

Orange County Fire Authority 2009 Annual Report



“You Can Count on Us!”

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

Constructed to Honor Orange County’s Heroes:
 Our Firefighters

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Fire Chief's Message

The information contained in this 2009 OCFA Annual Report summarizes many of the key activities performed during the year. Providing services for our nearly 1.4 million residents presents many and varied challenges. I am proud to be associated with such a talented and dedicated group of people that rise to every challenge to serve our community.

The Santiago Fire in 2007 and the Freeway Complex Fire in 2008 resulted in devastating damage and severely taxed the resources of the OCFA. These incidents gave our agency an opportunity to examine our strengths and weaknesses when responding to major emergencies. A comprehensive report on each of these fires includes recommendations for improving OCFA systems and available resources. Significant progress was made in 2009 towards implementing many of these recommendations. Additional fire apparatus for both structural and wildland fire responses have been distributed throughout our fire stations to create greater surge capacity when our resources are depleted due to large scale incidents.

On the public education front, two new programs were launched that will improve our partnership with the public we serve. The "Ready, Set, Go!" program is intended to educate residents living in the wildland-urban interface areas on what they can do to prepare their property and families in the event of a wildland fire. Field crews canvassed numerous neighborhoods distributing information and answering questions on preventing fire spread and how to get prepared, should an evacuation be necessary. The OCFA was a pilot agency for this program and the results were used to prepare it for national use. Once again, OCFA is on the leading edge of innovation in the fire service!

The other educational program launched in 2009 is the "OC Fire Watch" program that partners with the Orange County Parks, as well as the County of Orange and numerous City governments. The program includes an alert for citizens during high fire hazard weather conditions by flying a fire alert flag at government offices, parks, and even along the toll roads. Raising the awareness of fire hazards will remind people to be extra careful in preventing fires.



OCFA Board Chairman Doug Davert administers the Oath of Office to newly appointed Fire Chief Keith Richter.

guiding document used to set goals, establish priorities, and ensure the sustainable and resilient services that our community expects from us.



Fire Chief Keith Richter

The pace of change within the OCFA was swift during 2009, with the retirement of Fire Chief Chip Prather. Add an economic climate that was worse than the OCFA had ever experienced before, and there is no doubt about the many challenges ahead, which can create anxiety within any organization. We have done considerable work during 2009 to examine those challenges and collaborated with stakeholders on a forward path.

A revised Strategic Plan was initiated this year and will be finalized by early 2010. The Strategic Plan will be the

We Are The OCFA

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

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

Formed in 1995, the OCFA is governed by a Board of Directors comprised of two members from the Orange County Board of Supervisors and one Council Member from each of OCFA's 22 member cities. These Board Members meet regularly in open session to set policy, approve budgets, establish service levels, and provide fiscal oversight.

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

As one of the largest fire departments in the State, the OCFA is comprised of six divisions and eight battalions, operating out of 62 fire stations with 814 firefighters/fire management, 6 executive chiefs, and 252 professional staff. The OCFA has 475 authorized reserve firefighters per the Master Position List. OCFA's service area consists of 550 square miles, including 175,000 acres of wildland. In 2009, the OCFA responded to 85,787 emergency calls with 163,050 unit responses.

OUR VALUES

TEAMWORK

Teamwork is the basis of our success. We work as a team because we value each other, the communities we serve, and our commitment to the OCFA mission.

INTEGRITY

Whenever we make a decision, provide a service, or interact with others, we act with strong character and integrity, treating all people equally.

TRUST

The foundation of our success is the trust we earn from the communities we serve and the trust we have in each other.

EXCELLENCE

We strive to improve the quality of life of the people we serve by recognizing excellent service is the cornerstone of everything we do.

ETHICS

We take pride in maintaining the highest professional standards in all our actions.

PERSONAL RESPONSIBILITY

We contribute positively toward the OCFA mission and take ownership of our various roles and responsibilities.

CARE and RESPECT

We treat the communities we serve and each other with care and respect.

HONESTY and FAIRNESS

We treat everyone with an impartial and honest manner that is free from self-interest and prejudice.



Headquarters

On July 1, 1936, the California Department of Forestry (CDF) opened a new headquarters at Chapman Avenue and Water Street in Orange with two residences, a 4-staff garage, a barracks, a warehouse, and an office building. Growing demands for fire protection continued and in 1980 the CDF transitioned fire protection service to the County of Orange Fire Department for all unincorporated areas, 9 incorporated cities and state wildland areas within County boundaries. By the early 1990's, many cities had incorporated and contracted fire protection and emergency medical services back to the Orange County Fire Department.



A bird's eye view of the Orange County Fire Authority Regional Fire Operations and Training Center



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

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

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

The 20-acre site is located at the intersection of Jamboree and Tustin Ranch Roads in Irvine, California, between the Eastern Transportation Corridor and Jamboree Road and borders the City of Tustin. The campus houses a 9-1-1 Emergency Communications

Center, a training center and drill grounds, a fleet maintenance center, material management center, and a public services and support center.

2009 Board of Directors

		<p>City of Aliso Viejo Population: 45,249 Area: 6.9 Square Miles OCFA Fire Station 57 Joined OCFA in 2001* Carmen Cave Board Member</p>			<p>City of Laguna Hills Population: 33,421 Area: 6.4 Square Miles OCFA Fire Station 22 Joined OCFA in 1991* R. Craig Scott Board Member</p>
		<p>City of Buena Park Population: 82,768 Area: 10.5 Square Miles OCFA Fire Stations 61, 62, 63 Joined OCFA in 1994* Donald W. McCay Board Member</p>			<p>City of Laguna Niguel Population: 66,877 Area: 14.2 Square Miles OCFA Fire Stations 5, 39, 49 Joined OCFA in 1989* Gary Capata Board Member</p>
		<p>City of Cypress Population: 49,541 Area: 6.65 Square Miles OCFA Fire Station 17 Joined OCFA in 1980* Todd Seymore Board Member</p>			<p>City of Laguna Woods Population: 18,442 Area: 4.0 Square Miles OCFA Fire Station 22 Joined OCFA in 1999* Martin Rhodes Board Member</p>
		<p>City of Dana Point Population: 36,982 Area: 6.7 Square Miles OCFA Fire Stations 29, 30 Joined OCFA in 1989* Steven Weinberg Board Member</p>			<p>City of Lake Forest Population: 78,317 Area: 16.6 Square Miles OCFA Fire Stations 19, 42, 54 Joined OCFA in 1991* Mark Tettemer Board Member</p>
		<p>City of Irvine Population: 209,806 Area: 64.8 Square Miles OCFA Fire Stations 4, 6, 20, 26, 27, 28, 36, 38, 47, 51, 55 Joined OCFA in 1980* Dr. Steven Choi Board Member</p>			<p>City of Los Alamitos Population: 12,191 Area: 4.3 Square Miles OCFA Fire Station 2 Joined OCFA in 1980* Troy Edgar Board Member</p>
		<p>City of La Palma Population: 16,176 Area: 1.9 Square Miles OCFA Fire Station 13 Joined OCFA in 1980* Henry Charoen Board Member</p>			<p>City of Mission Viejo Population: 98,572 Area: 17.0 Square Miles OCFA Fire Stations 9, 24, 31 Joined OCFA in 1988* Trish Kelley Board Member</p>

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

2009 Board of Directors

  <p>City of Placentia Population: 51,727 Area: 7.2 Square Miles OCFA Fire Stations 34, 35 Joined OCFA in 1980* Greg Sowards Board Member</p>	  <p>City of Tustin Population: 74,218 Area: 11.07 Square Miles OCFA Fire Stations 21, 37, 43 Joined OCFA in 1980* Doug Davert Board Chair</p>
  <p>City of Rancho Santa Margarita Population: 49,764 Area: 13.0 Square Miles OCFA Fire Station 45 Joined OCFA in 2000* Neil Blais Board Vice Chair</p>	  <p>City of Villa Park Population: 6,259 Area: 2.1 Square Miles OCFA Fire Station 23 Joined OCFA in 1980* Brad Reese Board Member</p>
  <p>City of San Clemente Population: 67,892 Area: 18.45 Square Miles OCFA Fire Stations 50, 59, 60 Joined OCFA in 1994* Jim Dahl Board Member</p>	  <p>City of Westminster Population: 93,027 Area: 10.3 Square Miles OCFA Fire Stations 64, 65, 66 Joined OCFA in 1995* Tri Ta Board Member</p>
  <p>City of San Juan Capistrano Population: 36,782 Area: 13.6 Square Miles OCFA Fire Stations 29, 30 Joined OCFA in 1980* Dr. Londres Uso Board Member</p>	  <p>City of Yorba Linda Population: 68,312 Area: 21.0 Square Miles OCFA Fire Stations 10, 32, 53 Joined OCFA in 1980* Nancy Rikel Board Member</p>
  <p>City of Seal Beach Population: 25,986 Area: 18.2 Square Miles OCFA Fire Stations 44, 48 Joined OCFA in 1982* David Sloan Board Member</p>	  <p>County of Orange OCFA Fire Stations ** Joined OCFA in 1930* Bill Campbell Board Member Board of Supervisors, 3rd District</p>
  <p>City of Stanton Population: 39,276 Area: 3.15 Square Miles OCFA Fire Station 46 Joined OCFA in 1987* David John Shawver Board Member</p>	  <p>County of Orange OCFA Fire Stations ** Joined OCFA in 1930* Janet Nguyen Board Member Board of Supervisors, 1st District</p>

** Note: Representatives to unincorporated OCFA Areas - OCFA Fire Stations 3, 8, 11, 14, 15, 16, 18, 25, 33, 40, 41, 58

Population figures secured from League of California Cities List of Cities by Population – April 16, 2009

Serving the Community

“Keeping the community informed about the services and programs offered by the Orange County Fire Authority is the responsibility of Corporate Communications. Comprised of the Public Information Office, Community Relations and Education Services, and Multi-Media Services, Corporate Communications provides educational services to schools, businesses, and members of the public along with providing graphic support to the entire organization and affiliate agencies.”

