

In 2023, we responded to approximately 178,370 calls for service, which is 3,000 more than 2022, 16,000 more than

2021, and almost 30,000 more than 2020 — a 20% increase in call volume in just three years. Like smoke crawling down the walls of a structure fire, this uptick in output quickly permeates our entire agency from top to bottom, beginning with our dispatchers and firefighters and eventually impacting all personnel in every section — from Human Resources and Fleet Services to Procurement and Public Information.

In other words, as our firefighters work to extinguish more literal fires (and respond to the increase in EMS calls, multihazard incidents, etc.), our professional staff works to put out the corresponding surge in metaphorical ones. It is a collaborative balance of life-on-the-line courage and up-all-night service from our firefighters coupled with second-to-

none professionalism and cutting-edge innovation from our non-safety personnel. When you look at the increase in calls over the past three years alone, the result of this interlinked work is as quantifiable as it is incredible: Fifty thousand more people were saved and served at the highest level on the worst day of their lives. That, in and of itself, is reason to thank you, but where some may rest on and seek out gratitude for such laurels, all of

you — our OCFA firefighters and professional staff — consistently aim to meet and eclipse them.

enter my seventh year as your fire chief, I'm running out of adjectives to articulate your excellence.

transport warming mattresses.

Real or made-up superlatives aside, the examples that warrant them are abundant below — from smoke alarm events and Hand Crew graduations to structure fires and swift water rescues. All are impressive, but perhaps none are more indicative of our innovative excellence in the face of increasing call volumes than the video of the recent work of Firefighter Paramedic Dawn Hazard. Currently serving as our EMS Services & Supply Equipment Coordinator, Dawn's proactive vision recently led us to become the first agency in Orange County to equip firefighter/paramedics with infant

As always, this Chief's Bulletin is evidence of that above and "beyond-ness," which isn't even a word, but as I prepare to

In addition to my gratitude for this life-saving innovation and the many other achievements highlighted below, I want to acknowledge that the increase in call volume (and our above and beyond-ness in the face of it) does not come without a cost – including the potential mental and behavioral health issues it may cause for our personnel. Indeed, as we work to meet increasing demands while further elevating the already excellent support we provide for our communities, we must be equally vigilant in the support we offer each other. For mental and behavioral health, these efforts are led by Human Resources, Peer Support, CTI, the Fire Chaplains, Local 3631, and many others, but as we

face the likelihood of yet another year of increased call volumes, I encourage everyone to further engage in this work, share the resources available, listen, learn, and be there for each other, particularly after harrowing calls. As this and every other Bulletin indicates, we are already a fire service leader in enhancing innovative services, even in

the face of dramatically increased call volumes. With that truth comes the responsibility to also be a national model for mental and behavioral health awareness. After all, "In Service of Others" includes the people with whom we share the honor of upholding that commitment.

Sincerely, **Brian Fennessy**

Fire Chief **MONTHLY SPOTLIGHT - EXCELLENCE IN SERVICE**

In this month's Ask the Chief, Chief Fennessy discusses his return to work after prostate cancer surgery and how his recent journey further intensifies his commitment to cancer awareness for the OCFA. He and Captain/PIO Barta also discuss the most recent staffing numbers, current and upcoming academies, the FIREHAWKS, Tablet Command, and

Ask the Chief - February 2024

the agency's transition from pagers to iPhones - as well as Chief's misguided loyalty to the Raiders.

AN FENNES Brian Fennessy OCFA Fire Chief **Quarterly Size-Up** In our Quarterly Size-Up, Captain/PIO Nguyen walks us through a busy quarter of structure fires, JHAT training, auto extrications, and a special reunion between the B-Shift Crew of Engine 19 and a patient whose life they saved.

