



The Orange County Fire Authority

Annual Report 2003

Our Vision

You can count on us.....

Every member of the Orange County Fire Authority contributes to the quality of life within our community. We protect and support the needs of our neighbors to the fullest extent possible while helping and supporting ourselves. We believe in our proud traditions and our dynamic future. Our community respects and values our services and we constantly reinforce that the responsibilities for which we are entrusted are well placed.

Our Mission

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



**Professionalism
Enthusiasm
Organizational Integrity
Pride
Leadership
Effectiveness**

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

Orange County Fire Authority Board of Directors

*Chris Lowe, Placentia
Chair*

*Ken Blake, La Palma
Vice Chair*

*Cynthia Adams, Aliso Viejo
Don McCay, Buena Park
Mike McGill, Cypress
James V. Lacy, Dana Point
Chris Mears, Irvine
R. Craig Scott, Laguna Hills
Joe Brown, Laguna Niguel
Dr. Brenda Ross, Laguna Woods
Richard Dixon, Lake Forest
Marilynn Poe, Los Alamitos
Gail Reavis, Mission Viejo*

*Neil Blais, Rancho Santa Margarita
Susan Ritschel, San Clemente
Wyatt Hart, San Juan Capistrano
John Larson, Seal Beach
David Shawver, Stanton
Tracy Worley Hagen, Tustin
Bob Bell, Villa Park
Russell Paris, Westminster
Keri Lynn Wilson, Yorba Linda
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 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
HELICOPTER @ FULLERTON AIRPORT, Station 41
IRVINE, Station 4
IRVINE, Station 6
IRVINE, Station 20
IRVINE, Station 26
IRVINE, Station 28
IRVINE, Station 36
IRVINE, Station 38
IRVINE, Station 51
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 4
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 2003 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 spend the taxpayers money to emergency response statistics.

In reviewing this report, you'll see that 2003 was another action packed year for us. During the year, emergency call volumes increased by 8.2% to 79,573, the number of people injured by fire climbed by 11.11% and property damage grew by a whopping 33.18%. Significantly, the number of people who died in building fires decreased from 7 in 2002 to 4 this year. In addition to our handling our own emergencies, OCFA responded to a large number of calls for help from neighboring communities. Most significantly was our response to the 2003 wildland fire siege in October when 42 of our engines and hundreds of our members were deployed around Southern California – thankfully they all returned home safely.

We continued to put a considerable effort in to preparing our community and ourselves for the challenges associated with domestic terrorism. For many unfortunate but good reasons, the protective equipment and analytical tools now carried by our field resources has changed in ways never imagined just a few years ago. Additionally, our Urban Search and Rescue Task Force, one of 28 in the nation, was upgraded to "WMD status", requiring a substantial increase in the number of people assigned, amount of training provided, and the types of equipment assigned to the cache.

Of course progress continued on our new Regional Fire Operations and Training Center (RFOTC) in Irvine. When completed, RFOTC will replace several leased and aging building to become the home to all OCFA support and administrative operations including our 911-communication center and training academy.

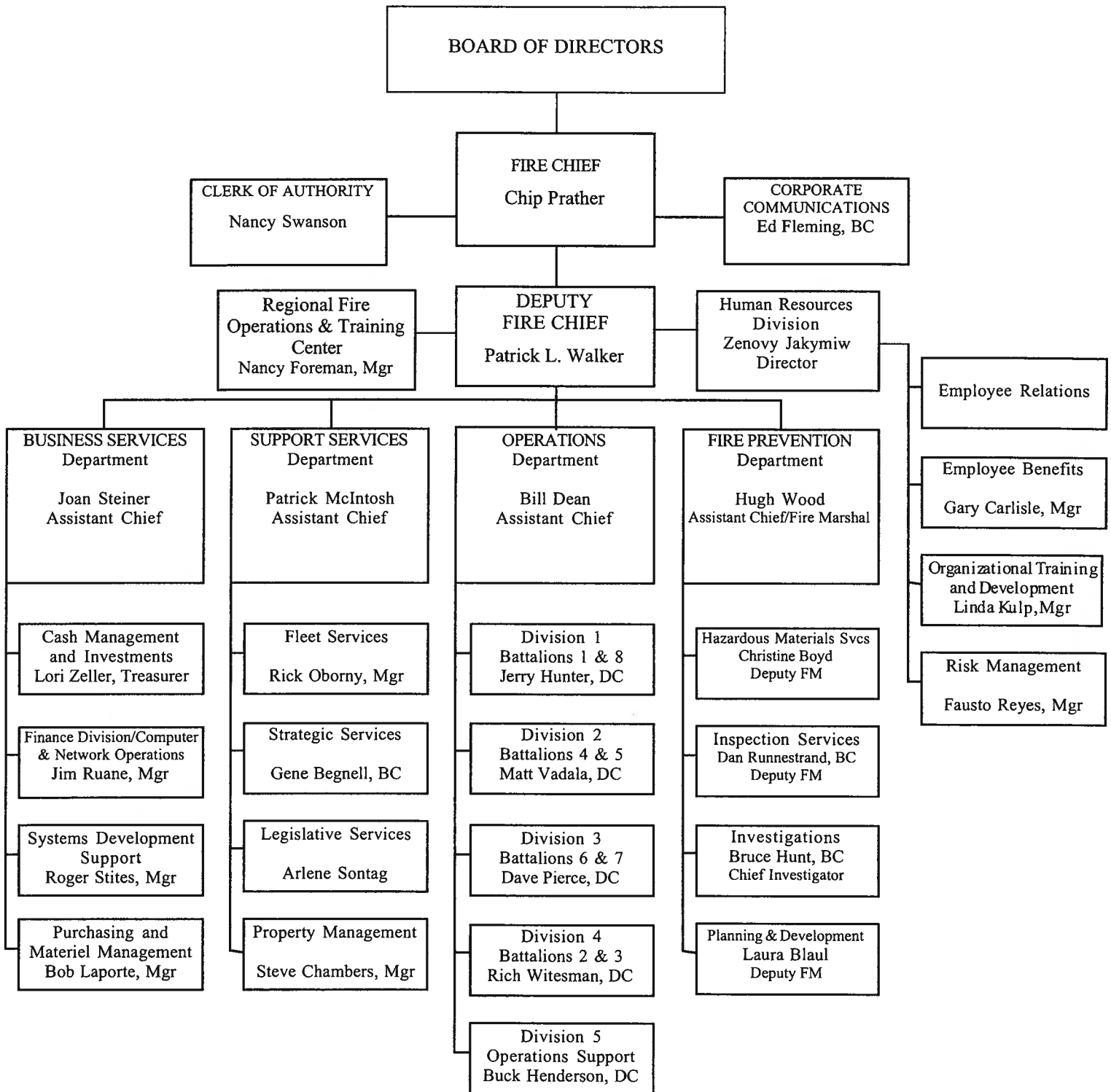
Managing our fiscal resources continued to be a major responsibility and challenge during the year as increases to our operating costs out paced the rate of growth in our revenues. Many of these increases, such as workers compensation and retirement costs, were driven by factors beyond our control. In response to this condition, we implemented portions of our Fiscal Health Contingency Plan to make certain that we paid for all ongoing expenses with ongoing revenues.