2009 HIGHLIGHTS

Corporate Communications has a large task of making the communities the Orange County Fire Authority serves safer places to live and work by preparing and informing residents of life and fire safety issues. In the wake of the Freeway Complex Fire, residents were left wondering what they could do to be better prepared. Corporate Communications worked with the Fire Prevention Department to create an extensive community outreach campaign designed to assist residents who lost their homes and help them prepare for potential future fires. This included several community meetings, a highly effective media campaign, an educational DVD, door hangers, educational outreach via Operations personnel, and publication of a booklet and video for the “Ready, Set, Go!” program. The program is designed to assist residents in preparing their homes for wildland fires and in making critical decisions when a wildfire does strike. The program was so successful it is being implemented nationwide.

“Team Fire Force” Program for Fourth Graders in Orange County Schools

Team Fire Force (TFF) continued to grow in 2009, with a slight modification to the teacher manual and more interactive DVD’s to assist teachers with the curriculum. Geared toward fourth grade students and educators within



OCFA’s jurisdiction, TFF has had an incredible reception and is now being used by area fire agencies, as well as the OCFA. This program took the place of the former Junior Firefighter Program that was offered to fifth grade students throughout Orange County. Orange County Fire Authority educators provide this program

free of charge, complete with curriculum materials for students and teachers, certificates of completion, and pins. The program is presented in a three phase format that includes an educator led multimedia presentation and concludes with an engine or truck visit to reinforce the lessons learned. Currently, the TFF curriculum meets 15 California State Educational Content Standards for fourth grade students, including standards in Language Arts, Science, and Health.

TFF was pilot tested in ten schools throughout Orange County in the 2007-2008 academic calendar year, and had a soft launch in 18 schools in 2008-2009. Subsequent years led to continued research, study, and implementing ways to improve and meet the fourth grade students’ learning needs more adeptly. Assessment, data control, and collection have been incorporated into the design of the curriculum. The data will be used for short and long-term study. The anticipated result is the potential to identify and predict community risk factors, as well as to recognize what the youth in our local area may know and understand.

Clowning Around - Teaching Safety Through the LAFS Program

For the past eight years, students within OCFA’s service area have been seen clowning around while learning life and fire safety in a fun-filled environment. The popular Life and Fire Safety (LAFS) program uses humor,



Life and Fire Safety Team

Serving the Community

music, magic, puppets, and clowns to teach kindergarten through third grade students fire and life safety skills. Firefighters, Education Specialists, and other staff members dress up as clowns, characters, and puppets to facilitate this program, which is presented during the month of March. A total of 34 programs were presented in 2009, and more than 60,000 children throughout Orange County have been educated and entertained since the LAFS program was initiated.

OCFA Hosts its 6th Annual Open House

More than 3,600 members of the community viewed live fire demonstrations, tried on fire fighting gear, hosed



down fire props, and learned about the “Ready, Set, Go!” program at



OCFA’s Annual Open House. This event is held during “National Fire Prevention Week” to inform residents about

current life and fire safety issues and trends.

ABC’s of Pool Safety

Children drown without a sound. Learning the ABC’s of pool safety could help prevent this senseless tragedy. Drowning is the nation’s number one killer of children under the age of five and it’s the second leading cause of death from unintentional injuries for ages 1 to 14. The majority of these accidents occur in residential swimming pools and spas. The OCFA, along with other Orange County Fire agencies, supports the ABC’s of pool safety, which includes:

- **A Adult Supervision:** It is important that the “water watcher” be somebody who is capable of swimming. Also, have more than one water watcher who can swim, if possible, and make sure that there is a phone nearby to call 9-1-1 in the event of an emergency.

- **B Barriers:** In addition to barriers/layers, you should have multiple layers of protection such as safety covers, door alarms, gate alarms, and motion detectors to warn you of possible problems. For toilets, a toilet latch can be purchased so that children cannot lift the cover.
- **C Classes:** Learning CPR is very, very important. What are also important are “learn to swim” classes for children. Lastly, stay calm when calling 9-1-1 and make sure to clearly and calmly state information and listen for instructions as those vital seconds could save your child’s life. Inform your children of the dangers and of water safety rules.



One last thought, drownings happen not only in pools and oceans, but also in areas such as bathtubs, mop buckets, toilets, and even in standing water as shallow as 2 feet. They also happen year round! Please be diligent to ensure that children are closely attended around the water. The ABC’s of pool safety is something that cannot be taken lightly. Many drownings occur even when there are large gatherings of people nearby, so you cannot leave the responsibility solely to a lifeguard.

We need to bridge the gap between adult drowning prevention awareness and children learning the water safety rules, so we can prevent further tragedies of drowning. Looking away for just a few seconds could result in a lifetime of regret. In 2009, OCFA responded to 40 near-drownings and 12 fatal drownings. These numbers can be reduced and should ultimately be zero.

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

Contributing to Community Safety

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



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

as well as our ability to develop sustainable intervention programs that are effective at reducing known risks.

2009 HIGHLIGHTS

In 2009, the Department completed the third year of the Strategic Action Plan that is transforming fire prevention programs from traditional, regulatory and mandate-driven programs to dynamic programs that target specific community risks and reduce loss of life, injuries, and property damage. Led by a highly-motivated and productive Fire Prevention Team, significant progress was made on several initiatives which positively impact service delivery. Highlights of this year’s achievements are described below.

Risk Identification

The Investigations Services Section focused on training all Fire Captains to determine more definitively and document fire cause. They responded to working structure fires as part of the initial response and assisted fire crews with the fire investigation, identifying what

happened, and why the incident occurred. As a result, OCFA’s 2009 fire data paints a clear picture of fire problems in the communities we serve. To ensure data were not simply a snapshot, Fire Prevention staff reviewed over 16,000 fire reports between



2005 and 2008 to extract fire cause data. Data were used to identify the top fire risks in terms of death, injury, and property loss.

The types of fires that contribute most significantly to our fire loss record (in order of highest risk first):

1. Wildland fires, accidentally started (mainly vehicles)
2. Residential cooking fires, started by careless use of stoves and ranges
3. Fires caused by smoking materials, accidentally started
4. Intentionally set outdoor fires
5. Fires caused by electrical systems/equipment

Fire Prevention staff will be developing risk profiles on each of the above in order to make them actionable. The profiles will identify specifics on the cause of the

Contributing to Community Safety

problem and identify why it is a problem, including frequency and magnitude. They will also identify the geographic and demographic targets for each risk. Programs that provide targeted prevention services to high-risk community members can then be developed and implemented where they are most likely to save lives and property.

Attacking the #1 Risk to Our Communities

Wildfire accounts for the greatest loss in property, environmental habitat, and valuable watershed. Despite adding firefighting resources over the years, the losses continue to increase as do the costs of suppression efforts.

OCFA greeted the 2009 fire season with efforts that went beyond traditional brush clearance enforcement.



Instead, a new program, "Ready, Set, Go!" was introduced to 15 high risk communities. The program focus is personal responsibility for understanding and mitigating wildfire risks. Firefighters and Fire Prevention staff went door-to-door conducting home assessments and educating homeowners in how they can protect their home from future wildfires.

The impact remains under evaluation as changes in the behavior of residents are assessed. We know that over 12,000 homes were reached and most received information regarding the hazards of living in their community and how to better protect their property and family. We also know that one-on-one contact was made with close to 3,000 homeowners and, according to firefighters conducting the consultations, a positive impact in terms of a change in awareness or attitude was made to 30% of those contacted. A subsequent survey of residents (1,260 surveys returned) identified that many had already made changes to mitigate their risk:

- 53% trimmed vegetation
- 50% removed vegetation
- 63% removed leaves and needles from their roof and rain gutters

- 40% changed out their windows to dual pane
- 25% changed the material on their roof
- 41% prepared an evacuation plan, with another 30% stating they would have one in the near future.

Notably, 61% of those receiving an assessment by firefighters stated they would make some of the suggested changes, while 27% committed to making all of the changes. Those who received materials only (no visit) answered 30% and 11% respectively. We will continue monitoring the impact of this program as well as the potential success of programs with a similar approach toward educating our communities.

Increased Effectiveness through Partnerships

Organization and community partnerships are critical to the success of new fire prevention efforts. Each new program will have a community partner to help ensure buy-in and sustainability. The strongest partnerships to date continue to be with our law enforcement agencies. The Fire Investigations Services Section (ISS) and all ten local law enforcement agencies work together to effectively investigate crimes of arson and develop educational and deterrent programs to lessen the recurrence of juvenile related arson fires.

