



# LIVERMORE-PLEASANTON FIRE DEPARTMENT

## Year End Report—2016

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## Chief's Message

The Livermore-Pleasanton Fire Department is an all risk department, which responds to the needs of the communities we serve, regardless of the nature of the incident and begins the process of solving the problem while working towards a positive outcome. Our department will continue to be a leader in the fire service; combining department advancement with fiscal responsibility to the communities we love and serve daily.

As Fire Chief, I will continue to embody the core values and collaborative culture that has built an organization dedicated to exceptional public safety services. I am committed to our members, the residents, visitors and business owners of our communities.

Thank you for the taking a moment to review our Year End report – 2016.

### Key Facts:

Fire Stations	10
Engine Companies	8
Truck Companies	2
FTE	121
FY 15/16 Budget	\$31,749,380
Response Area (mi <sup>2</sup> )	49.45
Population Served	159,266



## Accomplishments

### \* Station 9

The LPPD opened the New Fire Station 9, replacing the oldest City of Livermore fire station still in operation. The new modern fire station will support the community's expanding and changing needs for the next 40 years.

### \* Apparatus Replacement

The LPPD placed three new modern fire engines into service, replacing three of its oldest units. These new fire engines, from Pierce Manufacturing, bring the latest in safety and response efficiency to the communities they serve.

### \* Training Division Overhaul

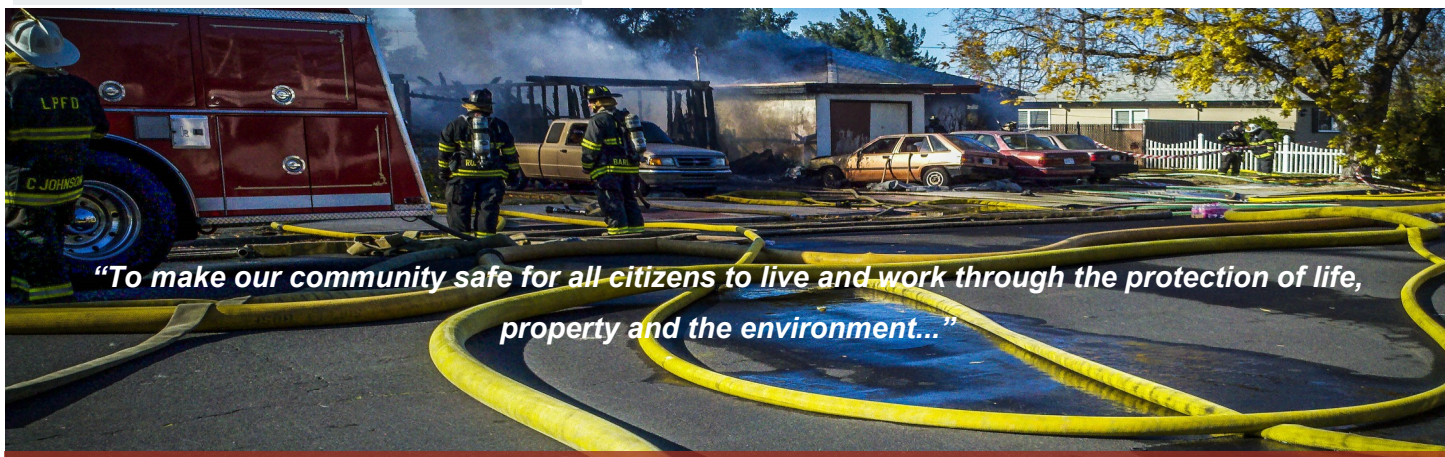
The LPPD's Training Division experienced a renewed commitment and energy toward local and regional collaboration. These collaborative efforts resulted in structural and internal improvements to the Training Center and its ability to provide industry leading training opportunities.

The Fire Prevention Bureau takes a multi-faceted approach to prevention of fires and hazardous incidents by working with commercial, industrial and residential businesses as well as members of the community to ensure facilities are designed and constructed safely, inspected timely and regulatory codes are enforced.

The Bureau also helps members of the community understand and practice fire safety through public education events such as the Annual Fire Safety Expo, school events and fire station tours.