Lastly, the members of OCFA continued to make a positive difference in the lives of hundreds of people in our communities through their dedicated commitment to the Orange County Fire Way and our motto "you can count on us." In both traditional and non-traditional ways, our members did their level best to lend a hand to other people. Neighbor helping neighbor is a deeply held value of ours and it represents the essence of what OCFA is all about. We consider it a privilege to serve our community and we're proud of our traditions and excited about our dynamic future.



Chip Prather
Fire Chief

OCFA Organization Chart



STATISTICAL DATA COMPARISON

	FY 1999/00	FY 2000/01	FY 2001/02	FY 2002/03	FY 2003/04
Salaries & Benefits	106,890,012	112,517,986	118,465,155	131,992,837	149,148,446
Services & Supplies	14,340,627	16,179,100	17,281,875	17,596,044	18,951,652
Taxes & Assessment	4,000	8,000	8,000	394,480	793,857
Equipment	8,000	284,438	218,115	722,338	482,900
Operating Transfer Out	12,903,815	14,992,127	20,854,446	14,274,324	5,257,378
TOTAL GENERAL FUND	134,146,454	143,981,651	156,827,591	164,980,023	174,634,233
Facilities Maint & Imps	2,619,500	4,832,101	2,815,506	2,612,562	2,092,915
Capital Projects	2,349,045	288,759	3,887,658	3,280,000	8,241,750
Comm. & Info Systems	2,833,668	2,203,314	2,205,684	5,425,853	1,693,311
RFOTC	1,008,548	3,041,359	46,970,118	4,771,096	7,758,799
Vehicle Replacement	3,225,094	1,931,063	2,494,093	6,920,771	7,252,526
Self-Insurance					7,344,000
Debt Service			484,850	3,661,750	3,664,175
TOTAL BUDGET *	146,182,309	156,278,247	215,685,500	191,652,055	212,682,709
STAFFING LEVEL					
Firefighters	745	757	764	764	764
Fire Management	39	38	39	40	40
Professional Staff	251	257	261	274	274
TOTAL	1,035	1,052	1,064	1,078	1,078
Reserve Firefighters	560	391	343	355	357

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



STATISTICAL SUMMARY

	2000	2001	2002	2003
Population Served	1,226,465	1,256,428	1,274,684	1,289,771
Dwelling Units	439,906	449,275	457,246	459,926
Assessed Values *	112,006,756,370	122,801,720,245	129,688,965,168	139,892,965,052

INCIDENT SUMMARY

Fires	2,334	2,083	2,219	2,517
EMS	44,733	47,617	48,177	52,509
Ruptures	231	208	143	183
Hazmat	1,780	1,823	1,666	1,945
Service Call	4,582	5,069	4,787	5,179
Good Intent	9,435	10,849	10,806	12,360
False Alarms	5,561	5,376	5,613	4,373
Miscellaneous	142	102	115	507
TOTAL ALL INCIDENTS	68,798	73,127	73,526	79,573
9-1-1 Call Volume	109,798	118,711	124,777	122,414
Total Mutual Aid Received	5,225	5,097	4,734	4,636
Total Mutual Aid Provided	3,597	3,747	3,657	3,495
Total Property Loss	\$20,653,436	\$25,469,880	\$15,549,192	\$20,708,046
Total Fire Injuries	45	34	45	50
Total Fire Deaths	1	5	7	4

RESPONSE TIMES

	AVERAGE	# LESS THAN 5 MINUTES	% LESS THAN 5 MINUTES	TOTAL DISPATCHES
Fires	06:02	845	38 %	2,275
EMS	05:15	26,049	52%	50,889
Average – All Call Types	05:30	33,665	48%	75,711

* Assessed values only for Orange County Fire Authority areas served



TOTAL UNIT RESPONSES BY JURISDICTION
January 1 through December 31, 2003

Jurisdiction	Unit Responses	Jurisdiction	Unit Responses
Aliso Viejo	4,140	Placentia	4,401
Buena Park	8,412	RSM	3,792
Cypress	4,500	San Clemente	8,153
Dana Point	4,609	San Juan Capo	4,915
Irvine	19,307	Seal Beach	6,343
Laguna Hills	4,645	Stanton	3,480
Laguna Niguel	6,061	Tustin	8,376
Laguna Woods	6,880	Villa Park	569
Lake Forest	7,559	Westminster	13,422
La Palma	1,532	Yorba Linda	5,411
Los Alamitos	2,141	Unincorporated	15,151
Mission Viejo	10,606	TOTAL	154,405

TOTAL INCIDENTS BY MAJOR CATEGORY

	FIRES	EMS	OTHER	TOTAL
Aliso Viejo	51	1,221	617	1,889
Buena Park	200	3,619	1,615	5,434
Cypress	107	1,503	650	2,260
Dana Point	73	1,640	762	2,475
Irvine	360	5,677	3,721	9,758
Laguna Hills	69	1,594	748	2,411
Laguna Niguel	97	1,915	834	2,846
Laguna Woods	21	3,210	573	3,804
Lake Forest	107	2,672	1,192	3,971
La Palma	23	493	177	693
Los Alamitos	30	636	305	971
Mission Viejo	158	4,055	1,536	5,749
Placentia	71	1,669	766	2,506
Rancho Santa Margarita	54	1,244	542	1,840
San Clemente	94	2,184	1,186	3,464
San Juan Capistrano	69	1,545	698	2,312
Seal Beach	54	2,170	569	2,793
Stanton	86	1,684	754	2,524
Tustin	117	2,503	1153	3,773
Villa Park	11	164	119	294
Westminster	170	4,228	1,276	5,674
Yorba Linda	84	1,642	934	2,660
Unincorporated	174	3,611	2,192	5,977
Out of Jurisdiction	237	1,630	1,628	3,495
TOTAL	2,517	52,509	24,547	79,573

OCFA ACTIVITY BY UNIT

Air Utilities	# Responses
A23	48
A2	45
A30	33
Battalion Chiefs	# Responses
B4	443
B6	431
B8	421
B1	369
B5	358
B3	358
B2	249
B7	222
Engines	# Responses
PME 222	5,679
PME 22	5,674
PME 61	3,613
PME 24	3,355
PME 19	3,204
PME 29	3,173
E21	2,829
PME 46	2,759
PME 64	2,701
PME 60	2,529
PME 62	2,510
PME 34	2,454
E48	2,436
PME 66	2,375
PAU E63	2,258
E7	2,221
E26	2,179
PAU E36	2,015
E31	1,930
PAU E37	1,880
PME 51	1,815
PAU E28	1,779
E4	1,730
PAU E25	1,643
PAU E57	1,627
PAU E39	1,594
PME E58	1,540
PAU E9	1,475
PAU E13	1,472