In 2009, the City of Irvine Police Department and ISS staff worked with the Irvine Unified School District to develop a program to deter teens from crimes of arson. The program consists of a video, information materials, and a visit from a public safety official in all secondary and high schools in Irvine.



Contributing to Community Safety

Approximately 70% of the criminal fire problem in OCFA jurisdictions is directly attributable to juvenile fire play or firesetting. The OCFA partners with the Alisa Ann Ruch Burn Foundation in delivering a comprehensive, regional juvenile firesetter intervention program called Fire F.R.I.E.N.D.S. (Firesetter Regional Intervention Education Network and Delivery System). This year, OCFA referred 67 young firesetters to this intervention program designed to bring awareness to juveniles and their parents/guardians regarding the dangers and legal implications of fire setting, while keeping them out of the criminal justice system.

New Construction Codes will Target Highest Risks

OCFA's number one goal is to protect lives. While the Fire Prevention Department continues to evaluate the fire problem and works on development of new educational and enforcement programs to prevent the fire from occurring, work continues on engineered



solutions that mitigate the impacts of a fire. Two critical solutions were incorporated into the national construction codes, and were subsequently

adopted by the State Building Standards Commission with an effective date of January 2011. Fire Prevention staff worked at both the national and state level on the adoption process.

Fire Sprinklers

Fires in homes account for over 90% of fires, fire deaths, injuries, and property loss in the communities we serve. Fire sprinklers continue to prove themselves as the most effective tool in protecting life and property from the impacts of fire. Both the national and state fire and building codes will now have provisions requiring that all new homes are protected by residential fire sprinkler systems. The impacts will be significant over time as death and injury in buildings protected by fire sprinklers are extremely rare and the property loss is a fraction of what would occur in a home without fire sprinklers.

In 2009, 59 of the 398 buildings that experienced a fire were protected by fire sprinklers (15%). Those 59

buildings suffered less than 25% of the fire damage as the buildings without fire sprinkler protection, an average of \$140,000 per fire versus \$560,000 per fire.

Hardened Homes in High Fire Danger Areas

California construction codes will also contain provisions for construction of homes in communities at risk from wildfire. These provisions are referred to as "home hardening." Protection of areas most vulnerable to embers and radiant heat from wind and vegetation fueled fires are constructed to resist heat and ember intrusion. Together with good vegetation management, an "ignition resistant zone" is created around homes in high risk areas. Several OCFA partner agencies adopted similar provisions by local ordinance in 1996 and, unfortunately, they have been tested. The Casino Ridge development in Yorba Linda was threatened by the Freeway Complex Fire of 2008 and not a single home was lost in that neighborhood. The impacts of these protection measures will be realized in all new neighborhoods constructed in the beautiful wildland-urban interface of Orange County.

"Fire Prevention Week" October 4-10, 2009

Annually October is designated as "National Fire Prevention Month," and the OCFA participates by highlighting the importance of fire safety information and education in protecting lives and property from fire in declaring October 4-10, as "Fire Prevention Week." The theme for 2009 was "Stay Fire Smart! Don't Get Burned." OCFA focused on steps residents can take to keep their homes safe from the leading causes of fires, injuries, and deaths, most notably wildfire. OCFA held an Open House on October 3 and reached over 3,600 people with our messages in a single day.



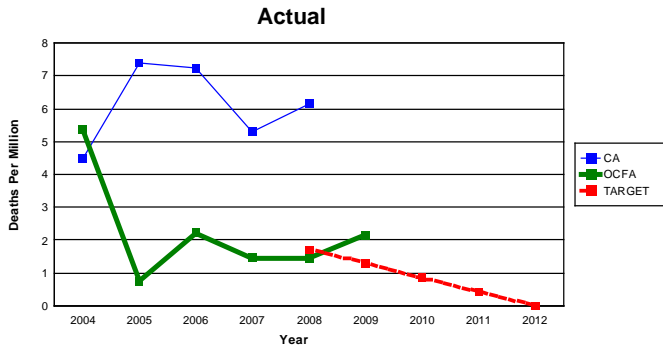
Contributing to Community Safety

Tracking Performance and Impact

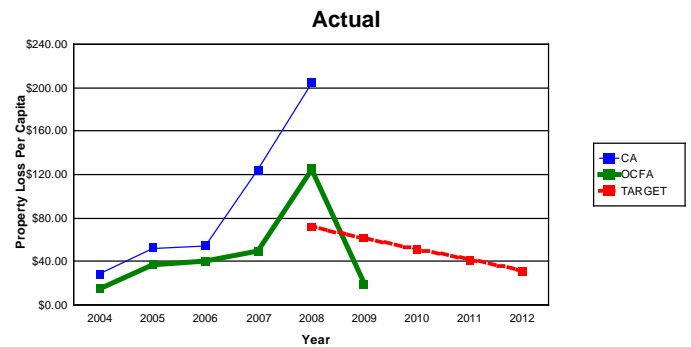
Fire Prevention is leading an organization-wide effort toward data driven decision making. A new committee of representatives from each department was formed and members are working to improve collection, use, and reporting to ensure data are relevant, accurate and available to decision makers when needed. Aside from good decision making, a primary use of data will be to determine the effectiveness and efficiency of our programs and identify where adjustments are necessary to improve the impact of our activities.

Fire Prevention has created performance measures for all programs and will be tracking program results as well as overall impact on the fire problem in communities served. Target goals for reducing the devastating impacts of fire have been established for each indicator. The fire problem is described by four main indicators that have been graphed and displayed for the organization:

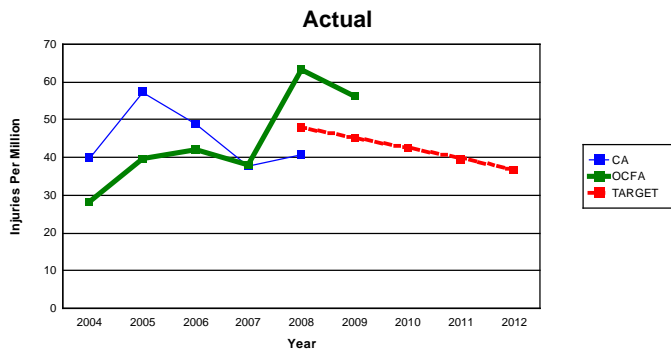
CIVILIAN FIRE DEATHS:



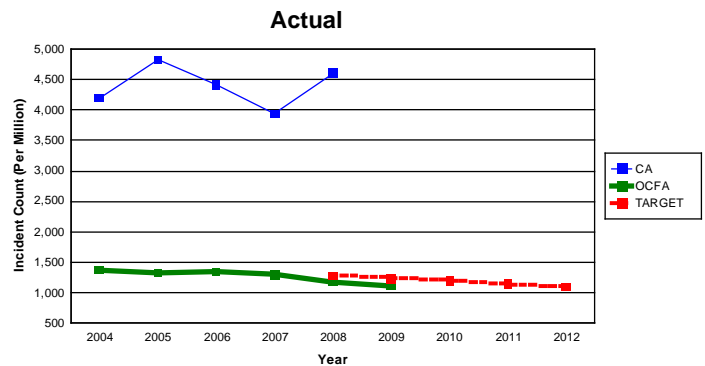
PROPERTY LOSS



CIVILIAN FIRE INJURIES



NUMBER OF FIRES



Programs and efforts that do not produce results that ultimately impact the indicators above will be revised or decommissioned and new programs will be developed until our Vision is realized in all communities served.

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

Getting It Done

“The Orange County Fire Authority is one of the largest fire departments in the State of California and is divided up by 6 divisions and 8 battalions that include 62 fire stations. The OCFA Operations Department provides regional emergency response to all fires, medical aids, rescues, hazardous materials incidents, wildland fires, and aircraft fire and rescue services to John Wayne Airport. This department is also responsible for specialized emergency response capability and equipment for Urban Search and Rescue (USAR) and Swift Water Rescue, administration of the Reserve Firefighter and Fire Explorer Programs, Emergency Planning & Coordination, Emergency Communications Center (dispatch center), Emergency Medical Services, Special Operations (helicopters, crews/equipment), Training and Safety, and the Volunteer Chaplain Program.”

2009 HIGHLIGHTS

Improved Response Capabilities to Wildland Incidents

As a result of the recommendations from the Santiago After Action Report and the Governor’s Blue Ribbon Commission Report, the OCFA was able to place into service two new Bell 412EP helicopters, the second of which arrived in February 2009. These aircraft have served as an enhanced platform for reconnaissance, rescue, medical transport, and fire fighting. With advanced avionics, a digital mapping system, and night vision goggle capability, the OCFA has entered a new era of providing “protection from above.”

In response to the 2007 Santiago Fire and the 2008 Freeway Complex Fire, the OCFA moved forward towards improving and replacing its aging apparatus fleet with 11 new Type 3 brush engines, one D6 bulldozer, and finished outfitting the five remaining patrol units with Compressed Air Foam Systems (CAFS) for a total of twelve units.

Advanced Training Exercises

In an ongoing effort to remain on the cutting edge of providing superior emergency services, OCFA personnel participated in numerous advanced training exercises. These opportunities, among others, included:

- *Tonner Canyon Wildland Scrimmage* - A 3-day, multi-agency wildfire drill designed to share command and control, communication, and strategic and tactical concepts among agencies likely to respond to incidents in north Orange County/south Los Angeles County areas.