### Key Facts: Fire Prevention

Prevention Activities	
Inspections	962
New Construction Inspections	2,557
Plan Checks	1,094
Education Programs	40



*"To make our community safe for all citizens to live and work through the protection of life, property and the environment..."*

House Fire

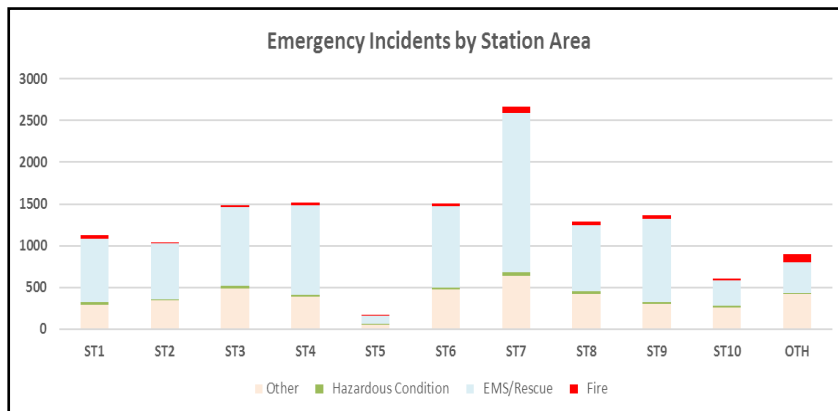


# LIVERMORE-PLEASANTON FIRE DEPARTMENT

## Performance Measures—2016

### Key Facts: Emergency Response

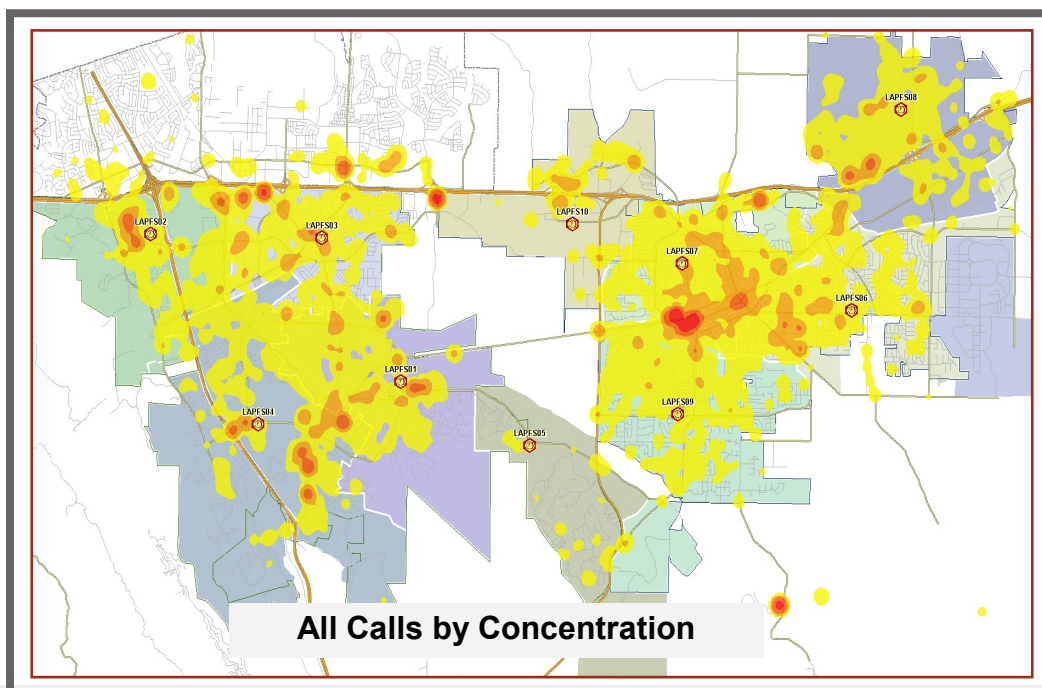
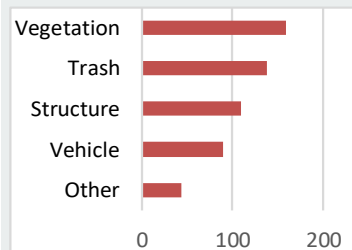
Total Incidents	13,673
Emergency Medical Incidents	8,845
Fires	445
HazMat, Hazardous Condition	332
Other (including service requests, false alarms, good intent responses, and canceled in route incidents)	4,051



### Summary

Total calls for service in 2016 were 13,673 this includes 897 mutual aid calls.