Engines	# Responses
PAU E30	1,459
PAU E35	1,459
PAU E50	1,425
E45	1,418
E17	1,415
E38	1,412
PAU E10	1,286
PAU E2	1,263
PAU E6	1,256
E5	1,236
E32	1,173
PME 23	1,146
PAU E54	1,033
PAU E44	697
PAU E8	622
PAU E53	489
PAU E20	454
PAU E40	413
PAU E42	397
E226	286
E207	275
PAU E18	236
E3	159
E230	155
E11	138
E213	133
E210	126
PAU E15	109
E16	75
E232	68
E223	65
E244	48
E14	42
E220	42
E307	41
E240	38
E357	34
E330	28
E342	28
E250	26
E318	26
E326	26

E - Engine
 PAU - Paramedic Assessment Unit
 PME - Paramedic Engine

OCFA ACTIVITY BY UNIT

Engines	# Responses
E253	24
E332	24
E315	23
E208	22
E206	21
E205	17
Relief/Temporary	319
Crews	# Responses
52	69
252	65
352	13
Dozers	# Responses
52	58
252	56
352	8
Tender 252	7
Waters Tenders	# Responses
W7	65
W40	50
W52	46
W10	43
W16	41
John Wayne Airport	# Responses
Crash Unit 2	368
Crash Unit 1	115
Crash Unit 3	99
Crash Unit 33	48
Crash Unit 4	7
Foam Tender 36	2
Helicopters	# Responses
HC41	81
HC241	43
Helicopter Support	# Responses
HT41	10
HT241	6
HS41	4
Service Support	# Responses
Service 1	129
Haz Mat	# Responses
H4	43

Ambulances	# Responses
ET64	2,592
ET50	2,416
ET66	2,117
Paramedic Vans	# Responses
M21	3,898
M26	3,460
M4	3,018
M31	3,000
M5	2,676
M48	2,675
M17	2,518
M7	2,323
M38	1,700
M32	1,376
Patrols	# Responses
P7	167
P26	157
P21	137
P30	68
P10	57
P11	50
P32	42
P18	26
P40	17
P16	7
P14 & P23	3 Each
Trucks	# Responses
T22	1,619
T61	1,149
T46	1,138
T64	1,033
T59	991
T43	960
T9	905
T49	884
T34	841
T4	697
T45	653
T6	647
T17	589

Our People On The Move

The following individuals, through hard work and dedication, earned promotions during the year 2003.

FIRE BATTALION CHIEF

John Bond

Rick Robinson

FIRE CAPTAIN

*Rick Bartlett
Steve Edwards
Tony Manzo
David Orr
Michael Petro*

*Robert Coats
Paul Keim
Joseph Menton
Jeffrey Patten
Bret Russell*

*Steven Cook
Jesse Lopez
Kem Murray
Todd Perrin
Terrance Sanchez*

FIRE APPARATUS ENGINEER

*Eugene Case
David Hahn
Kurt Larsen
Jeffrey Pedersen
James Stark
Paul Walker*

*Doug Dodge
Jeffrey Hubert
Jerry Neuroth
Ronald Pluma
Chris Stevens
Joseph Zawacki*

*Dennis Gomez
Scott Krause
Doug Obermeier
Jeffrey Rouly
Greg Tolle*

PROFESSIONAL STAFF

*Antonio Aleman, Senior Fire Prevention Specialist
Darci Bodin, Senior Fire Prevention Specialist
Abel Castenada, Senior Fire Equipment Technician
David Paschke, Senior Fire Communications Supervisor
Megan Soman, Senior Fire Equipment Technician
Ryan Turner, Fire Communications Supervisor
Tiffany Woods, Management Assistant*

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 three categories — Career Firefighter of the Year, Reserve Firefighter of the Year, and Staff Employee of the Year.

2003 Firefighters of the Year

	Battalion One	Battalion Five
Career	<i>Emmet Cole</i>	<i>Kris Concepcion</i>
Reserve	<i>John Woods</i>	<i>David Skarman</i>
	Battalion Two	Battalion Six
Career	<i>Randy Adamson</i>	<i>Jerry Leaper</i>
Reserve	<i>Zachary Wells</i>	<i>Steve Ambellan</i>
	Battalion Three	Battalion Seven
Career	<i>Larry Black</i>	<i>Terry Scottt</i>
Reserve	<i>Marc Hanson</i>	<i>Jason Demond</i>
	Battalion Four	Battalion Eight
Career	<i>Rich McCollom</i>	<i>Mickey Hanson</i>
Reserve	<i>N/A</i>	<i>Jeremy Seib</i>

Staff Employee of the Year

Ruth Grubb, RN (EMS)



Firefighter of the Year
Kris Concepcion



Reserve Firefighter of the Year
Jason Demond

Business Services Department

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

The roles and accomplishments of each Business Services Section

The **Finance Division** is responsible for providing financial accounting, reporting, planning, and budgeting services and developing procedures and policies to protect and safeguard the financial and material assets of the OCFA. Responsibilities include accounts receivable, cost (grant) accounting, accounts payable, and payroll, fixed and controlled assets accounting, and general ledger.



Major Accomplishments

- Received the highest awards for excellence in financial reporting from the Government Finance Officers Association and the California Society of Municipal Finance Officers for the 2002-03 Comprehensive Annual Financial Report
- Successfully upgraded the automated financial system (Banner) from version 3 to 5.3
- Conducted a request for proposals for professional services and the Executive Committee selected three CPA firms to provide auditing, accounting, and consulting services
- Completed a physical inventory of all OCFA fixed and controlled assets

Material 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.

Major Accomplishments

- Produced a Service Center catalog
- Processed 5,890 material requisitions, 4,702 service requests, 3,925 doorstep/supply orders, 54,470 line items, and distributed 427,103 items from stock
- Responded to 123 incidents with Service Support I and II, providing air support and rehab services
- Upgraded 19 squads and patrols, 6 engines and a total of 49 rotated vehicles

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

Major Accomplishments

- Processed 7,588 requisitions and 1,244 change orders
- Developed and initiated 242 written bids
- Provided support on numerous purchases for the construction and operations of the RFOTC

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

Major Accomplishments

- Improved customer service by providing: Expanded Internet access to all employees, real-time status on inspection and billable services; on-line training through the intranet; on-line Automotive maintenance status; and provided Voicemail access to developers/public for plans status
- Increased efficiencies throughout OCFA by the use of technology: continued implementation of mobile data computers on 911 vehicles; and computer and software upgrades
- Continued support for the technical coordination of the RFOTC project in design, analysis of vendor response to systems specifications, implementation; and relocation planning
- Received and processed over 3,000 customer calls

Treasury & Financial Planning is responsible for providing a variety of Treasury and Financial Planning services 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 \$128 million in compliance with the Authority's Investment Policy
- Coordinated issuance of the 2003 Tax and Revenue Anticipation Notes and ensured compliance with program requirements
- Implemented a new Master Lease Agreement to fund vehicle and equipment needs and to refinance the prior two Master Lease Agreements at a significantly lower interest rate
- Developed the 2003-2005 budget for Board adoption in June 2003, which included cost reductions that were required to balance the budget.
- Coordinated the sale of OCFA's headquarters properties in the City of Orange in anticipation of the upcoming move to the RFOTC

Community Relations and Education Services

The Orange County Fire Authority provided a variety of community based education programs in 2003. We delivered high quality fire safety education programs and all-risk preparedness programs in the areas of fire safety, earthquake and disaster preparedness, childhood injury prevention, drowning prevention, senior safety, wildfire defense preparation, and school programs.