- *Camp Pendleton Fire School* - A 5-day, multi-agency exercise utilizing live fire to practice wildland incident management and fire suppression skills.
- *Golden Guardian* (in conjunction with “The Great Southern California Shake Out”) - An exercise designed to rehearse the region’s earthquake response plan.
- *CATF-5 Urban Search and Rescue Readiness Review* - An evaluated mobilization drill testing the capabilities of OCFA’s DHS/FEMA sponsored response task force. CATF-5 was determined to be fully deployable, and the audit team reported that OCFA’s administrative practices are the best they have seen and will be considered “Best Practices” for other task forces to model.
- *Chief Officer Workshops* - Implemented throughout the year, these sessions are designed to improve the command and control skills of the Incident Commander, present an opportunity for personnel to review standard operating procedures, reinforce philosophies of leadership, and share experiences of lessons learned in the field.



Getting It Done

Fire Captain, Fire Apparatus Engineer, Recruit Firefighter, Reserve Firefighters, and Fire Explorer Academies

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



Bulldozer Training Exercise with CAL FIRE

new employees and newly promoted personnel.

- One Fire Apparatus Engineer (FAE) Academy was conducted in 2009, with a total of 10 graduates. Maintaining the apparatus and equipment, engineering the safe and efficient flow of water at a fire incident, and practicing driver skills are the primary focuses of this unique training program.
- One Firefighter Recruit Academy (Academy #36) was held at OCFA's training grounds consisting of 18 weeks and more than 720 hours of classroom and manipulative training in fire suppression, rescue systems, emergency medicine, hazardous materials, public education and weapons of mass destruction. A total of 24 recruits graduated and will continue a year of further training as probationary firefighters.
- In May, the Board of Directors directed staff to implement procedures to measure response, improve training, and enhance accountability within the Reserve Firefighter Program. Emphasis is being placed on roster size, recruitment/hiring, training,



Graduates of OCFA Firefighter Academy #36

residency requirements, and performance measures/thresholds. The OCFA Reserve Program welcomed 60 new community volunteers as they were provided entry level training at two Reserve Academies conducted in 2009.

- The annual OCFA Fire Explorer Academy was held during the last week of June in 2009. This program reaches out and mentors youths between the ages of 14 and 21, who are interested in the fire service. Explorers learn the different skills a firefighter must possess while also developing personal relationships, character, and leadership abilities needed in this line of work as well as life. In order to participate in this worthy program, the candidates must be a registered member of the Learning For Life (LFL) Exploring subsidiary, be free of any physical defects that would cause injury to him/herself or jeopardize other participants in the program, have no serious arrests or convictions, maintain fire safe grooming standards, and must maintain an overall grade point average of at least a 2.0 (C) while in high school.



Graduates of Reserve Firefighter Academy #10

Getting It Done

MAJOR INCIDENTS

During the 2009 fire season, the Orange County Fire Authority responded to several vegetation fires within the Mutual Threat Zones of Orange County.

A total of four separate fires occurred along the Ortega Highway during the months of July, August, September and November. The largest fire was November 16, 2009, when OCFA units responded to a vegetation fire in Verdugo Canyon off the Ortega Highway. The fire started 500 feet off the roadway in heavy brush and quickly raced up slope to the ridgeline. Firefighters on the ground were aided by Orange County Fire Helicopters and fixed wing air tankers from CAL FIRE. The stubborn blaze was quickly extinguished and kept to less than 250 acres.



On the night of November 24, a vegetation fire was reported east of the 241 Toll Road near the toll plaza. Arriving units found the Santa Ana wind driven fire well established on the hillside adjacent to the toll road,

moving quickly through light to medium brush. Progressive hose lays and firefighting crews using hand tools, along with a Firehawk helicopter from Los Angeles County, managed to keep the blaze at 100 acres.

Jesusita, Guiberson, and Station Fires

Also during the 2009 season, Orange County Fire Authority provided mutual aid resources to three major fires in the region:



Jesusita Fire in Santa Barbara County

The Jesusita Fire consumed nearly 9,000 acres in Santa Barbara County and destroyed 80 homes.

The Guiberson Fire near Moorpark in Ventura County burned 10,000 acres.



Fixed-Wing Suppression Aircraft over 2009 Guiberson Fire

The Station Fire was the largest fire in Los Angeles County history. This devastating fire burned for nearly a month. The Station Fire exhibited unusually

extreme fire behavior for southern California and involved one of the largest initial attack efforts ever undertaken. The suppression cost of the Station Fire



Reporting Logistic Information during the 2009 Station Fire

exceeded \$93 million and at its peak, 5,244 firefighters were assigned. The Station Fire burned 160,577 acres, destroyed 89 structures, and killed two Los Angeles County firefighters.

Getting It Done

Seal Beach Leisure World Fire

A three alarm fire ripped through a Leisure World 12-unit building in February, critically burning a man and challenging dozens of firefighters to put out the blaze. The fire did \$1.3 million in damages.

Two units at the end of the single-story building were destroyed, another four units were seriously damaged, and the remaining six were damaged by smoke. All 12 were without utilities.



Three Alarm Fire at Seal Beach Leisure World 2009

The fire broke out just after 11:00 p.m. at the 13300 block of El Dorado Drive. Approximately 60 firefighters struggled for nearly two hours to get a handle on the fire. The fire partially collapsed the roof during the fire fight, forcing firefighters to mount a defensive attack.

Cypress Three Alarm Fire

On December 14, 2009, at 5:40 p.m. at a 3-story multi-unit townhome complex arriving units found heavy fire and smoke conditions, with the fire having extended through the floor between the garage and first floor. The fire had burned undetected for an unknown period of time before being reported. The resident reported finding and extinguishing a small fire in a utility sink in the garage. Unknowingly the fire had already entered the structure through a hole in the drywall located behind the sink, and progressed between the walls from the ground floor to the attic. The fire was declared under control at 7:19 p.m. Damage from the fire was contained to the unit of origin, due to aggressive fire fighting. Three adults were displaced with an estimated

loss of \$750,000 to the structure and \$250,000 to the contents. It was determined that the preliminary cause of the fire was discarded smoking material in the plastic utility sink in the garage.

COMMUNITY OUTREACH

Fill the Boot and Summer Camp Benefiting MDA

For many years the Muscular Dystrophy Association (MDA) has been teaming up with fire departments all over the U.S. to “Fill the Boot.” Once a year, Career and Reserve Firefighters, and Fire Explorers, extend a turnout boot and accept donations from the general public. 2009 proved to be no different as OCFA walked up and down major streets in Orange County for the benefit of helping out this worthy cause. In support of the extensive volunteering by our men and women for this cause, the OCFA Board of Directors regularly proclaims the month of April as “Muscular Dystrophy Awareness Month.”

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

United Way Campaign

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

Open Airways for Schools in Association with the American Lung Association

In conjunction with the American Lung Association and St. Jude Hospital, the OCFA continues to participate in Asthma education to at-risk children in elementary schools throughout the county. Over 30 new instructors within the OCFA were trained in 2009 to educate children to better manage their asthma, as well as helping parents cope with this potentially serious

Getting It Done

respiratory condition. Through a six week program taught by on-duty firefighters and staff members, children learned to monitor their respiratory efforts and avoid triggers that may cause an asthma attack.

“EVERY 15 MINUTES” Mock DUI Exercises

The OCFA was one of several agencies that participated in a nationwide anti-drunk driving program, “Every 15 Minutes,” at numerous high schools within Orange County. The program stresses to teenagers the after effects of drunk driving at any age because, “Every 15 minutes someone in the U.S. is killed or injured by a drunk driver.” These programs took place at Capistrano Valley High School, Dana Hills High School, Tesoro High School, Laguna Hills High School, El Toro High School, and J. Serra Catholic High School.



Mock DUI Exercise

This mock DUI exercise teaches teenagers the reality and demonstrates the consequences for driving under the influence of alcohol and/or drugs by simulating live DUI car crashes involving intoxicated students. These mock crashes result in simulated deaths, serious injuries, and/or incarcerations of participating students, and also demonstrate impacts on student’s families and friends. A common scenario for this event was a collision between two vehicles with six patients involved. Two would die at the scene, three would be seriously injured, and the drunk driver arrested. The fatalities are taken to the morgue, while the victims’ families are notified of their death; the injured are sent to a hospital emergency room with parents receiving phone calls alerting them of their child’s injuries, and intoxicated subjects are transferred to jail via a police vehicle following the crash and extrication. Participants are secluded from family and friends, and are not seen until the following morning

at school when the program concludes.

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



High-fives at the Donelan/Wall Softball Tournament

Apart from these worthy ventures, in 2009 the OCFA family was involved in numerous charitable events including: Adopt a Needy Family, Alzheimer’s Walk, Support Our Troops Campaigns, American Red Cross Blood Drives, March of Dimes, Donelan/Wall Softball Tournament, Working Wardrobes, Race for the Cure, Spark of Love Toy Drive, OCFA Health Fair, Read Across America, Trevor A. Win’E Memorial Crossfit Challenge, American Cancer Society Daffodil Days, and other similar activities.