The majority of incidents are medical/rescue at 65% of all calls. Although fire represents only 3% of all calls for service, the nature and magnitude of these incidents continue to present a significant safety and property loss risk to these communities. Fire calls for service totaled 445 in 2016, an increase of 12 fires.



### Reflex Time Standard

The Livermore-Pleasanton Fire Department utilizes a total reflex time standard response of seven minutes from call intake to the arrival of the first responder on scene. This measurement includes a compliance rate inclusive of the following categories:

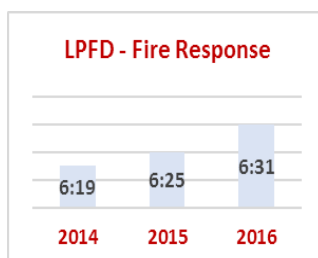
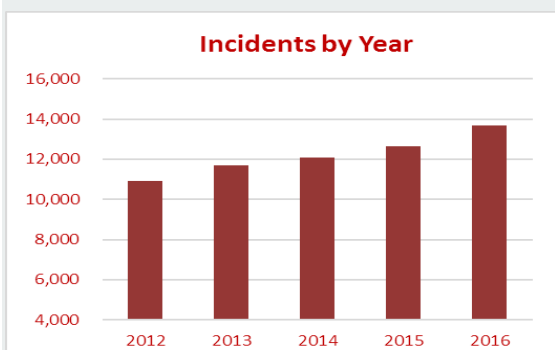
1 minute call processing time; 1 minute turnout time; 5 minutes travel time

The chart below reflects the seven minute standard for all emergency calls for service Department-wide. The average total reflex time is **6:03**.

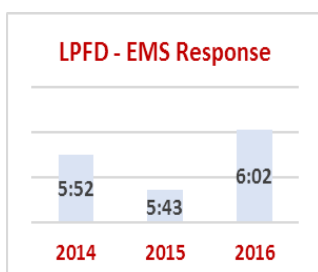
Station:	1	2	3	4	5	6	7	8	9	10	All
Call Processing Time	0:45	0:47	0:48	0:43	0:45	0:46	0:45	0:50	0:47	0:52	<b>0:45</b>
Turnout Time	1:23	1:18	1:24	1:14	1:18	1:22	1:25	1:24	1:22	1:34	<b>1:22</b>
Travel Time	3:36	3:27	3:46	4:04	4:21	3:27	3:26	3:42	4:13	3:22	<b>3:43</b>
Total Reflex Time	5:48	5:35	6:03	6:03	6:30	5:39	5:39	6:02	6:26	5:52	<b>6:03</b>
Total Incidents	1,123	1,043	1,487	1,517	175	1,509	2,661	1,290	1,367	604	<b>12,776</b>

### Service Call Trends

Total number of incidents continues to increase 5.6% on a five year average. In 2016, the increase incidents of 1,043 represents an 8.3% increase compared to 2015. The increase is mainly realized in medical/rescue calls for service and correlates with population growth.



Average - Fire Response			
Year	2014	2015	2016
Call Processing Time	1:04	1:10	1:01
Turnout Time	1:29	1:29	1:20
Travel Time	3:31	3:37	3:54
Total Reflex Time	6:19	6:25	6:31



Average - EMS Response			
Year	2014	2015	2016
Call Processing Time	0:43	0:46	0:53
Turnout Time	1:21	1:21	1:22
Travel Time	3:43	3:31	3:43
Total Reflex Time	5:52	5:43	6:02