In 2003, members of the OCFA conducted a total of 1,658 community education programs. Following is a list of the major classes and programs coordinated by the Community Relations and Education Services Section:

- **Drowning Prevention (City-Wide Campaigns):** OCFA collaborated with the Cities of Aliso Viejo, Buena Park, Dana Point, Irvine, Lake Forest, Laguna Niguel and San Clemente for the annual drowning prevention campaign. Joining in the campaign were the City of Orange Fire Department and the Newport Beach Lifeguards.
- **Spark of Love Toy Drive:** The OCFA Community Relations and Education personnel coordinated the Spark of Love Toy Drive that collected 280,000 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 staffed the Orange County Fire Chiefs' Association booth at the Orange County Fair.
- **Life and Fire Safety (LAFS):** The OCFA participated in 20 Life and Fire Safety (LAFS) classes in 2003. 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.
- **Additional Classes Taught in 2003:**
 - 132 Junior Firefighter Programs for 11,688 fifth grade students.
 - 29 CPR classes for 380 residents (OCFA Instructors).
 - 28 community CPR classes (Red Cross Instructors).
 - Disaster Preparedness classes to 106 OCFA staff members (Red Cross Assist)
 - 21 drowning prevention classes for 1,555 residents.

Fire Prevention Department

The OCFA Fire Prevention Department contributes to community prosperity and safety through the systematic mitigation of community risk. This mission is accomplished by: identifying and analyzing community risk; educating and informing; developing, implementing, and enforcing regulations. The goal is to implement an integrated effort in and outside of the Fire Prevention Department. The department is comprised of four sections: Investigation Services, Inspection Services, Hazardous Materials Service and Planning and Development.

The roles and accomplishments of each Fire Prevention Section

INVESTIGATION SERVICES 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 are handled through diversion programs. Cost recovery is pursued on all applicable incidents. Non-criminal fires are reviewed for identifying potential fire prevention efforts.

Major Accomplishments

- Worked with the Orange County Sheriff Department to upgrade California Law Enforcement Telecommunication System (CLETS)
- Implemented the use of digital photography for origin and cause of investigations
- Formalized a working plan to ensure that the County of Orange Public Facilities and Resources department complies with state fire safety regulations when operating in wildland areas. This plan was also shared with all OCFA partner jurisdictions.
- Transferred six years of paper criminal records to digital media for efficient retrieval and storage.

Arrested, Petition, and Diverted	
Adult (Arrest)	10
Juvenile (Petition or Diverted)	38
Cases Handled by Staff	788
Arson Fires (CPC 451) Offences	342
Non-Arson Criminal Fires (Reckless, Careless, Negligent) Offences	233
Cases closed by Arrest or Exception (such as in the interest of justice or diverted)	35
Juvenile (Petition or Diverted by other Law Enforcement Agencies)	10
Cost Recovery	
Cost Recovery cases	34
Cost Recovery dollars billed	\$26,814

INSPECTION SERVICES conducts fire safety inspections, and enforces applicable fire codes and ordinances. Additionally, this section provides quality assurance coordination and data entry of the annual fire safety inspections.

Major Accomplishments

- Approved and inspected 50 firework stands and provided inspector standby for 22 aerial fireworks displays for July 4th festivities. Expanded research statistical reporting for the 4th of July After Action Report.
- Worked with Operations personnel to design and deliver an effective education and inspection program at all nightclubs (and similar establishments) within our jurisdiction.

Annuals Inspections by Inspection Services Staff	1,835
July 4 th Fireworks Stands inspected	50
July 4 th Public Displays	22
Special Activity permits issued	634
Fire Hazard Complaints resolved	168
Permits issued by Inspection Services Staff	11,356
Wildland Inspections	8,340
Total Revenue Collected	\$1,119,890



- Organized the Wildland Task Force to identify and address safety issues in the OCFA wildland interface areas, implemented a mapping program and introduced a continuing education program to our communities in these areas.
- Implemented improvements in our inspection services program, based on strategic plan research. Improvements included: new permit writing; improved data tracking and the reporting

capabilities of our computer system; implemented a low hazard inspection frequency revision; and established a high rise inspection team which improved the quality of our high rise inspections and enabled us to meet our annual requirements in a timely manner.

Planning & Development oversees the design, engineering and construction of communities and structures to assure that they are built to state and local safety standards. This section reviews and approves all plans for new construction and tenant improvements. Staff also performs field inspections throughout the construction process.

Major Accomplishments

- A new fee schedule, that recovers costs, eliminates the \$2.5 million general fund subsidy, and improves service levels, was fully implemented. The plan review and inspection turn around times have met goals, on average, nearing 100% of the time since January 2003.
- Staff worked with each partner jurisdiction to adopt and implement the 2001 California Fire and Building Codes adopted in November 2002.
- The Board of Directors approved the formation of an industry advisory committee, which met four times during the year. This committee provides a venue that allows for open communication between fire authority staff and development community representatives.
- A comprehensive quality control program for plan review and inspection services was developed and implemented. Customer satisfaction surveys are also provided to all customers of our plan review, inspection, and front counter services.

Plans reviewed	11,747
% of Plans Reviewed within Target Goal Time Frame	99%
Construction Inspections Completed	17,708
%of Inspections Performed within 48 hours of Request	96%
Plans Reviewed at Public Counter	1,225
Customers Served at Public Counters	9,775
Total Revenue Collected	\$3,637,838

HAZARDOUS MATERIALS SERVICES gathers and maintains inventories of chemicals stored, handled, and used within the OCFA jurisdiction, which is accessible to all emergency response agencies and to the public under the “Community Right-To-Know” program. The staff conduct annual inspections, respond to fire hazard complaints, and research fire incidents involving hazardous chemicals.

Major Accomplishments

- Initiated “Operation Disclosure”, in two cities, to insure that the chemical inventories of all facilities are provided to OCFA and made available to first responders.
- Installed aboveground fuel storage tanks at fire stations 54 and 57, and completed contamination clean up at two stations where fuel tanks had been removed,
- Received approval for three Federal grants for the Fire F.R.I.E.N.D.S. Program, for a total of \$564,068.