46,776 Incident Responses

November, December & January



OCFA 2024 Open House Video Invitation

OPEN HOUSE 2024 THORIT

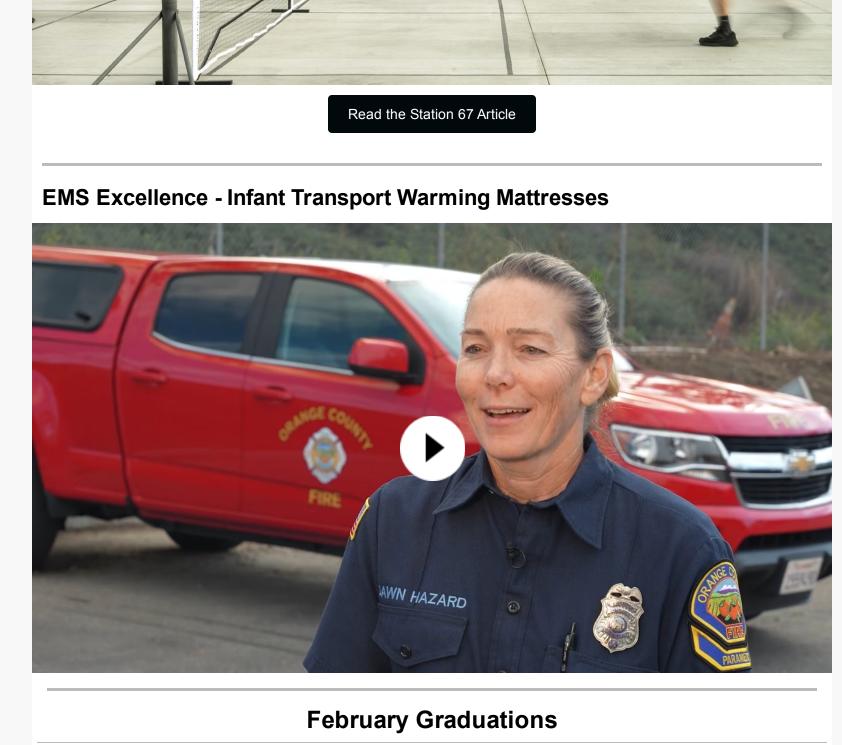
Modular fire station allows for possible

future reconfigurations

Rancho Mission Viejo's Fire Station 67 deployed offsite fabrication and rapid onsite assembly, resulting in a construction timeline of six months.

BY NOVID PARSI, CONTRIBUTING EDITOR | FEBRUARY 6, 2024

Read Chief Fennessy's Op-Ed

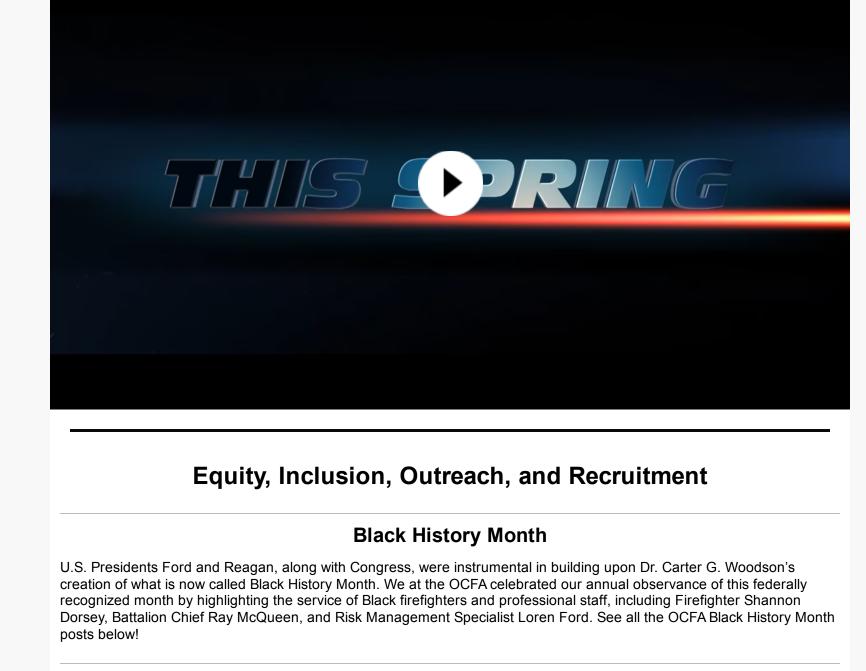


Wildland Firefighting Academy 5

Click Here for Hand Crew Social Media Post Stay Tuned for FAE Social Media Post! **February Storm Rescues**

FAE Academy 38

SWIFT WATER RESCUE OS ANGELES HEADLINES **New FIREHAWKS Teaser Trailer**



Battalion Chief Ray McQueen

Click for Battalion Chief McQueen's Post

Loren Ford

Firefighter Shannon Dorsey

Click for Firefighter Dorsey's Post

Risk Management Specialist Loren Ford AE2B2

Risk Management Specialis Click for Loren Ford's Post **SOCIAL MEDIA** Click to Submit Photos/Videos **Top Social Media Posts Restaurant Fire in Mission Viejo** FF's responded to an unoccupied restaurant in the 23600 block of Via Linda in Mission Viejo on January 21st for reports of smoke from the roof, encountered heavy smoke inside the restaurant, called a 2nd alarm to add additional resources, and knocked down the fire in 25 minutes. Nobody was injured, and the cause is under investigation.