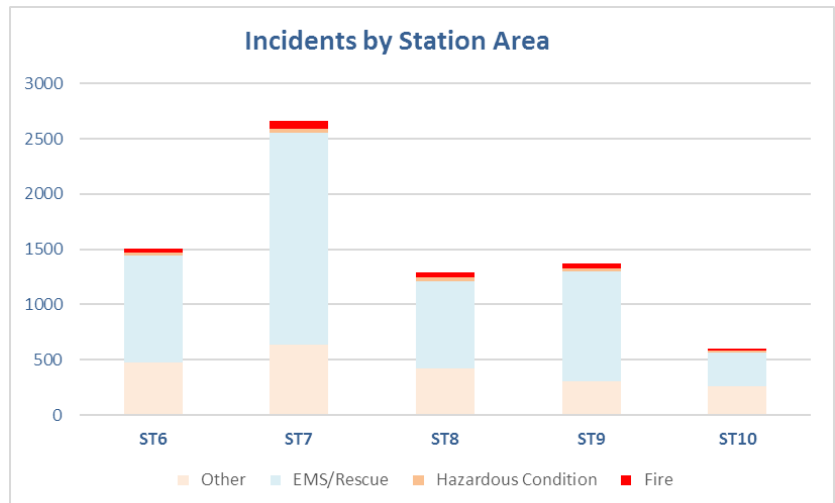


# LPFD SERVING THE CITY OF LIVERMORE

## Performance Measures—2016

### Key Facts: Emergency Response

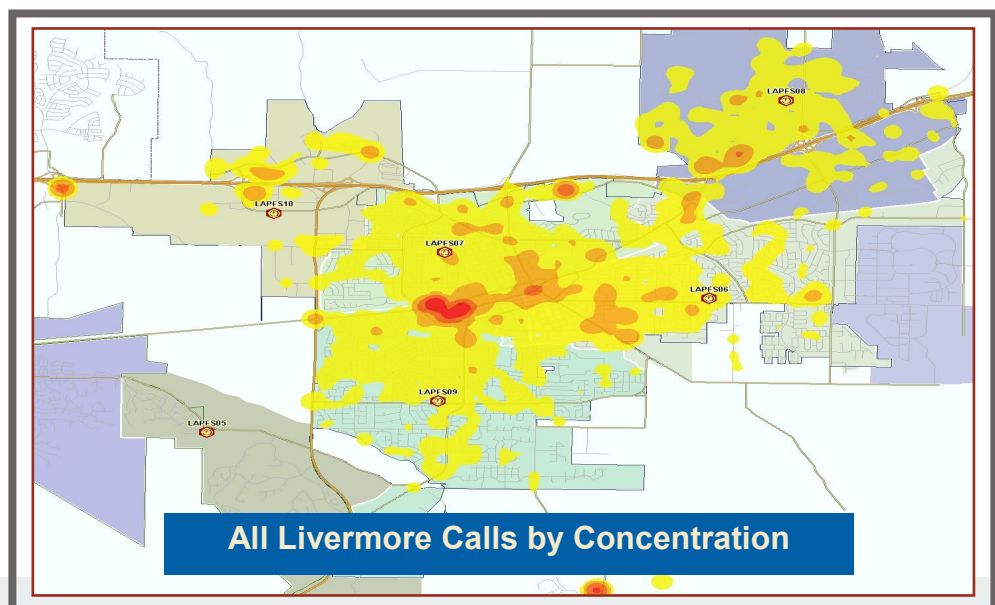
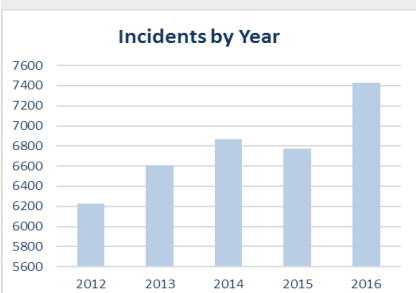
City Population	85,156
Response Area	25.18 Mi. <sup>2</sup>
Total Incidents	7,431
Emergency Medical Incidents	4,976
Fires	215
HazMat, Hazardous Condition	149
Other (including service requests, false alarms, good intent responses, and canceled in route incidents)	2,091



### Summary

Total calls for service in 2016 were 7,431. This represented a 9% increase over 2015 and an yearly average of 4% over a five year period.

The majority of incidents are medical/rescue at 64% of all calls and correlates to population increases.



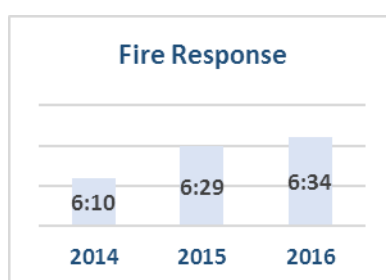
### Reflex Time Standard

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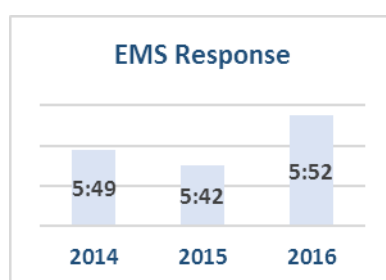
1 minute call processing time; 1 minute turnout time; 5 minutes travel time

The chart below reflects this seven minute standard for all emergency calls for service Department-wide. The average total reflex time is **5:55**.