Regulated Facilities	4,270
Collection Rate	97%
Annual Inspections by HMSS Staff	412
Permits Issued	1,022
RMP Triennial Audits	28
Enforcement Fines Collected	\$32,280
UST Mitigation Reimbursement	\$405,569
Total Revenue (including RMP program)	\$1,149,418

Human Resources Division

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, which are 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 15 recruitments were conducted in 2003. The section conducted an extensive Entry Level Firefighter Recruitment, with positive results. The recruitment was the largest recruitment the OCFA has conducted in many years, with over 6,000 applications from across the nation.
- Classification information for all non-safety positions was transitioned into an electronic format to make it accessible over the OCFA Intranet.
- The Personnel and Salary Resolution has been redrafted, providing consistency with the negotiated Memorandums of Understanding.
- Memorandums of Understanding and procedural guides were transferred into electronic media and made readily accessible to employees through the OCFA Intranet.

The **Organizational Training & Development Section** is responsible for organizing training and developing programs/activities for supervisors, managers, and general staff. Through the assessment of organizational needs, training is provided in the form of long-term comprehensive training programs, one-day seminar events or referrals to outside training providers in the case of specialized training needs.

Major Accomplishments

- Electronic on-line training programs were developed for supervisors and other employees on various topics, including Sexual Harassment/Discrimination and Employee Performance Management Systems.
- The Project Excellence Program, which focuses on the development of supervisory skills, was completed by 22 employees.

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, coordinates and assists employees with the Leave of Absence and Retirement process.

Major Accomplishments

- The transfer of inactive division paper file records to electronic media was completed, dramatically increasing historical data search capabilities of the division.
- Quarterly Retirement Training Seminars for suppression personnel, covering the retirement process, were conducted.
- An employee orientation programs for newly appointed OCFA employees was conducted.
- An identification/security card program was developed which allows for identification cards to serve a dual role of an employee ID Card and an electronic key, providing access to assigned work areas.

The **Risk Management Section** administers the workers' compensation program, general liability, and occupational safety and health programs. This section is responsible for administering the OCFA Injury and Illness Prevention Plan, involving the Hazard Communication Program, Respiratory Protection Plan and Hearing Conservation program. This section also secures insurance coverage for all of OCFA's insurance needs.

Major Accomplishments

- The OCFA Intranet was expanded to serve as a resource for news, information, and instruction in risk management, workers' compensation, occupational safety & health, and wellness & fitness.
- The Section has embarked on the implementation of the Wellness and Fitness Program (WEFIT) that focuses on heightening the physical proficiency and well being of OCFA members. The program involves a partnership between the Orange County Professional Firefighters Association (Local 3631), and the OCFA. The program was given final approval by the OCFA Board of Directors on September 25, 2003, and with assistance from a FEMA grant award of \$476,600, program timelines were accelerated with medical exams and fitness testing scheduled to begin in early 2004.

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 11 Fire Explorer Posts throughout the County, is also assigned to Division I.

Major Accomplishments

- Hosted the 5th Annual Explorer Academy for 50 Fire Explorers
- Conducted a multi-agency Weapons of Mass Destruction and Terrorism exercise at Knott's Berry Farm
- Conducted a full scale emergency preparedness exercise involving multiple fire departments and city agencies at the Seal Beach Pier
- Coordinated the Fire Captain promotional examination process for 127 candidates



Orange County Fire Explorer Academy

Division II is comprised of two Battalions. Battalion 4 serves the cities of Aliso Viejo, Laguna Hills, Laguna Niguel, Laguna Woods, and Lake Forest. Battalion 5 serves the city of Irvine, the unincorporated communities of Emerald Bay, Santa Ana Heights, and John Wayne Airport. The OCFA also provides Aircraft Rescue Firefighting (ARFF) services at John Wayne Airport. Administration and training of OCFA Hazardous Material Response Team (HMRT) is also assigned to Division II.



Major Accomplishments

- Introduced the *Heroes Wear Helmets* program in conjunction with Irvine PD
- Provided emergency preparedness training to community volunteers that make up *Community Emergency Response Teams (CERT)*
- Participated in *Every Fifteen Minutes* drunk driving awareness program for area high schools

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

- USAR Program obtained a Department of Homeland Security/FEMA grant for \$1.1 million dollars, to purchase additional equipment and provide additional specialized training for the USAR Task Force
- Opened and dedicated new Fire Station 58 in the community of Ladera Ranch
- Completed a two day mobilization drill for Urban Search and Rescue Team
- Provided emergency preparedness training to community volunteers that make up the *Community Emergency Response Teams (CERT)*



USAR Cache Transported by Aircraft

Division IV is comprised of two Battalions. Battalion 2 serves the cities of Yorba Linda and Placentia. Battalion 3 serves the cities of Tustin, Villa Park, and the unincorporated communities of Orange Park Acres and Silverado Canyon.

Major Accomplishments

- Provided emergency preparedness training to community volunteers that make up the *Community Emergency Response Teams (CERT)*
- Completed the Silverado Fire Plan, a detailed guide for fire and law enforcement in the event of a major wildland fire
- Conducted *Open Airways for Schools*, an American Lung Association asthma education program for school aged children
- Participated in the *Every Fifteen Minutes* drunk driving awareness program for area high schools



CERT Program in Placentia

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

The Emergency Command Center is responsible for receipt and dispatch of emergency calls. The dispatcher answering the initial call determines the type of call, jurisdiction, closest unit, and then dispatches units via Computer Aided Dispatch (CAD). The Communication Services unit of this section supports the communications needs of our department through purchase, installation and maintenance of telephones, pagers, radios, data terminals and station alarm systems.



Logistics/Comm Trailer

Major Accomplishments

- Completion of the Logistics/Communications Trailer for field deployment at major incidents
- Conducted a Fire Communications Dispatcher Academy
- Continued to provide technical input, assistance and support for the Communications Building at the new RFOTC
- Continued installation of new Mobile Data Computers in all emergency response vehicles

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, and the Service Center.



New Reserve FF Squad

Major Accomplishments

- Completed major restructure of the Reserve Firefighter Program
- Developed specifications for, equipped, and placed into service at each of our Reserve Firefighter Stations, a total of 21 new vehicles that included seven squads, twelve patrols, one water tender and a helicopter fuel tender
- Selected and trained 131 new Reserve Firefighters

Emergency Medical Services (EMS) Section manages all aspects of OCFA Emergency Medical Services. This includes the tracking of records, certification and licensure of all Emergency Medical Technicians (EMT) and Paramedics employed by the OCFA. The EMS Section provides continuous quality improvement, administrative and liaison services, evaluation of equipment, supplies and procedures related to the OCFA EMS program.



12 Lead EKG Monitor

Major Accomplishments

- Purchased 70 of the latest, state of the art, 12 lead EKG Monitors and provided training to all Paramedics on their use
- Analyzed and recommended establishment of new ambulance Advance Life Support Rates that potentially will yield an additional 1.7 million dollars in revenue
- Provided Small Pox training and developed a 72 hour emergency implementation plan, in the event of WMD/Terrorism activity

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 the community can take to prevent property and life loss in the wildland/urban interface.

