Automated External Defibrillator awareness and education on OCFA paramedic service.
- **October Fire Prevention Month** - In addition to traditional fire station open houses in each city, the OCFA also provided fire safety booths and fire escape houses at six harvest festivals throughout Orange County. In October *The Register in Education* program reached over 300,000 subscribers and elementary school students with a special fire safety newspaper insert.
- **Fire Station Open Houses** - All fire stations are open for public tours every day. In addition, one or two fire stations were designated in each city on Saturday October 9 for a special, daylong, open house in recognition of Fire Prevention Week.
- **Community Emergency Preparedness Training** - The Orange County Fire Authority assisted with training community volunteers in various cities on disaster preparedness and response procedures through the Community Emergency Response Team (CERT) and the Citizen's Emergency Preparedness Academy (CEPA).
- **School Programs** - Most school districts with OCFA jurisdiction participated in the three-phase fifth grade Junior Firefighter program. Major school programs included:

Junior Firefighter
 Read Across America (Dr. Seuss)
 Friends Against Drinking and Driving (FADD)

Community Events - OCFA members assisted in numerous other community events. Listed below are a few examples from each city:

Aliso Viejo	Static Display at South Orange County Chamber of Commerce Don Juan Avila School Red Ribbon Week
Buena Park	CPR Instruction for Buena Park Little League Silverado Days and Parade
Cypress	Read Across America at Cawthon School Disaster Preparedness at Trojan Services
Coto de Caza	Special Spark of Love Event Fourth of July Parade
Dana Point	Festival of the Whales Street Fair Dana Point Marine Institute Boat Building Contest
Irvine	Heritage Plaza Harvest Festival Freedom Walk for Epilepsy
La Palma	Read Across America at Los Coyotes School Red Ribbon Week at Miller School
Ladera Ranch	Chaparrel School Safety Days Ladera Ranch Sports and Safety Day
Laguna Niguel	Laguna Niguel Holiday Parade Lifestyle Expo at Plaza de la Paz
Lake Forest	Bunny Blast First Aid Class for Boy Scouts
Laguna Hills	Saddleback Valley Marathon at Laguna Hills Community Center Fire Safety Presentation at The Willows
Laguna Woods	CPR Classes Renaissance at Palm Terrace Event
Los Alamitos	Career Day at Los Alamitos High School Health and Safety Fair at Los Alamitos Joint Forces Training Base
Mission Viejo	4 th of July Street Fair Family Resource Center Prevent Child Abuse Event

Placentia	Tamales Festival Earthquake and Terrorist Preparedness at Placentia Senior Center
Rancho Santa Margarita	Community Information Fair at RSM Library Master Community Association Easter Egg Hunt
San Clemente	Character Counts! Annual Jamboree San Clemente High School Mock DUI Crash
San Juan Capistrano	Swallows Day Parade Kinoshita Elementary School Annual Safety Fair
Seal Beach	Special Make A Wish Foundation Event Girl Scouts Station Tour and Fire Safety Demonstration
Stanton	Stanton Chamber of Commerce Special Event Fire Safety Classes for Stanton Residents
Trabuco Canyon	Women’s Club Annual Halloween Costume Event May Town Hall Meeting
Tustin	CPR Classes for residents of Saddleback Mobile Lodge Open Airways Classes at Loma Vista Elementary School
Villa Park	Family Picnic/Villa Park Days Pancake Breakfast at Station 23
Westminster	Fire Extinguisher training for employees of Westminster Hospital Fire Safety training for Westminster residents
Yorba Linda	Fire Safety for students of Bryant Ranch Elementary School Spark of Love Toy Drive Event at Ice Palace of Yorba Linda