Station	6	7	8	9	10	Totals
Call Processing Time	0:46	0:45	0:50	0:47	0:52	<b>0:46</b>
Turnout Time	1:22	1:25	1:24	1:22	1:34	<b>1:22</b>
Travel Time	3:27	3:26	3:42	4:13	3:22	<b>3:33</b>
Total Reflex Time	5:39	5:39	6:02	6:26	5:52	<b>5:55</b>
<b>Total Incidents</b>	<b>1,509</b>	<b>2,661</b>	<b>1,290</b>	<b>1,367</b>	<b>604</b>	<b>7,431</b>



Year	2014	2015	2016
Call Processing Time	1:04	1:11	1:03
Turnout Time	1:25	1:29	1:17
Travel Time	3:25	3:37	3:57
Total Reflex Time	6:10	6:29	6:34



Year	2014	2015	2016
Call Processing Time	0:43	0:45	0:46
Turnout Time	1:19	1:23	1:24
Travel Time	3:43	3:30	3:38
Total Reflex Time	5:49	5:42	5:52

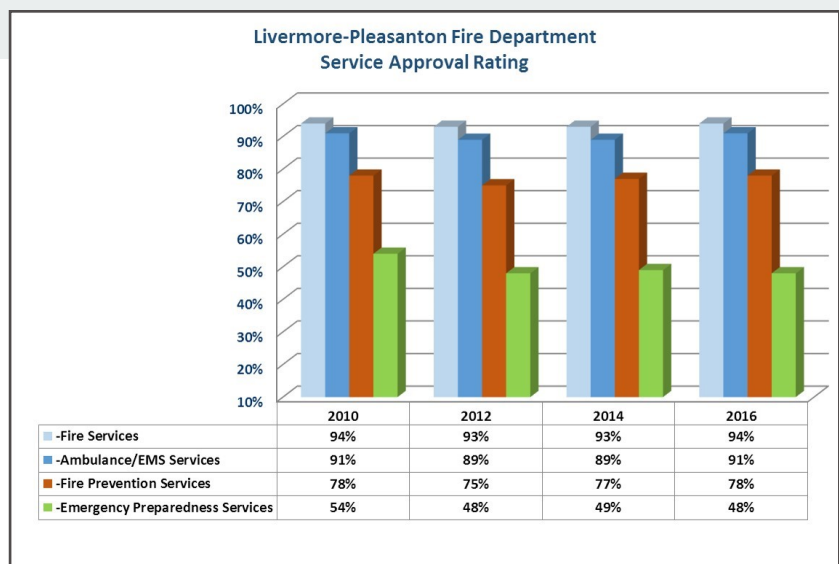
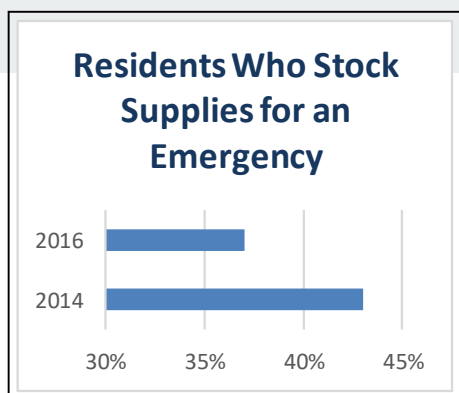
# LPFD SERVING THE CITY OF LIVERMORE

## Performance Measures—2016

### Community Survey

The City of Livermore asked it's constituents to rate Fire Department services in the following areas: fire services, ambulance or emergency medical services, fire prevention and education, emergency preparedness.

Please Rate the Fire Service	2010	2012	2014	2016
Fire Services	94%	93%	93%	94%
Ambulance/EMS Services	91%	89%	89%	91%
Fire Prevention Services	78%	75%	77%	78%
Emergency Preparedness Services	54%	48%	49%	48%
Residents Stocked Supplies for an Emergency	NA	NA	43%	37%



### Community Education and Disaster Preparedness

The City of Livermore is subject to the threat of multiple types of natural and human caused disasters. Following a major disaster, such as an earthquake, there will not be enough first responders available to meet all immediate needs of the community. It is important that individuals, families and businesses take precautions and prepare to be on their own for 5 to 7 days following a disaster.