Trevor A. Win’E Memorial Crossfit Challenge

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

Statistical Summary

January 1 – December 31, 2009¹

	2006	2007	2008	2009
Population Served	1,351,398	1,364,851	1,383,617	1,389,189
Dwelling Units	477,003	481,958	486,152	488,266
Assessed Values ²	188,921,885,619	206,643,954,214	213,904,735,187	209,816,588,278
Fires				
Fires	2,225	2,257	1,703 ³	1,540
EMS	56,616	58,252	59,998	60,197
Ruptures	189	202	171	166
Hazmat	1,520	1,497	1,289	978
Service Call	5,644	5,383	5,706	5,437
Good Intent	12,617	12,314	12,328	12,424
False Alarms	4,731	4,920	4,812	4,249
Miscellaneous	260	827	532	796
Total All Incidents	83,802	85,652	86,539	85,787
Mutual Aid Received	5,348	5,035	5,484	5,570
Mutual Aid Provided	4,084	3,582	3,031	3,151
Property Loss	\$56,431,357	\$68,141,850	\$38,046,296 ⁴	\$26,765,434
Civilian Fire Injuries	50	80	84	85
Firefighter Fire Injuries	--	--	40 ⁵	23
Fire Deaths	3	2	2	3

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

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

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

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

⁵ Figure reflects first year reported.

Emergency Response Data

Total Unit Responses by Jurisdiction

January 1 – December 31, 2009

Jurisdiction	Unit Responses
Aliso Viejo	3,763
Buena Park	8,583
Cypress	4,962
Dana Point	4,826
Irvine	20,474
La Palma	1,581
Laguna Hills	4,213
Laguna Niguel	6,199
Laguna Woods	7,093
Lake Forest	7,617
Los Alamitos	2,414
Mission Viejo	10,354
Placentia	4,438
Rancho Santa Margarita	4,050
San Clemente	8,288
San Juan Capistrano	5,200
Seal Beach	7,817
Stanton	3,032
Tustin	8,241
Villa Park	576
Westminster	13,259
Yorba Linda	6,063
Total City	143,043
Unincorporated	15,904
In County Mutual Aid	3,568
Out of County Mutual Aid	535
Total	163,050

Emergency Response Data

Total Incidents by Major Category

January 1 – December 31, 2009

Jurisdiction	Fires	EMS	Other	Total
Aliso Viejo	40	1,351	571	1,962
Buena Park	103	4,165	1,358	5,626
Cypress	46	1,796	652	2,494
Dana Point	51	1,810	816	2,677
Irvine	279	7,184	4,152	11,615
La Palma	18	554	184	756
Laguna Hills	43	1,817	565	2,425
Laguna Niguel	59	2,317	730	3,106
Laguna Woods	19	3,438	933	4,390
Lake Forest	86	3,098	1,078	4,262
Los Alamitos	30	817	246	1,093
Mission Viejo	113	4,794	1,464	6,371
Placentia	50	1,902	706	2,658
Rancho Santa Margarita	44	1,374	500	1,918
San Clemente	69	2,536	1,221	3,826
San Juan Capistrano	50	1,815	577	2,442
Seal Beach	32	2,779	643	3,454
Stanton	38	1,694	711	2,443
Tustin	89	2,854	794	3,737
Villa Park	3	193	125	321
Westminster	107	4,360	1,314	5,781
Yorba Linda	58	2,051	860	2,969
Unincorporated	113	4,292	1,900	6,305
Subtotal (OCFA Jurisdictions)	1,540	58,991	22,100	82,631
In County Mutual Aid	145	1,111	1,608	2,864
Out of County Aid	12	95	185	292
Total Incidents	1,697	60,197	23,893	85,787

OCFA Responses by Unit

Air Utilities	# Responses
A30	21
A2	19

Battalion Chiefs	# Responses
B4	459
B6	389
B3	355
B1	321
B8	319
B5	282
B7	266
B2	212
Staff BCs	125

Engines	# Responses
PM E61*	3,593
PM E22*	3,585
PM E222*	3,557
PM E19	3,198
PM E29	3,017
E48	2,854
E21	2,716
PM E34	2,639
PM E46	2,584
PM E64	2,548
PM E66	2,451
PM E24	2,410
PM E36	2,253
PM E6	2,204
PM E62	2,191
E7	2,179
E31	2,151
PM E60	2,139
PM E65	2,090
PM E9	1,929
E26	1,914
PAU E28	1,761
PAU E37	1,751
PAU E13	1,706
E57	1,637
PAU E25	1,629
E4	1,605
PAU E39	1,568
PAU E30	1,567
PAU E50	1,540
PAU E35	1,518
PAU E63	1,514
E17	1,452
PAU E10	1,425
PAU E2	1,406
E45	1,401

Engines	# Responses
PM E51	1,387
E38	1,338
PM E58	1,264
E5	1,261
PM E23	1,235
E32	1,158
PAU E54	1,101
PAU E44	1,009
PAU E55	813
PAU E47	801
PAU E8	642
E20	622
PAU E53	488
PAU E40	463
PAU E42	426
PM E 27	381
PAU E18	268
R E3	187
E318	149
E315	113
PAU E15	108
R E16	94
R E11	91
R E223	67
E342	59
E307	57
R E14	53
E330	41
E350	35
E353	35
E340	32
E339	31
E355	26
E347	17
E327	16
E210	13
E362	4
E261	2
E253	1
Temp Eng	408

Emergency Transport	# Responses
ET64	2,767
ET50	2,701
ET66	2,184

Services Support	# Responses
S91	68

Haz Mat	# Responses
H4	63
H204	35

OCFA Responses by Unit

Crews	# Responses
G18	26
G1	6

Dozers	# Responses
K1	64
K2	44
K3	30

Water Tenders	# Responses
W7	70
W16	55
W40	53
W18	31
W10	23

John Wayne Airport	# Responses
Crash 1	420
Crash 3	405
Crash 4	86
Crash 5	64
Crash 2	19
Foam 36	8

Helicopters	# Responses
HC1	86
HC2	72
HC3	23
HC4	19

Helicopter Support	# Responses
HT41	18
HS41	6
HT241	1

Paramedic Vans	# Responses
M21	3,482
M48	3,102
M17	2,923
M26	2,368
M4	2,170
M31	2,103
M7	2,030
M57	1,907
M5	1,742
M45	1,570
M32	1,445
M38	1,394
M20	533
Temp Med	13

Patrols	# Responses
P7	493
P21	469
P26	383
P30	266
P10	192
P32	152
P18	143
P40	125
P16	117
P11	114
P23	77
P14	70

Squads	# Responses
S19	793
S24	610
S25	387
S13	301
S2	276
S3	188
S44	92
S21	53
S30	36
S7	26
S26	19
S10	13
S32	9

Trucks	# Responses
T22	1,425
T59	1,369
T4	1,100
T49	1,098
T61	959
T9	925
T64	850
T6	814
T46	802
T43	747
T45	716
T34	715
T17	676

PAU - Paramedic Assessment Unit

PM - Paramedic Engine

R - Reserve Engine

* - Enroute, not dispatched

Providing the Best Support

“The Support Services Department provides support to all departments of the OCFA, including coordinating all facilities maintenance, repairs, design, and construction (Property Management); automotive and fleet maintenance, repairs, and acquisition (Fleet Services); government liaison and legislative advocacy (Legislative Services); and coordination of strategic planning functions including long range analysis of impacts on resources associated with future land use, development, and increases in service demands (Strategic Services).”

2009 HIGHLIGHTS

Major Fire Station Construction Projects – The OCFA continued to update existing fire stations through the architectural development process and construction.



Fire Station 48 located in the City of Seal Beach

In coordination with the City of Seal Beach, building demolition was completed and construction began for Station 48 (**Seal Beach**), construction began on Station 17 (**Cypress**), and extensive planning has been completed for both Station 60 (**San Clemente**) and Station 46 (**Stanton**). Preliminary grading was



Fire Station 17 located in the City of Cypress

completed for Station 60, and the relocation of the personnel from Station 46 and preliminary construction

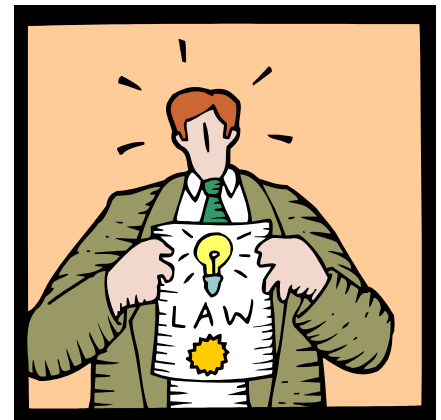
should take place within the first three months of 2010. Purchase and lease agreements were completed for Fire Station 41 (**Fullerton Airport Hanger**) with a tentative move-in set for May 2010.

Continued Service Dependability – In 2009, the OCFA placed new units in service that will enhance our ability to respond to emergency incidents. Although development as a whole continued to decline throughout the year, existing units required replacement, due to age and mileage. Additionally, some new resources were placed into service as highlighted in this report.

Automated Fleet Management Implementation – As part of the Fleet Services Management Study Implementation, OCFA’s Information Technology and Fleet Services Sections began the implementation and installation of the Automated Fleet Management System. Implementation continued throughout 2009, which included building a database for additional information gathering and system management.

Legislation to Enhance Financial Stability of OCFA Programs

– The OCFA continued to support legislation to formally authorize the Federal Emergency Management Agency (FEMA) Urban Search and Rescue Program (USAR) and stabilize funding



by securing an annual appropriation of \$32.5 million for the USAR system. The legislation has continued to be unsuccessful, but will again be introduced in 2010 to attempt to secure funding in the new amount of \$54 million for the USAR system, which is comprised of 28 national Urban Search and Rescue Task Forces.

