



# LIVERMORE-PLEASANTON FIRE DEPARTMENT

## Year End Report—2017

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### Chief's Message

**The Vision** of the Livermore-Pleasanton Fire Department is to be a leader in all-risk emergency services, adapting to the evolving needs of our communities through innovation, professionalism, training, and teamwork.

**Our Department** will continue to combine department advancement with fiscal responsibility to the communities we serve daily.

**Our Mission** is to provide exceptional public safety services that enhance the quality of life in our communities by protecting life, property, and the environment.

As an all risk department, we respond to the needs of the communities we serve, regardless of the nature of the incident and begin the process of solving the problem while working towards a positive outcome

As Fire Chief, I will continue to embody the core values and collaborative culture.

### Key Facts:

Fire Stations	10
Engine Companies	8
Truck Companies	2
FTE	121
FY 17/18 Budget	\$36,720,370
Response Area (mi <sup>2</sup> )	49.45
Population Served	171,385

### Core Values

**Integrity:** We are honest, fair, trustworthy, and fully committed to doing what is right for the communities we serve.

**Duty:** We are sworn to be responsible, accountable and morally obligated to perform to the best of our abilities.

**Courage:** We demonstrate bravery by standing up for what's right, confronting adversity and challenges, and by putting others before self.

**Honor:** We take pride in being members of the fire service, respecting past and present members, while striving to make the organization better for those who follow.

**Professionalism:** We adhere to highest standards of conduct, and are dedicated to our jobs and to delivering services with expertise, competence, and skill.

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 – 2017.

**Community Risk Reduction:** we take 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.

We also help 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:

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



***"To provide exceptional public safety services that enhance the quality of life in our community by protecting life, property and the environment."***

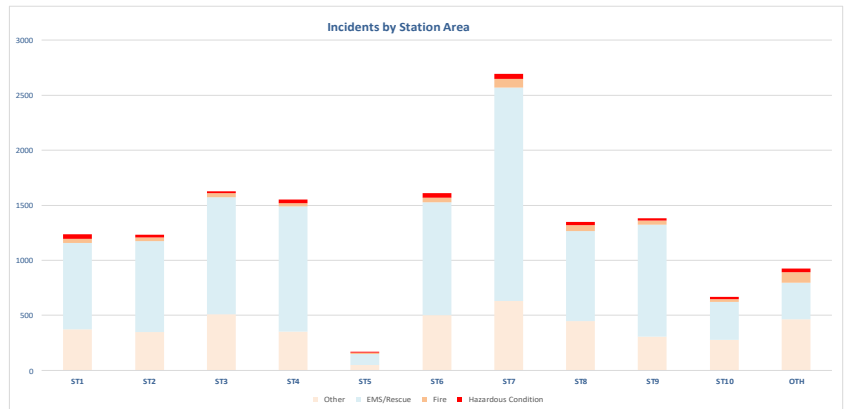


# LIVERMORE-PLEASANTON FIRE DEPARTMENT

## Performance Measures—2017

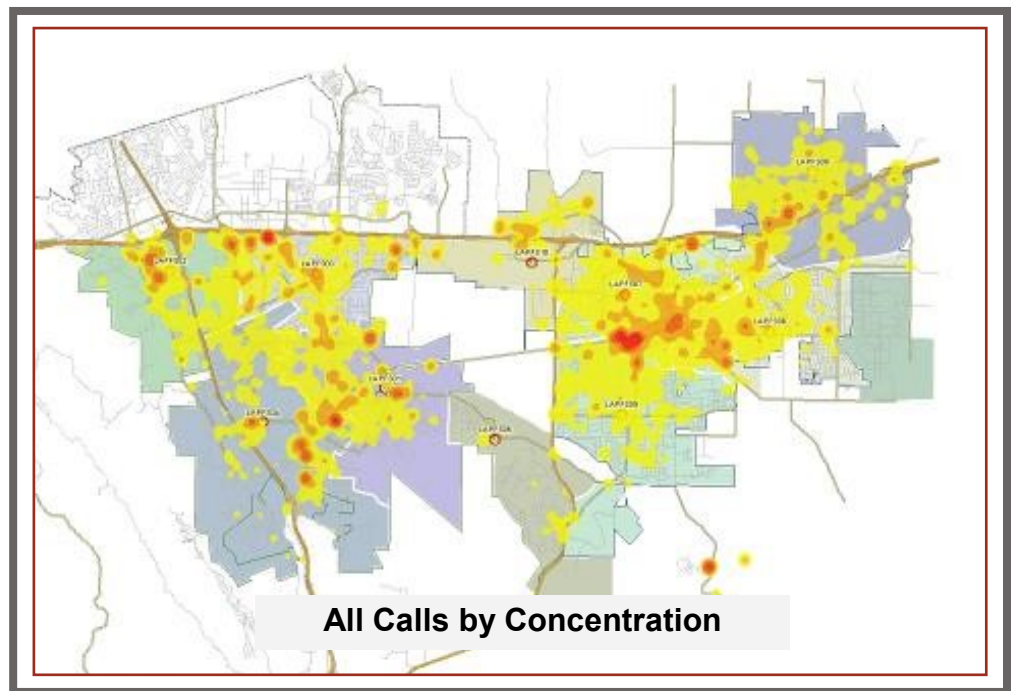
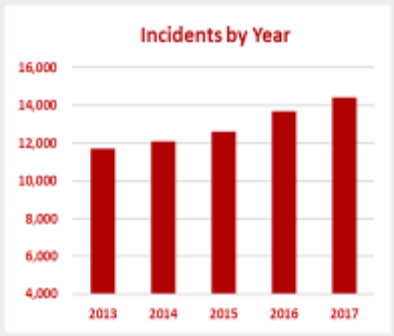
### Key Facts: Emergency Response