Major Accomplishments

- Assisted in the facilitation of \$10 million worth of WMD/Terrorism grant funding for the Orange County Operational Area. This funding provided Personal Protective Equipment for all Law, Fire, and Health first responders in Orange County.
- Utilizing Office of Domestic Preparedness (ODP) grant funding, placed MCU 20 (Mass Casualty Unit) in service. MCU 20 provides a large cache of EMS supplies and decontamination equipment for use at large-scale medical incidents or disasters.
- Facilitated a preliminary WMD/Terrorism strategic plan for the Orange County Operational Area (Law/Fire/Health) which focuses on the areas of training, equipment, planning, and exercises for emergency responders in Orange County
- Actively participated in the Inter-Canyon League Fire Safe Council (Silverado and Modjeska) and completed Operation Canyon Cleansweep 2003, which netted approximately 100 tons of cut vegetation, which was removed in the canyons of Silverado and Modjeska

Special Operations Section is responsible for coordination of the OCFA Helicopter Program and the Crews and Equipment Section. The OCFA currently maintains firefighting helicopters used for emergencies throughout the year for wildland fires, swift water rescues, medical rescue support, and disaster mitigation. The Crews and Equipment Section is responsible for the firefighting handcrews and firefighting bulldozers. This section also provides fire road maintenance and various construction and maintenance projects.

Major Accomplishments

- Developed a comprehensive Helicopter Training Program that reduced training costs by eliminating the need to send each pilot to a five day training program in Sacramento
- Developed specifications and assisted in purchasing a fuel tender for helicopter refueling
- Completed move of the Crews and Equipment Section to a new temporary Fire Station 52 located at the Great Park in Irvine



Helicopter Operations

Operations Training and Safety Section is responsible for all Operations training activities. This includes research, development, and implementation of a variety of training courses, including basic and advanced firefighter techniques, administrative and supervisory training. The Training Section coordinates and administers recruit and promotional training academies including Reserve Firefighters, Firefighters, Lateral Paramedics, Engineers, and Fire Officer academies. This section maintains a strong working relationship with Santa Ana College and the California Joint Apprentice Commission (JAC). This section also serves in a lead capacity on issues of employee and incident safety, with training officers doubling as incident safety officers.

Major Accomplishments

- Conducted recruit academies for fifty-six new OCFA Firefighters
- Conducted training academies for newly promoted Fire Captains and Engineers
- Created and implemented a Reserve Firefighter Training Program
- Provided specialized Weapons of Mass Destruction / Terrorism Training for all Operations Department personnel
- Coordinated Operations Safety Officer Response Program



Support Services Department

The Support Services Department provides a variety of essential support to the OCFA by providing a backbone in construction, maintenance and planning for the critical tasks of ongoing emergency services. The preservation of aging apparatus and facilities, as well as the preparation and innovations of new rules of operation and technology for future equipment and stations, keeps this Department focused on daily duties as well as planning for future community needs. Each section has separate and distinct responsibilities that coordinate together into a supportive team:

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 service and tire repair.



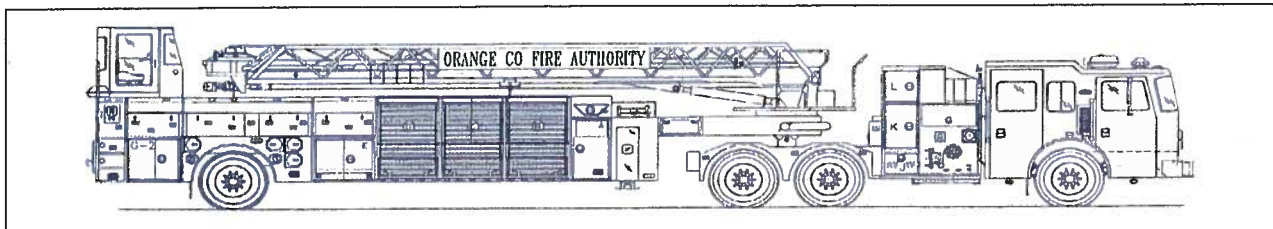
New Type I Engine



Fleet Maintenance Program

Major Accomplishments

- Developed specifications and RFP's for thirteen different vehicle types resulting in a total of forty-two vehicles purchased
- Stripped, prepped, and auctioned twenty-three surplus vehicles, with average age of 17 years and 108,000 miles.
- Completed 2,915 work orders on the fleet's vehicles and apparatus
- Conducted 631 preventative maintenance/safety inspections
- Completed final draft copies of a heavy fire apparatus notebook and a light vehicle notebook



New Quint Truck Currently Being Manufactured

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 \$500,000 federal appropriation for the Fire FRIENDS Program, a juvenile diversion program
- 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
- Extended the deadline whereby OCFA can apply for priority payments from the State Underground Storage Tank Fund for costs associated with underground storage tank removal
- Secured two positions for fire/EMS personnel on a statewide board created by SB 911, a bill dealing with local emergency telephone systems

The **Property Management Section** builds, manages, and maintains all of the real property and durable infrastructure of the OCFA. Property Management is divided into three key functions: Construction Management, Facilities Maintenance Management, Projects and Analysis. Responsibilities include maintenance management of the Regional Fire Operations Training Center and sixty fire stations throughout Orange County. This Section also conducts essential facility inspection, facility renovation, repair, and space management.

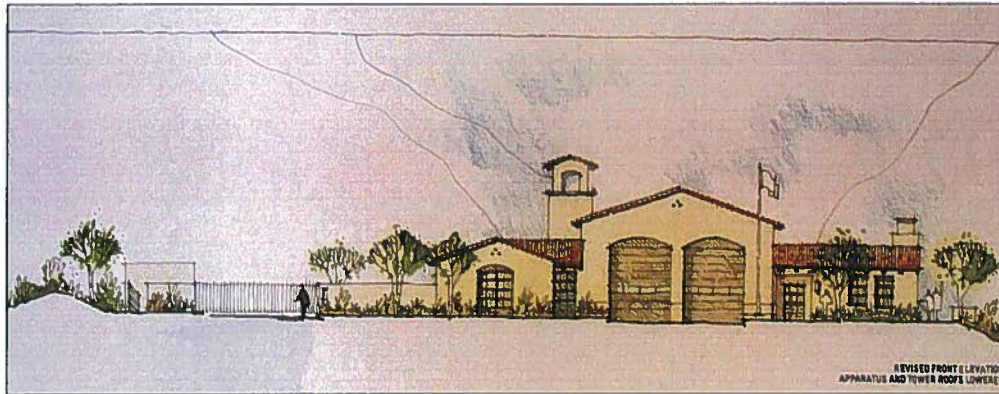
Major Accomplishments

Construction Management:

- Completed the OCFA Fire Station Design Guide and provided planning and design review for Fire Stations 15, 19, 29, 38, 47, 55, and 59
- Constructed Fire Station 58-Ladera Ranch
- Upgraded the OCFA Intranet based Automated Facility Repair Request (AFRR) System to include customer feedback and vendor performance data, warranty repair reporting, and tracking for the RFOTC
- Completed 1641 station repairs using the AFRR system and accomplished 244 alterations and improvements projects to OCFA fire stations
- Implemented a formal Preventive Facility Maintenance program focused on major building systems including structure, roofs, mechanical, electrical and plumbing, as well as a facility mechanical system inspection and certification program for all sixty OCFA fire stations
- Planned and coordinated the relocation of Headquarters to the RFOTC.