Providing the Best Support

NEW UNITS PLACED IN SERVICE

The Orange County Fire Authority placed a variety of new fire units into service throughout our service areas. Nine new Type 1 Engines (structural fire fighting engines) were placed in service, replacing existing units in **Irvine, Laguna Hills, Placentia, Yorba Linda, Dana Point, Stanton, and Westminster**. Each of these units carries 500 gallons of water, a compliment of hoses, tools, and ladders, and each is capable of pumping 1,500 gallons per minute. In addition, many of these units also function as Paramedic Units (PAU).



Type 2 Wildland-Urban Interface Engine

The OCFA has also added an additional five new Compressed Air Foam System units (CAFS), which have been mounted to existing Patrol units, and staffed by Reserve Firefighters.

The CAFS units expand OCFA's ability to effectively respond to and mitigate wildland fires in the wildland-urban interface area.



Compress Air Form System

The CAFS units carry fire resistive foam that is applied to the outside of a structure in advance of an on-coming fire front, providing an additional level of fire protection.

Our fleet was enhanced with the addition of five new Type 2 Wildland-Urban Interface Engines. These units are very similar to our Type 1 Engines; however, they

have a much higher ground clearance and some other attributes that make them an excellent resource for our wildland-urban/interface areas. Throughout 2009, OCFA has also completed placing its new Type 3 Engines in service to replace our aging fleet. The OCFA has 11 of these engines that are specifically designed to fight fire in the wildland arena. In addition, the two newly purchased Bell 412EP helicopters from 2008, were placed into service, and have been utilized for wildland fires and other types of rescue efforts.



One of 2 Bell 412EP Firefighting Helicopters

The OCFA developed specifications and ordered two additional 100' Aerial Platform Trucks and one 75' Aerial Platform. We have also received delivery of a number of Paramedic Vans and Emergency Transport units to replace existing, aging units.

Of special note was this year's vehicle donation of one 2009 mid-size, 4-door Borrego from KIA Motors America Corporate Headquarters, in Irvine, CA. This vehicle donation has offset a vehicle purchase scheduled in fiscal year 2010/11. The KIA Borrego has been placed in non-emergency service in the City of **Irvine**, and proudly displays a "Donated by Kia" sign.



Alex Fedorak, Director of Public Relations, KIA Motors America, Inc., OCFA Director Steven S. Choi (Irvine), and OCFA Chairman Doug Davert (Tustin) with the newly donated 2009 KIA Borrego

Providing the Best Support

OCFA CONTINUES WORK ON NEW FIRE STATIONS AND IMPLEMENTATION OF COST SAVINGS MEASURES

Although housing starts are still down, there is a continued need to update our facilities. Through our Capital Improvement 5-Year Plan, OCFA began construction of Station 17 (**Cypress**), with completion scheduled for mid-summer 2010. Property Management has assisted several of our cities with construction projects aimed at replacing other fire stations throughout the OCFA service area. These additional replacements include Station 48 (**Seal Beach**), Station 60 (**San Clemente**), and Station 46 (**Stanton**).

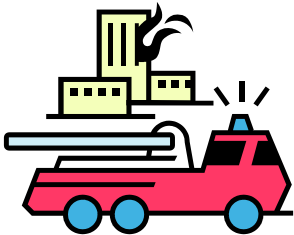


In addition to new construction, Property Management also conducted a review of utility usage within all of OCFA's facilities in an effort to reduce consumption of electricity, natural gas, and water. The ultimate goal is

to achieve an environmental conservation success, as well as, reducing overall costs associated with these commodities. These efforts have netted savings in the thousands of dollars, simply through monitoring and awareness.

OCFA STRATEGIC PLAN AND PROPOSALS PROGRESS

Strategic Services continued to work with our consultant towards the completion of the OCFA's Strategic Plan. This plan is considered to be the roadmap for OCFA for the next five years, and has been developed through a comprehensive analysis of stakeholder input. This process included workgroups, focus groups, and a



steering committee made up of a variety of employees from all levels of the organization. The outcome will identify our goals and focus for stability and growth over the next five years.

Strategic Services has also developed and submitted two Fire and Emergency Service Proposals. In 2009, the Cities of Brea and Fountain Valley each requested proposals from the OCFA for Emergency Services. While each City has received OCFA's proposal, no formal action has been taken to date of the publication of this report.



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

Working as a Team

“The Business Services Department provides financial functions such as accounts payable, accounts receivable, cost accounting, general ledger, payroll, and timekeeping to the OCFA (**Finance**); information systems development, repairs, and installations (**Information Technology**); purchasing, receiving, shipping, warehousing, and mail operations (**Purchasing & Materials Management**); and treasury and financial planning services including banking, investments, issuance of long and short-term debt, budget development, fiscal monitoring, and administrative support (**Treasury & Financial Planning**.”

2009 HIGHLIGHTS

Cost Containment

In response to the severe economic downturn, OCFA continued cost containment efforts throughout 2009. During the year, OCFA employees collectively identified 57 individual cost containment measures to assist in reducing costs and to use resources more efficiently. These measures were each assigned to managers for review and vetted to determine whether there would be value in implementing them. As of the end of 2009, the Cost Containment measures had collectively generated savings of approximately \$9.9 million. Highlights included:



- Reduced non-emergency overtime activity for a YTD savings of \$1.1 million compared to last year
- Froze 81 authorized positions for a total savings of \$8.2 million
- Eliminated on-call assignments for an estimated savings of \$170,000
- Reduced agenda printing costs for internal distribution for a savings of \$13,000
- Reduced travel and training for a year-to-date savings compared to last year of \$187,000
- Prepaid the final year of RFOTC debt service for a savings of \$105,000
- Cancelled both of the 2009 and 2010 “Opportunity Knocks” conferences for a savings of \$80,000
- Funded the OCFA Open House through donations to save \$25,000

Furthermore, in pursuit of *Item #47* on the cost containment list, which called for OCFA to establish a “Be On The Lookout Team,” a new project team was created and named *Department 47*. This team is comprised of employees from each department of OCFA. Their mission is to receive requests from the organization for cost containment areas to review, and to advise Executive Management on areas where costs can be contained and/or where the perception of cost excess is rumored. As this team does its research and makes recommendations to Executive Management, new measures continue to be added to the cost containment process to generate a continuous list of measures for pursuit.

On-Line Surplus Property Disposal

Through utilization of Public Surplus, an online auction system, surplus property disposal revenue has increased by more than 30%. Sales in 2009 have generated over \$106,000. In addition, web-based outreach has increased the number of potential buyers; disposal turnaround is faster; record keeping has improved; and, because sales are handled on-site, the risk of injury to staff from transporting bulky surplus property to a remote auction site has been reduced. Current auctions can be viewed under “Business with OCFA” at www.ocfa.org.



Working as a Team

9-1-1 Emergency Ambulance Transportation Contract

On behalf of the Orange County Emergency Medical Services Agency, OCFA staff completed the legally required competitive bid process for the award of ambulance service agreements for 10 of OCFA's 19 Exclusive Operating Areas (EOAs). To ensure compliance with the State Emergency Medical Services bid guidelines, the competitive process and awarding of contracts was monitored and approved by both the State and County Emergency Medical Services Agencies. The contracts were awarded and effective September 1, 2009, for a five-year term. These contracts, along with nine other EOA contracts that were renewed in 2009, are set to expire in 2014. At that time, the OCFA will issue a new Request for Proposal (RFP) for all 19 OCFA jurisdictions.



INFORMATION TECHNOLOGY (IT) SYSTEMS

The OCFA has been working to replace many of our IT systems which have not been replaced since the 1980's



and don't function in an integrated manner using modern technology. The ultimate goal is to establish fully integrated and coordinated systems, which provide meaningful information that contribute to our decision-making processes and enhance our delivery of fire

protection and emergency services. Major milestones in 2009 included:

Development of OCFA's Geographic Information System (GIS)

The GIS Section is one of four areas of the OCFA's Information Technology Division, and one which demonstrated significant achievement during 2009. Standard processes were built and implemented to organize GIS activities into four categories, as follows:



- *Data Management*, which includes the capture, editing, maintenance, and quality control of spatial and tabular data sets such as parcels, streets, and addresses.
- *Product Creation*, which includes the creation and distribution of maps for incident support, as well as countywide, division, battalion, first due area, district, and custom cartographic products.
- *Data Analysis*, which involves problem solving or answering questions using GIS technology, such as fire station response order, fire station location placement, and fire inspection routing.
- *Application Development*, which is the creation of GIS software products and tools to support stakeholder business needs and proliferate GIS technology benefits to users throughout the organization. The Enterprise GIS Strategic Plan identified 46 business needs, requiring implementation of 23 GIS applications.

Working as a Team

GIS Accomplishments

The primary GIS accomplishments for 2009 included the completion of over 1,600 new District Maps for frontline apparatus, in addition to the completion of over 300 Special GIS Requests from staff.