Total Incidents	14,443
Emergency Medical Incidents	9,386
Fires	484
HazMat, Hazardous Condition	309
Other (including service requests, false alarms, good intent responses, and canceled in route incidents)	4,264



### Summary

Total calls for service in 2017 were 14,443 this includes 924 out-of-district calls. The majority of incidents are medical/rescue at 65% of all calls. Fire calls for service totaled 484 in 2017, an increase of 39 fires. Total number of incidents continues to increase 5.4% on a five year average. In 2017, the increase incidents of 770 represents an 5.3% increase in call volume.



### 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:

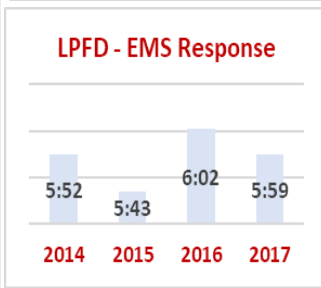
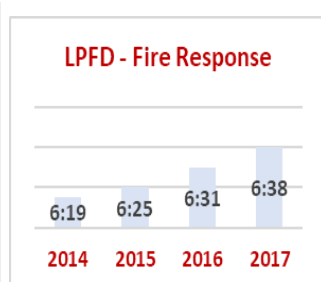
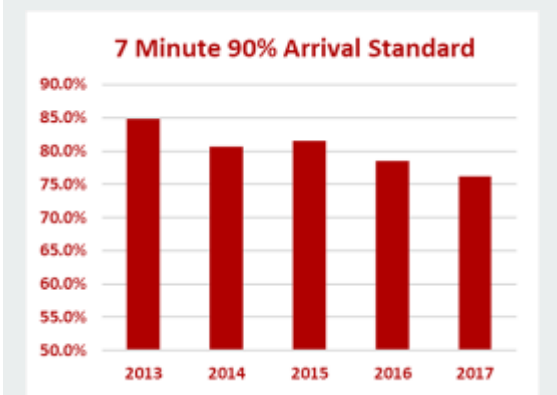
1 minute call processing time; 1 minute turnout time; 5 minutes travel time

The chart below reflects the average seven minute standard for all emergency calls for service Department-wide. The average total reflex time is **6:09**.

Station:	1	2	3	4	5	6	7	8	9	10	All
Call Processing Time	0:54	0:55	0:55	0:55	0:58	0:53	0:53	0:56	0:51	1:06	<b>0:54</b>
Turnout Time	1:21	1:19	1:24	1:16	1:24	1:16	1:21	1:22	1:21	1:25	<b>1:20</b>
Travel Time	3:42	3:30	3:41	4:12	4:52	3:41	3:42	3:42	3:58	3:39	<b>3:48</b>
Total Reflex Time	6:04	5:50	6:05	6:26	7:26	5:56	6:02	6:08	6:16	6:18	<b>6:09</b>
Total Incidents	1,235	1,232	1,628	1,550	169	1,610	2,694	1,350	1,382	669	<b>14,443</b>

### 7 Minute 90% Arrival Standard

The total reflex time standard also includes a 90% compliance rate. This means crews arrive within 7 minutes on 90% of all emergency calls. The department's current compliance rate is 76%.



Average - Fire Response				
Year	2014	2015	2016	2017
Call Processing Time	1:04	1:10	1:01	1:09
Turnout Time	1:29	1:29	1:20	1:20
Travel Time	3:31	3:37	3:54	3:48
Total Reflex Time	6:19	6:25	6:31	6:38

Average - EMS Response				
Year	2014	2015	2016	2017
Call Processing Time	0:43	0:46	0:53	0:50
Turnout Time	1:21	1:21	1:22	1:20
Travel Time	3:43	3:31	3:43	3:44
Total Reflex Time	5:52	5:43	6:02	5:59