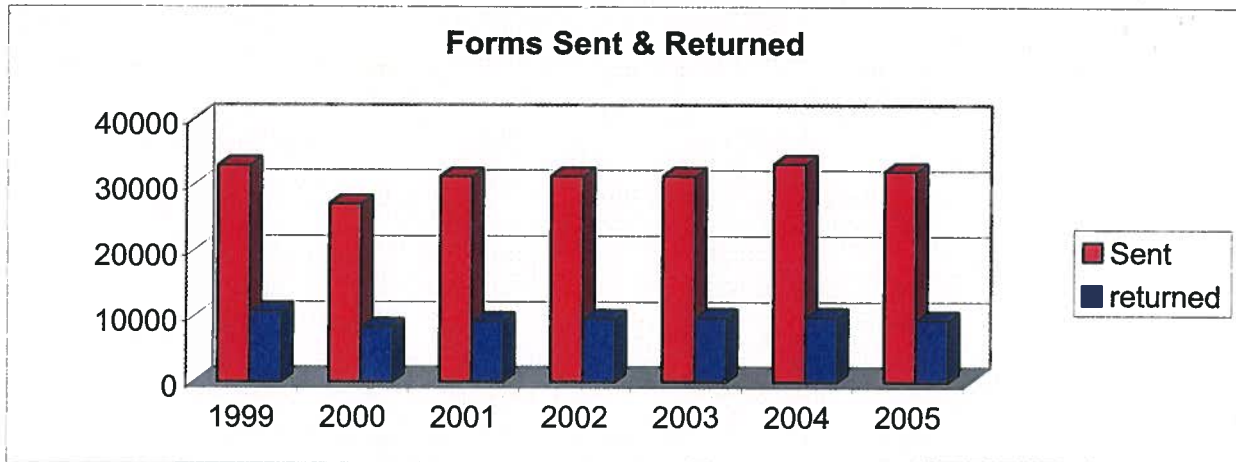
OCFA also participated in a variety of other programs throughout the County:

Alzheimer’s Memory Walk	Kinder Caminata at Colleges
American Cancer Society Daffodil Days	Lupus Foundation Run
American Diabetes Walk America	Muscular Dystrophy Association
Canyon Clean Sweep	OC Heart Walk
Career Days at high schools	Open Airways
CHOC Walks	Raise Foundation
Every 15 Minutes Program at high schools	Special Olympics Regional Games
Health and Safety Fairs	Susan Komen—Race for the Cure
High School Job Shadow Programs	TIP—Trauma Intervention Program

Customer Satisfaction

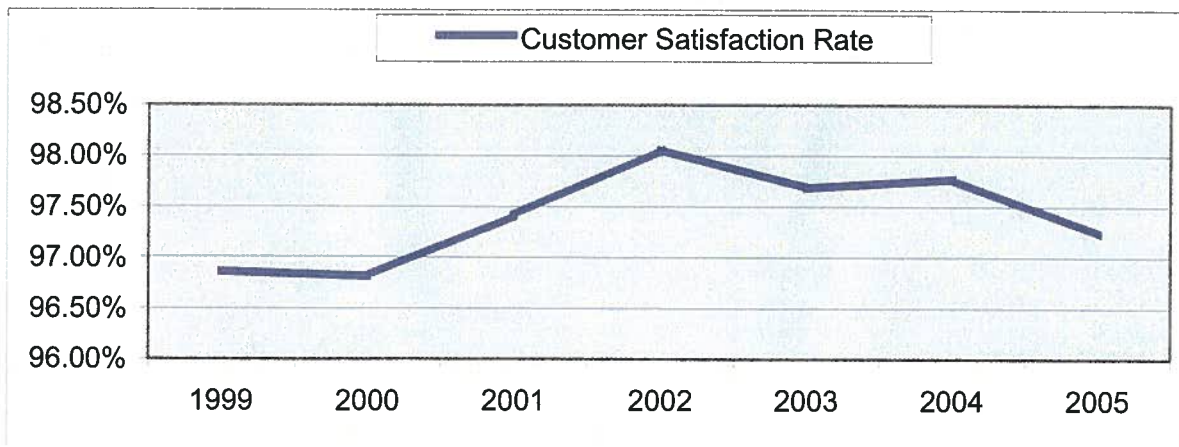
A Customer Satisfaction Survey program was implemented in November 1997. The program is used to determine the degree of customer satisfaction with services rendered by the members of the Operations Department during emergencies. The data compiled from these surveys illustrates superior interpersonal and professional skills, and identifies potential problem areas.

Using information extracted from the Orange County Fire Authority Incident Reporting System, survey forms are mailed to property owners and/or patients on a weekly basis. During the last calendar year 32,032 forms were mailed to fire victims and recipients of emergency medical assistance. 9,408 forms, or 29.37% of all forms mailed, were returned.



Our customers are asked to rate their satisfaction with our service in six different areas, and as an overall experience. Listed below are the questions contained in the survey and the overall satisfaction rating:

- | | |
|---|---------------|
| 1. The 911 system was prompt. | 96.96% |
| 2. The 911 operator was courteous. | 96.89% |
| 3. The fire department responded promptly. | 97.27% |
| 4. Fire department personnel were courteous and helpful. | 97.67% |
| 5. Fire department personnel took time to explain their actions. | 95.31% |
| 6. Fire department personnel were professional in appearance. | 97.66% |
| 7. Overall I was satisfied with the fire department service. | 97.23% |





You can count on us