#### Key Facts: Disaster Preparation

##### Education Activities

CERT Classes Offered	2
CERT Graduates	57
Program Hours	123

The Livermore-Pleasanton Fire Department promotes disaster preparedness through providing materials, public presentations, offering Community Emergency Response Team (CERT) training and participating in public education events.



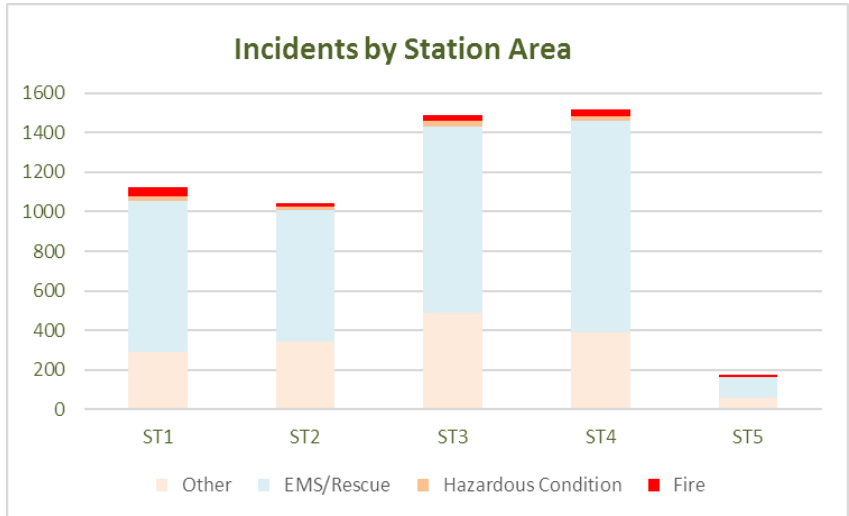


# LPFD SERVING THE CITY OF PLEASANTON

## Performance Measures—2016

### Key Facts: Emergency Response

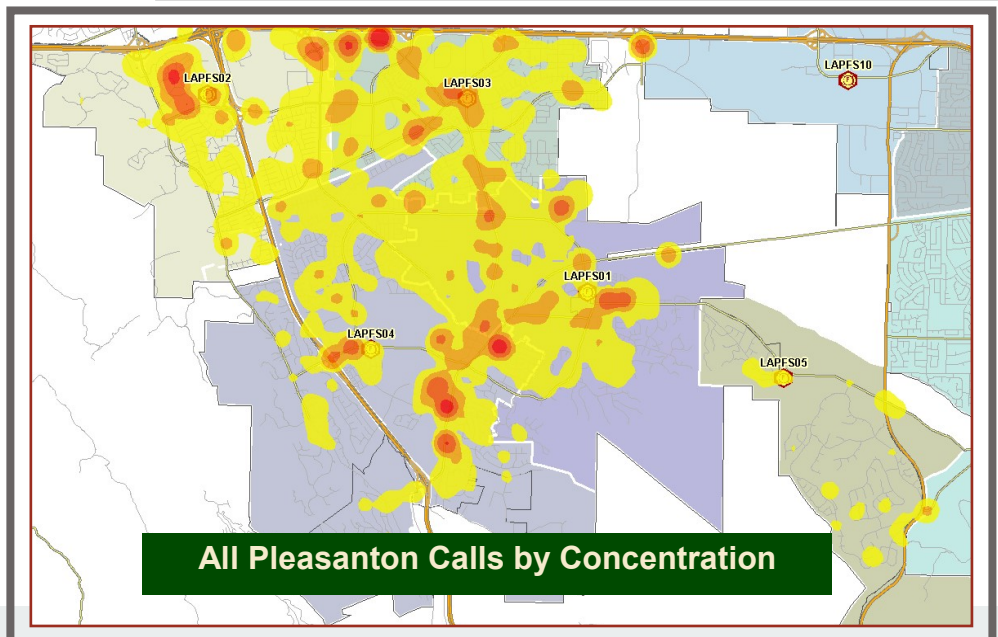
City Population	74,110
Response Area	24.27 Mi. <sup>2</sup>
Total Incidents	5,345
Emergency Medical Incidents	3,547
Fires	132
HazMat, Hazardous Condition	97
Other (including service requests, false alarms, good intent responses, and canceled in route incidents)	1,569



### Summary

Total calls for service in 2016 were 5,345. This represented a 9% increase over 2015 and a yearly average of 4% over a five year period.