Fire Station 58 – Ladera Ranch



Rendering of Future Fire Station

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 in order to determine appropriate service levels and benchmarks. This section also coordinates the OCFA Strategic Plan, responds to requests for parcel, station locations, ISO ratings and demographic information, and prepares proposals for Fire Service, accreditation and special reports as required.

Major Accomplishments

- Completed and certified California Environmental Quality Act (CEQA) documents for Fire Stations 15, 29, 38, and 55 and completed CEQA reviews for various city general plans, public, and private projects
- Participated in Great Park plan CEQA review, LAFCO annexation meetings and tax rate discussions. Updated records and information on County island annexation issues including Santa Ana Heights
- Modeled/Analyzed East Orange, El Toro MCAS/Great Park plan, San Clemente fire station locations using advanced deployment software. Provided input on advanced planning on the Ranch Plan by Rancho Mission Viejo, including Fire Service needs, funding, and circulation issues
- Coordinated Implementation of Master Agreement with Irvine Company including the analysis and identification of sites for Fire Stations 20, 27, 47, 55, and 38; coordinated development of the Fire Station 38 lease and cost share agreement
- Drafted the JFTB-Los Alamitos Fire Service Proposal, assisted with data for the La Habra City Fire Service Proposal, and developed the Brea Fire Service Agreement, and Tonner Hills annexation documents

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 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, 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 a 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 FRIENDS (Firesetter Regional Intervention Education Network and Delivery System) program. In a joint effort led by the Children's Hospital of Orange County (CHOC), Fire FRIENDS 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 Program on May 10, 1997. This program is administered under the direction and support of Community Volunteer Services. The Chaplains have become a valuable part of our OCFA family. Each Chaplain serves in an assigned Battalion. With Chaplain Warren Johnson providing overall coordination for the group. OCFA's Chaplains have donated over 64,000 hours of community volunteer service by providing support and visiting our members out on the emergency front lines, at the work place, at promotional ceremonies and by performing weddings or funeral services for our members.



OCFA Chaplains

California Fire Siege

The October Fire Siege of 2003, tested the modern fire service like no other time, and resulted in the most devastating fire season ever for Southern California. At the peak of the fire siege, over 14,000 firefighters battled 14 major fires in San Bernardino, Riverside, San Diego, Los Angeles and Ventura counties. By the time the 14 major fires were extinguished, 24 lives were lost (including one firefighter), 246 people were injured, 3,710 homes were destroyed and 750,043 acres were charred.



Although none of these major fires occurred in Orange County, fire agencies from throughout the County joined in the battle. Over a 12-day period, the Orange County Fire Authority committed a significant amount of personnel and equipment to these major fires, while continuing to provide a high level of protection for our local area. At the height of the fire siege, OCFA committed 8 Strike Teams (42 engine companies), 136 firefighters and 46 overhead command personnel.

While the fire siege raged in neighboring counties, dry and windy conditions were also present locally, and fire danger was extreme. Climatic conditions were prime for a large scale vegetation fire in Orange County, that would further tax precious firefighting resources. Proactively, the OCFA took aggressive actions to augment local response capabilities, by doing the following:

- All available fire apparatus was staffed, including relief apparatus
- Additional units were added to the standard response to all vegetation fires, including a pre-staged Strike Team of 5 wildland engines.
- Patrols, Water Tenders and Squads were staffed by Reserve Firefighters, and used to assist with local area coverage.
- Red Flag patrols were conducted by volunteer organizations such as the Greater Laguna Firesafe Council and the Orange County R.A.C.E.S.
- Wildland interface and canyon areas were monitored by OCFA Patrol Units as part of the Arson Firewatch Taskforce, a partnership between OCFA and the Orange County Sheriff's Department.

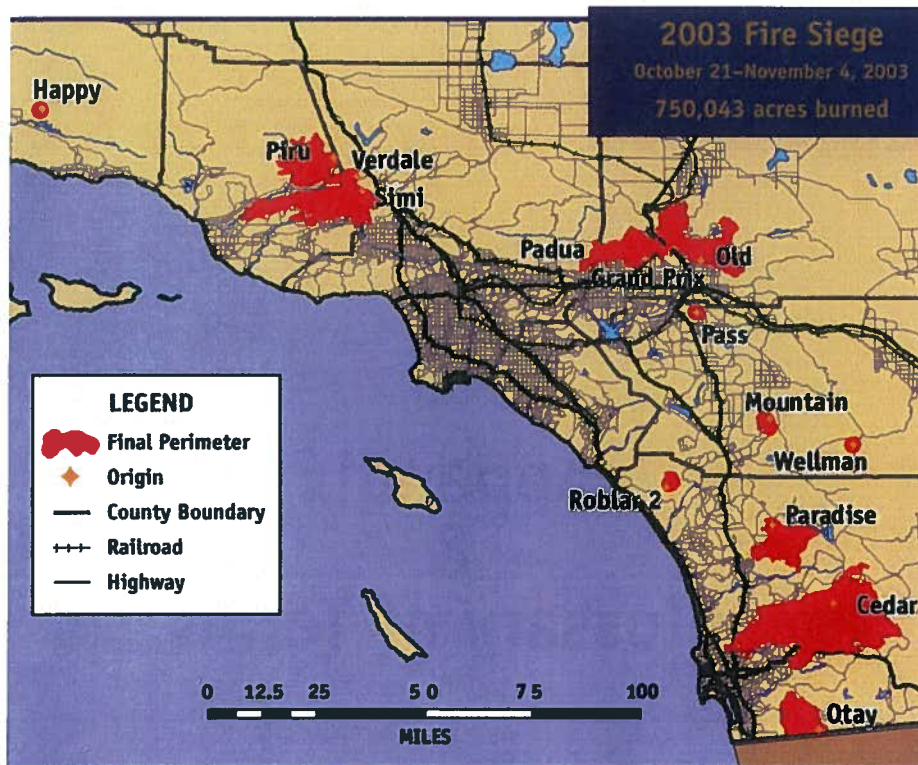
OCFA's Department Operations Center (DOC) was activated to coordinate activities and planning. From the DOC, the OCFA served as the Fire and Rescue Mutual Aid Coordinator for the California Office of Emergency Services (OES), for Orange County. The DOC also coordinated OCFA out-of-county resources and served as the contact point from which all OES requests involving Orange County local government fire resources were coordinated.

Through the DOC, the OCFA Board of Directors as well as other Orange County fire agencies were provided with updated information advising of the progress of the fires and of Orange County fire agency's involvement.