- *The District Map Project* involved eliminating old black and white district maps from the legacy environment and transforming the maps into a accurate GIS mapping science environment, with greatly improved data and overall usability of the maps. After building the new maps using all new GIS data, Operations personnel then field-verified the data for street names, addresses, special area map locations, and hydrant placements. The result was the creation of over 1,600 new and accurate District Maps for all 62 fire stations. The maps are posted on OCFA's intranet, making them accessible to all OCFA staff, which assist OCFA's first responders in getting to emergencies faster.
- *Special GIS Requests* was another area of high activity during 2009. Over 300 special requests were received from OCFA personnel and filled by GIS staff. These requests came largely from the Operations and Fire Prevention Departments, and underscore the growing use of GIS technology in the OCFA.

Improved Firefighter Safety and Interagency Communications



The OCFA purchased and installed 90 mobile and 130 portable VHF radios throughout its fleet

during 2009 to improve inter-agency communications and firefighter safety on the fire ground. In addition, we received \$784,915 from Public Safety Interoperable Communications Grant for the purchase of portable 700



and 800 MHz radios, further enhancing communications among individual firefighters, with a goal to provide each firefighter their own radio.

Upgraded Administrative/9-1-1 Telephone Switch

The OCFA's Administrative/9-1-1 telephone switch and technical interfaces were originally installed in 2004 and were nearing end-of-life for replacement parts and support, resulting in the required system replacement in 2009. Interface upgrades included the voicemail system, phone switch programming interface, Call Center Manager, and Vesta 9-1-1 Management software. In addition to bringing currency to all components, the upgrades laid the foundation for Internet Protocol Telephony and next generation 9-1-1 support. Through detailed planning and implementation, this project was accomplished with no disruption to 9-1-1 call processing.



Public Safety Systems Project

Major activities during 2009 for this multi-year project included vendor evaluations, contract negotiations, and Board approval of DeltaWrx Management Consultants. DeltaWrx will assist the OCFA with the management, needs assessment, Request for Proposal (RFP) development, procurement process and contract negotiations for the Public Safety Systems Project, which includes the replacement of the Computer Aided Dispatch (CAD), Orange County Fire Incident Reporting (OCFIRS), and Integrated Fire Prevention (IFP) systems. With the assistance of DeltaWrx, the following project accomplishments include:

Working as a Team

- Conducting project planning workshops
- Creating a communication and project tracking team website
- Attending Ride-alongs



- Conducting stakeholder and focus group interviews, which included over 75 OCFA personnel throughout OCFA
- Completing a benchmarking and marketplace assessment document
- Completing a draft Needs Assessment
- Identifying, mapping, and documenting Core Business Processes

OCFA RECEIVES OVER \$8.5 MILLION IN GRANTS, DONATIONS, AND REIMBURSEMENT REVENUE

Grants Awarded:

Urban Area Security Initiative	\$103,138
FEMA Urban Search and Rescue (USAR)	\$1,002,710
Public Safety Interoperable Communications (PSIC)	\$784,915
State Homeland Security Grant	\$388,800
Total Grants	\$2,729,563

Donations:

Maruchan, Inc.	\$100,000
OCPFA WEFIT Equipment	\$50,000
Corporate Sponsors	\$38,934
KIA Motor America	\$21,706
Canine Program	\$7,750
RFOTC Open House	\$3,000
Smoke Alarms for the Deaf	\$296
Unrestricted Donations	\$705
Total Donations	\$222,991

Reimbursements:

State reimbursements for emergency response	\$4,319,836
Federal reimbursements for emergency response	\$1,559,504
Total Reimbursements	\$5,879,340

2009 Calendar Year Combined Total \$8,831,894



Working as a Team

HE ONLY TAKES THE BEST

“God saw she was getting tired and a cure was not to be. So he put his arms around her and whispered, “Come with me.” With tear-filled eyes we watched her suffer and fade away. Although we loved her deeply, we could not make her stay. A golden heart stopped beating, hard working hands put to rest. God broke our hearts to prove to us he only takes the best.”

-Author Unknown-

Mary Katherine Litchfield came to the OCFA in November 2004, as the interim IT Manager. Her hard work and many accomplishments quickly proved that OCFA couldn't do without her, and she became OCFA's permanent IT Manager in October 2005.



After being diagnosed with carcinoid cancer, Katherine continued to work despite the challenges she faced during the many treatments and procedures undertaken to fight her battle. When standard treatments failed her and optional procedures were not covered by insurance, the OCFA family stepped up and raised funds by hosting a “Taking Care of Our Own - Shave-a-thon” fundraising event in October. A western-themed barbecue lunch was served, which included a bake sale, bidding on donated handmade quilts and services, and gift basket raffles. “Sheriff Sam” (OCFA Board Director Donald McCay, representative from the City of Buena Park) captured



Members from the Fire Prevention Department sporting their new complementary hair cuts

over 30 employees who's bounties totalled between \$500 to \$2,000 each, with all participating outlaws receiving a complementary hair cut before their release, including OCFA Fire Chief Keith Richter. At the day's conclusion, fellow employees had raised over \$23,000.



That day was truly a memorable event for Katherine. Cindy Richter admires her husband's new cut.

Katherine was committed to the OCFA and vowed to continue working until she was no longer able; however, on November 18, 2009, Katherine lost her courageous battle.

“He only takes the best.”



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

Statistical Data Comparison

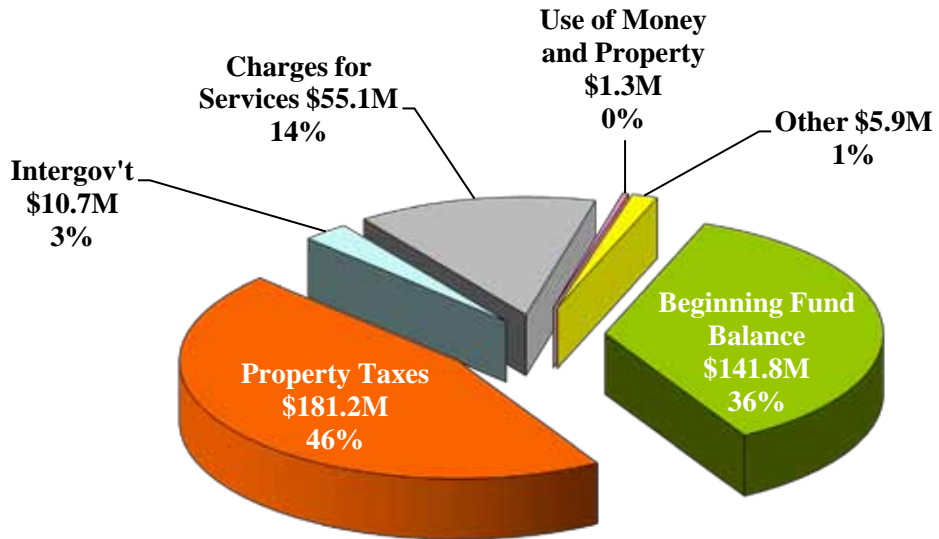
Fiscal Years 2005/06 through 2009/10

	FY 2005/2006	FY 2006/2007	FY 2007/2008	FY 2008/2009	FY 2009/2010
General Fund					
Salaries & Benefits	176,921,490	194,429,276	202,087,061	212,479,219	213,074,579
Services & Supplies	21,721,166	22,037,147	23,284,393	23,222,586	20,947,987
Capital Outlay	49,928	66,894	180,916	355,000	350,000
Debt Service	664,621	1,092,920	795,556	753,667	0
TOTAL	199,357,205	217,626,237	226,347,926	236,810,472	234,372,566
Capital/Other Funds					
Facilities Maint. & Imp.	1,745,398	1,483,613	1,325,700	1,208,946	1,037,083
Capital Projects	4,546,271	2,435,347	1,129,849	8,116,661	9,460,515
Comm. & Info. Systems	3,116,751	7,332,020	6,046,125	4,729,292	5,356,954
Vehicle Replacement	7,371,079	10,440,891	11,136,021	36,952,997	11,340,897
Structural Fire Fund	383,742	1,781,706	1,608,245	1,607,159	552,886
Self-Insurance	9,303,478	6,892,022	6,681,881	5,515,905	5,515,905
Debt Service	3,662,900	3,664,500	3,662,263	3,664,663	7,322,675
TOTAL BUDGET	229,486,824	251,656,336	257,938,010	298,606,095	274,959,481
Authorized Staffing Level					
Firefighters	778	792	808	841	841
Fire Management	40	41	41	41	41
Professional Staff	273	278	278	278	278
TOTAL	1,091	1,111	1,127	1,160	1,160
Reserve Firefighters	390	390	390	390	495

2009/10 Funding Sources and Uses

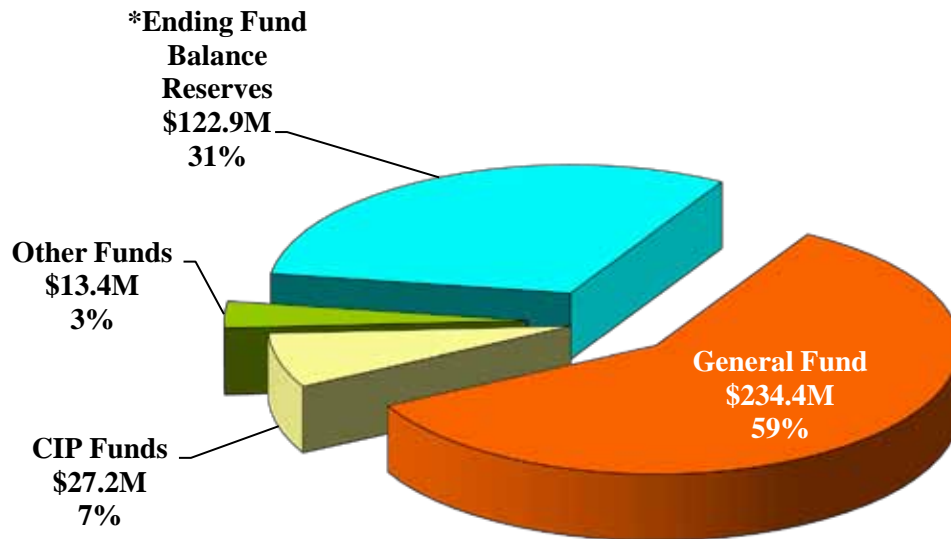
All Funds

Where the Money Originates:



Where the Money Goes:

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



Managing Change

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

2009 HIGHLIGHTS

WEFIT Program Participation Level Maintained at 94%

This voluntary program was implemented in 2004 with Board of Directors approval and is now in its 6th year. It has focused on elevating the physical fitness level of employees in relation to the physical demands of their suppression duties and includes the following major components:

Medical Exam & Fitness Evaluation; Fitness & Health Programs; Immunizations & Disease Screening; Medical/Fitness/Injury Rehabilitation; Data Gathering and Program Evaluation. To date, program participation remains at approximately 94% and the firefighter injury rate has remained flat



following a period of injuries decreasing, since the inception of the WEFIT Program. The aggregate medical and fitness data continues to show a positive

trend towards increased firefighter fitness levels. During this period, the last component of the WEFIT program, a Wellness Injury/Fitness Rehabilitation, was implemented as a pilot program. At the completion of the year, the data will be evaluated to determine its cost benefit.

First Phase of Risk Management Information System Completed

An important goal in the Human Resources/Risk Management Section is to establish a Risk Management Information System (RMIS). The RMIS will provide for the collection, integration, and management of risk management information, which will help reduce costs associated with workers compensation, safety, general liability, insurance and the overall OCFA cost of risk. The first phase of the process has been completed, which is the assessment of the various data elements required and the current informational infrastructure to determine what best application will integrate with the organization's informational needs.

Skills Inventory Completed for Competencies and Standards Based Performance Evaluation

A goal has been established to develop a performance evaluation process for Firefighters, Fire Apparatus Engineers, and Fire Captains, which effectively uses competencies and measuring standards. The objective of this program is to establish a clear link to the OCFA Strategic Plan, professional job standards, and core values. The system will establish standards within each classification on which an employee's performance assessment will be based and will be directly linked to job skills. The first phase of the process has been completed, which involved establishing a skills inventory for each of these classifications. This has been accomplished through a job assessment process conducted in 2009. The information obtained in the first phase will be mated to a level of standard expected of the classification incumbents. The essential functions have been identified for each of these classifications along with competencies. The second phase will consist

Managing Change

of work groups composed of supervisors charged with developing and defining objective performance standards.

Firefighter Health Plan Agreement Extended

In January 2009, the Firefighter Health Plan Agreement was renegotiated and extended through December 31, 2016. The renegotiated agreement provided for a cost



OCFA Board Chairman McCay (Buena Park) accepts donation from the Orange County Professional Firefighters Association President Joe Kerr

savings to the Authority though the reduction of the contribution rates and modification of the payment formula spanning the term of the agreement. In addition, the Authority received an immediate infusion of \$1 million to assist with retirement costs. This cost reduction and savings was accomplished with no change to benefit levels for the employees.



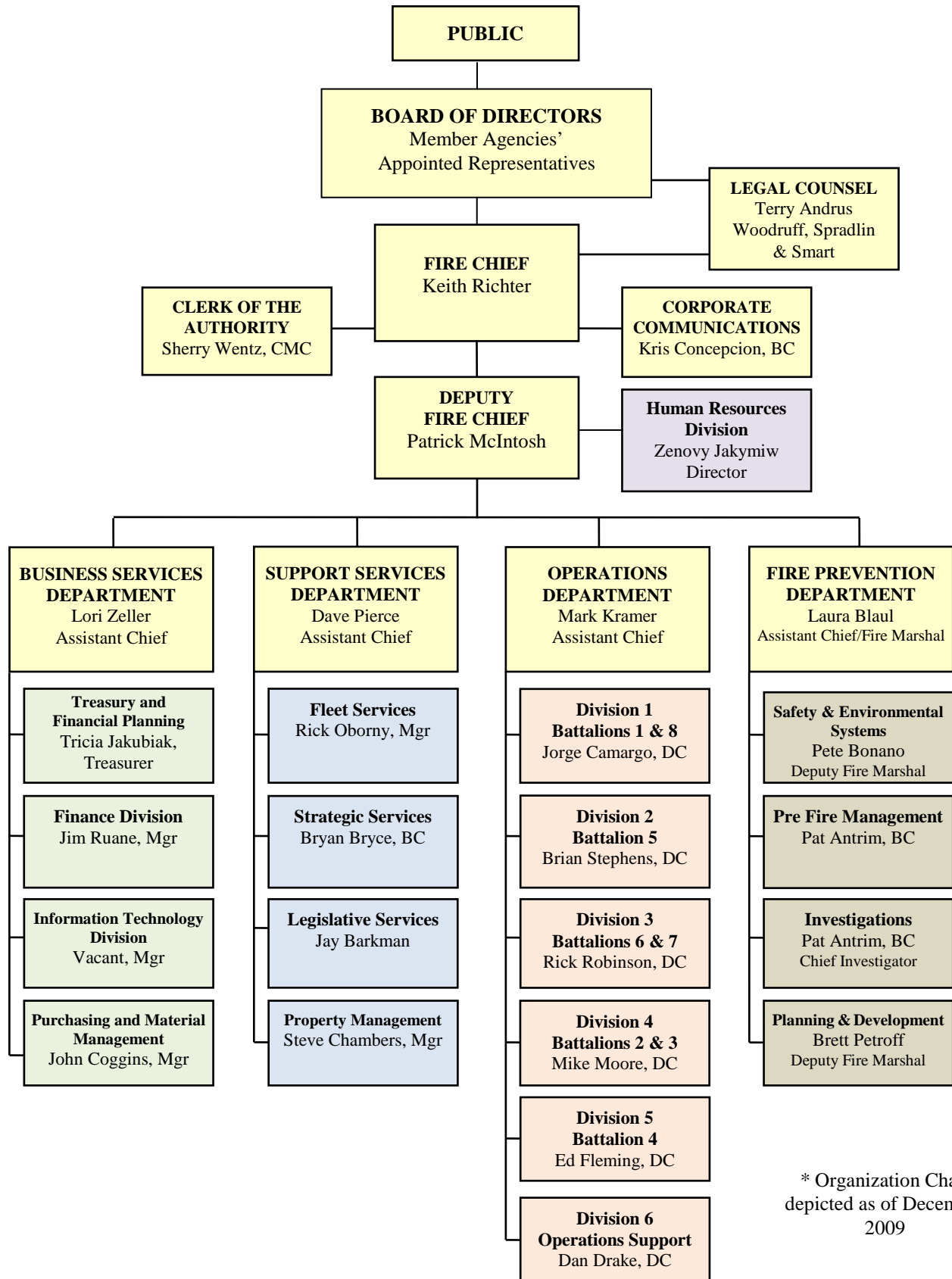
Regional Fire Operations and Training Center Security Assessment (RFOTC)

A review and update of the RFOTC internal security systems, policies, and procedures continues to be a priority. This fiscal year, an assessment of the existing external and internal video surveillance cameras and recording system has been completed. The subsequent goal is to upgrade the video surveillance cameras at the lowest cost possible and establish a network based system that will expand the flexibility of site surveillance



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

Orange County Fire Authority



* Organization Chart
depicted as of December
2009

We're Here to Help

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



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

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

General Information
(714) 573-6000

Website
www.ocfa.org

Clerk of the Authority
(714) 573-6040
OCFA Board Directors Administration
Custodian of Records
Fair Political Practices Commission Liaison

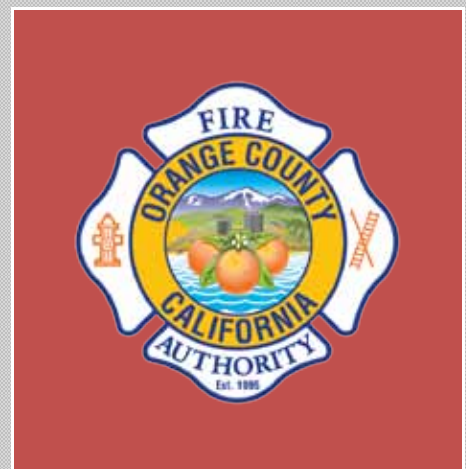
Community Relations & Education Services
(714) 573-6200
Educational Programs
Ride-a-longs
General Safety Information

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

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

Safety & Environmental Services
(714) 573-6180
Fire Safety Inspections
Fire Alarms

OCFA on Your Smart Phone, Cell Phone, or PDA
Point your hand-held device's browser to www.ocfa.mobi to access the mobile website anywhere you get cell phone reception.





Orange County Fire Authority Mission Statement

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

Professionalism

Enthusiasm

Organization 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 • 1 Fire Authority Road • Irvine, Ca 92602
Phone: (714) 573-6000
www.ocfa.org

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