The majority of incidents are medical/rescue at 68% of all calls and correlates to population increases.



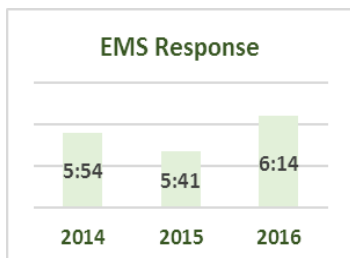
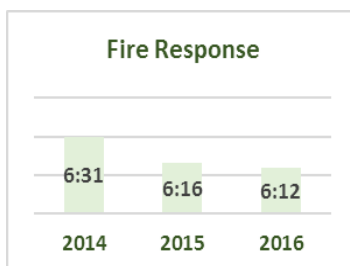
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The chart below reflects this seven minute standard for all emergency calls for service Department-wide. The average total reflex time is **6:12**.

Station	1	2	3	4	5	All
Call Processing Time	0:45	0:47	0:48	0:43	0:45	<b>0:45</b>
Turnout Time	1:23	1:18	1:24	1:14	1:18	<b>1:29</b>
Travel Time	3:36	3:27	3:46	4:04	4:21	<b>3:50</b>
Total Reflex Time	5:48	5:35	6:03	6:03	6:30	<b>6:12</b>
Total Incidents	1,123	1,043	1,487	1,517	175	5,345



Year	2014	2015	2016
Call Processing Time	1:04	1:08	0:59
Turnout Time	1:35	1:28	1:25
Travel Time	3:39	3:37	3:37
Total Reflex Time	6:31	6:16	6:12

Year	2014	2015	2016
Call Processing Time	0:43	0:47	1:04
Turnout Time	1:24	1:19	1:19
Travel Time	3:43	3:30	3:47
Total Reflex Time	5:54	5:41	6:14

# LFPD SERVING THE CITY OF PLEASANTON

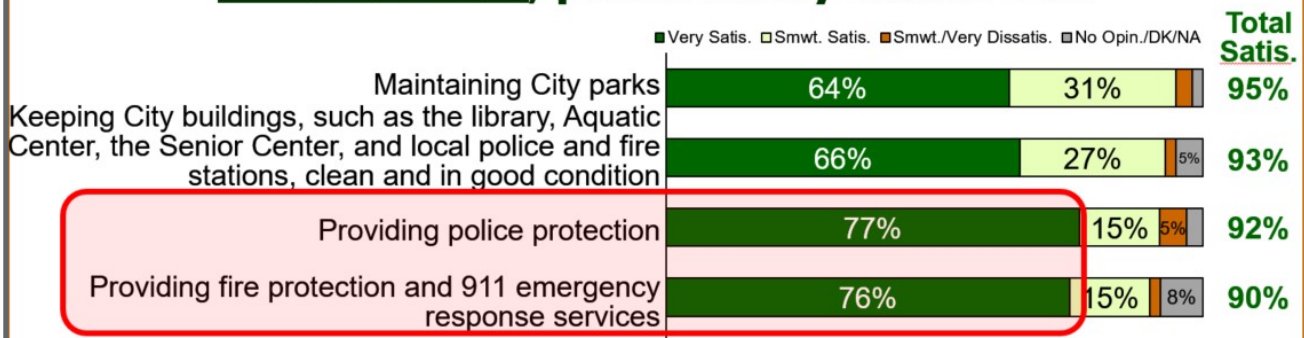
## Performance Measures—2016

### Community Survey

In June, 2015, the City of Pleasanton conducted a survey of 726 randomly selected voters through landlines, cell phones and personal interviews. Through a series of questions, citizens expressed their priorities and experiences with city services including the Fire Department. Fire protections services ranks high in priority and also in satisfaction.

Survey Questions for LFPD	
<b>How important is...</b>	
-Providing fire protection and emergency services?	92%
-Conducting fire code safety inspections?	64%
-Managing the permitting process for new construction or remodels?	55%
<b>How satisfied are you personally with the job being done by ...</b>	
-Providing fire protection and 911 emergency services?	90%
-Conducting fire code safety inspections?	49%
-Managing the permitting process for new construction or remodels?	48%

### Among the services with which residents are Most Satisfied, public safety stands out.



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