The OCFA benefited from the advance planning and staging of resources beginning at 0800 on October 26, when a vegetation fire was reported in San Clemente. Initial arriving units found a grass fire approximately a half-acre in size growing rapidly, with a potential to burn into residences. A rapid, aggressive assault by OCFA ground forces and a water dropping helicopter extinguished the fire before it reached homes. Within the next few days, two additional vegetation fires with similar scenarios were ignited and quickly contained in the San Clemente area.

Upon release and return, all OCFA Strike Teams were routed to a Demob Center that had been established at OCFA Station #52, where personal and administrative needs were cared for. Personnel were provided transportation, refreshments and documentation (necessary for cost reimbursement) was collected. All fire apparatus, communications and other equipment were checked and serviced before placing units back into front line service at fire stations.

In November, in the aftermath of the fire siege, a Governor's Blue Ribbon Commission, chaired by retired State Senator William Campbell was formed to examine issues related to these tragic fires, and present recommendations to policy makers that will promote a fire safe environment in the wildland urban interface areas of California. Fire Chief Chip Prather was appointed as the California Emergency Council Representative to the Blue Ribbon Commission.



OCFA Participation in Community Events

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

Aliso Viejo	“A Day in the Park” at Iglesia Park “Images of Courage” at Soka University
Buena Park	Carnivals at Buena Terra, Dickerson, Holder and Dysinger Schools Child Safety Fair Senior Center Aloha Fest Silverado Days and Parade
Cypress	Carnivals at Landell and Arnold Elementary Schools City Hall Tree Lighting Senior Center Health & Safety Fair Octoberfest
Coto de Caza	4 th of July Parade Father’s Day Brunch
Dana Point	Festival of the Whales Street Fair Plaza Christmas tree and Santa visit Tall Ships Festival
Irvine	Alzheimer’s Walk Gravity Car (Soapbox) Race Irvine Harvest Festival Juvenile Diabetes Walk Mariner’s Church Harvest Festival Pediatric Cancer Research Foundation
La Palma	La Palma Fiesta Days and Parade Safety Day at La Palma Park
Ladera Ranch	Chaparral School Safety Day SAFE KIDS Event at Ladera Ranch Health Center Safety Super Stars
Laguna Niguel	CUSD School Readiness Fair SAFE KIDS Event at Ladera Ranch Health Center Laguna Niguel Holiday Parade Lifestyle Expo at Plaza de la Paz San Joaquin Hills HOA 4 th of July Parade Community Tree Lighting Ceremony and Arrival of Santa

Lake Forest	<ul style="list-style-type: none"> Bunny Blast Business Expo and Rodeo Movies in the Park Olivewood School Jog-A-Thon Snow Fest Sunday Concerts in the Park
Laguna Hills	<ul style="list-style-type: none"> Kids Day America Kids Safe at Saddleback Memorial Medical Center Saddleback Memorial Half Marathon and 5K
Laguna Woods	<ul style="list-style-type: none"> Earthquake Fair Exercise Challenge Health and Safety Fair
Las Flores	<ul style="list-style-type: none"> Annual Christmas Toy Drive at the Park Santa Margarita Water District Water Awareness Day
Los Alamitos	<ul style="list-style-type: none"> 5K/10K Race on the Base & Disaster Preparedness Expo Carnivals at St. Hedwig and Weaver Elementary Schools Chamber of Commerce Summer Fest Christmas Sing-A-Long
Mission Viejo	<ul style="list-style-type: none"> 4th of July Street Fair Community Tree Lighting and Arrival of Santa Fun With Chalk Street Festival Lake Mission Viejo Summer Safety Fair Orange County Sheriff's Walk Against Drugs
Placentia	<ul style="list-style-type: none"> 4th of July Fireworks Events/Shows Canning Hunger Fundraising Event Chamber of Commerce Annual Fire and Police Recognition Heritage Days/Parade and Festival MADD-Drunk Driving Prevention Programs
Rancho Santa Margarita	<ul style="list-style-type: none"> Baldosa Community Christmas Parade Family Honda Safety Day Master Community Association Fall Festival Master Community Association Easter Egg Hunt New Year's Eve Celebration Physician's Resource 9/11 Pancake Breakfast Plaza Antonio Sport and Safety Day

San Clemente	Character Counts! Annual Jamboree Kids Care Fair at San Clemente Hospital National Day of Prayer Orange County Sheriff's Crime Prevention Outreach Public Safety Recognition Day San Clemente Family Fair San Clemente High School Homecoming Parade Street Fiesta
San Juan Capistrano	Barwick Nissan Safety Fair CUSD All District Education Fair Family Support Center Kid Care Fair Feria del Sol Health and Safety Fair Kinoshita Elementary Annual Safety Fair San Juan Earth Day Swallows Day Parade
Seal Beach	Fire Safety for the College Park Homeowners Picnic Seal Beach Car Show Seal Beach Sand Castle Contest
Stanton	Safety Fair at Sam's Club Santa's Siren Summerfest
Trabuco Canyon	4 th of July Parade Women's Club Annual Halloween Costume Contest
Tustin	4 th of July Fireworks Events/Shows Dinosaur Dash-Tustin Public Schools Foundation Open House/Make A Wish Pancake Breakfast Salvation Army Halloween Party Senior Health Fair-Tustin Area Senior Center Tustin Chili Cookoff and Street Fair Tustin Rotary Police and Fire Recognition Program Tustin Tiller Days
Villa Park	Boat Parade Family Picnic/Villa Park Days Little League Parade Pancake Breakfast at Station 23 Santa Claus Holiday Parade
Wagon Wheel	Easter Egg Hunt

Westminster Harvest Festival
Safety Days
Tet Festival and Parade

Yorba Linda Chamber of Commerce Police & Firefighter Recognition Breakfast
Cub Scouts Pinewood Derby
Fiesta Days Parade
Harvest Festival
Health and Safety Fair

OCFA also participates in a variety of programs conducted at locations throughout the County, such as...

American Cancer Society Daffodil Days
Career Days at high schools
CHOC Walks
Every 15 Minutes Program at high schools
Fire Station Open Houses
Health and Safety Fairs
High School Job Shadow Programs
Kinder Caminata at Colleges
Lupus Foundation Run
Make-a-Wish Foundation
Muscular Dystrophy Association fundraisers
Raise Foundation
Read Across America
Red Ribbon Week
Susan Komen Foundation—Race for the Cure



Captain Jack McFadden – Principal for A Day

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 31,340 forms were mailed to fire victims and recipients of emergency medical assistance. 9,778 forms, or 31.2% 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. | 97.31% |
| 2. The 911 operator was courteous. | 96.51% |
| 3. The fire department responded promptly. | 97.46% |
| 4. Fire department personnel were courteous and helpful. | 97.86% |
| 5. Fire department personnel took time to explain their actions. | 95.58% |
| 6. Fire department personnel were professional in appearance. | 97.86% |
| 7. Overall I was satisfied with the fire department service. | 97.68% |





You can count on us