Click For Social Media Post

<u>Academy 59</u> Week 1 started off with a bang. ★ Recruits dove into the deep end of physical training with the intense 'tower workout.' This timed circuit involves completing three laps through our training tower with numerous stair climbs, multiple sets of pull-ups, spam balls, wall balls, hose pulls, and other exercises. Follow along with us on social as we highlight Academy

Click For Social Media Post

The community of Seal Beach came together earlier this month as teams from OCFA, the City of Seal Beach, Seal Beach PD, and West Orange County Regional CERT volunteers canvassed more than 1500 homes to share the importance of working smoke alarms and home escape plans after a recent tragic fatal fire in a home without working smoke alarms. We

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On February 27, firefighters were dispatched to a 2-story house fire in Mission Viejo at approximately 9:34 p.m. When Engine 19 arrived on-scene they found a majority of the house was engulfed in flames. Crews began attacking the fire while

simultaneously treating a resident who inhaled smoke. The cause of the fire is under investigation.

Engine 19 Battles House Fire in Mission Viejo

Academy 59 Week 1

59's progress from Recruit to Firefighter Trainee. 🧟 🚐

Seal Beach Smoke Alarm Awareness Event

are grateful to the community for sharing the message of home fire safety for all. Click For Social Media Post **Andy Reid's Post-Superbowl OCFA Press Conference** In the post-Superbowl Press Conference, Chiefs Coach Andy Reid shares his OCFA pride!

Click for Social Media Post

Orange County Fire Authority In the News

Officers in Seal Beach's first fatal police shooting in 20 years cleared by D.A.'s office

Los Angeles Times - Jan 4, 2024

Patch.com - Indiana - Jan 8, 2024

Patch.com - Indiana - Jan 9, 2024

Yahoo! News - Jan 9, 2024

The Orange County Register - Jan 4, 2024

The Orange County Register - Jan 21, 2024

Spectrum News 1_LA-WEST - Jan 24, 2024

The Citizen - Jan 26, 2024

Hoodline - Jan 31, 2024

The Mercury News - Jan 31, 2024

OCFA gets blood test that screens for 50 cancers

PROMOTIONS

Teen arrested in connection with fatal stabbing of other teen, authorities say

'Raise your right paw:' 5 canines get sworn in as members of FEMA search and rescue team

'Pineapple Express' set to douse Southern California with rain and mountain snow

Firefighters Quell Vehicle Blaze on 405 Freeway in Irvine, Minor Injuries Reported

Condo Fire Forces Evacuation, Rescue In RSM

Injured Man Rescued After Falling In Trench In South OC

Seal Beach house fire leaves 1 dead, 1 hospitalized

<u>Driver slams into home, starting fire in Orange County</u>

Construction worker who fell in Laguna's Emerald Bay area saved by 3 fire agencies Los Angeles Times - Jan 10, 2024 Cypress apartment fire leaves 1 dead, another injured The Orange County Register - Jan 11, 2024 Cypress apartment fire leaves one person dead, another with burn injuries CBS News - Jan 11, 2024 Cleaning Crew Smashes Window to Rescue Woman from Deadly California Fire: Report PEOPLE - Jan 12, 2024 Fire At Assisted Living Home In Mission Viejo: Authorities Patch.com - Indiana - Jan 14, 2024 Longtime Yorba Linda councilmember trades dais for water board The Orange County Register - Jan 16, 2024 A firefighter crawls down a Stanton storm manhole to extinguish a fire CBS News - Jan 16, 2024 Health officials had 'dire' concerns at start of Tustin hangar fire. Worries since have eased, but not for all residents. The Orange County Register - Jan 17, 2024 <u>After cancer diagnosis, destructive fire is latest setback for Mission Viejo restaurateur</u>

Years of Service

Promotions

• Benjamin Ver Burg, Fire Prevention Analyst

· Colette Whitlock, Emergency Communications Center

Retirements

Manager

YEARS OF SERVICE

RETIREMENTS

CHARD AGUILAR · Richard Aguilar, Fire Apparatus Engineer