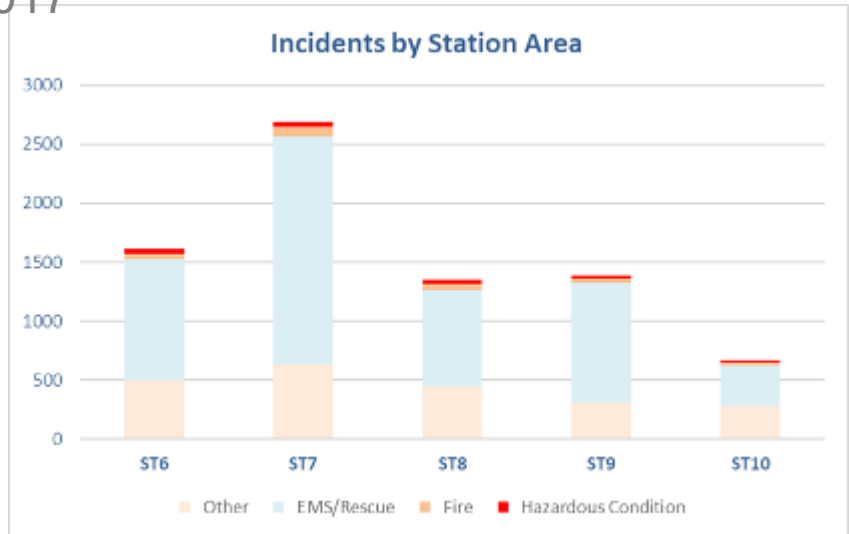


# LPFD SERVING THE CITY OF LIVERMORE

## Performance Measures—2017

### Key Facts: Emergency Response

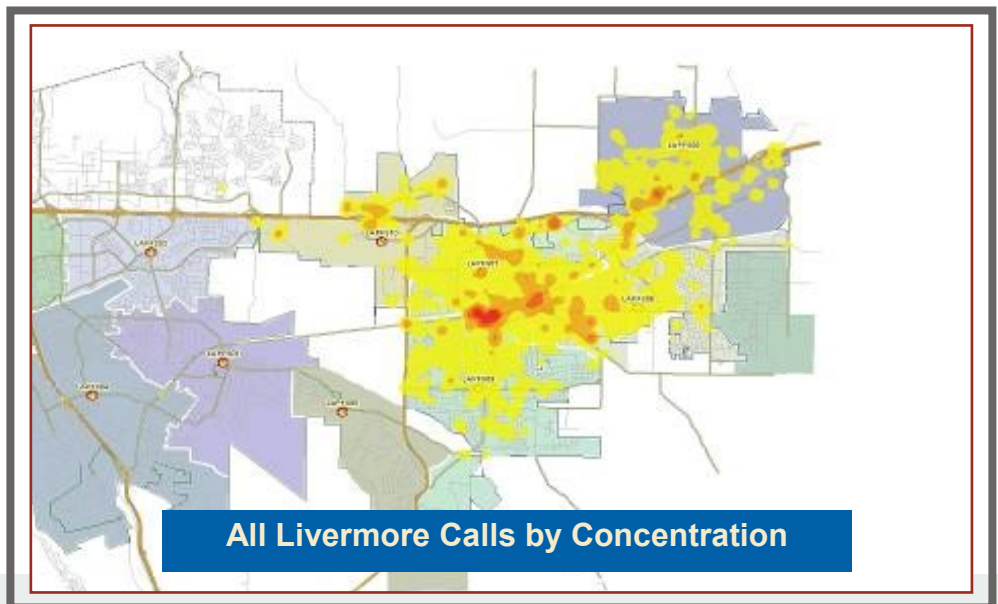
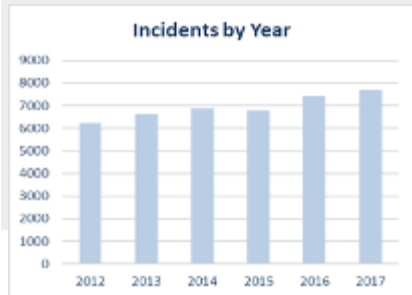
City Population 89,115  
 Response Area 26 Mi.<sup>2</sup>  
 Total Incidents **7,705**  
 Emergency Medical Incidents 5,145  
 Fires 237  
 HazMat, Hazardous Condition 160  
 Other (including service requests, false alarms, good intent responses, and canceled in route incidents) 2,163



### Summary

Total calls for service in 2016 were 7,705. This represented a 4% 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.



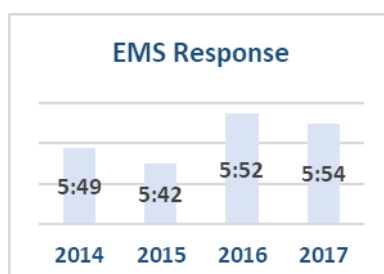
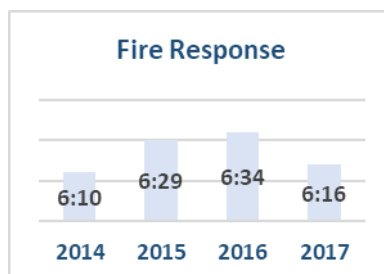
### Reflex Time Standard

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 average seven minute standard for all emergency calls for service Department-wide. The average total reflex time is **6:06**.

Station	6	7	8	9	10	Totals
Call Processing Time	0:53	0:53	0:56	0:51	1:06	<b>0:54</b>
Turnout Time	1:16	1:21	1:22	1:21	1:25	<b>1:20</b>
Travel Time	3:41	3:42	3:42	3:58	3:39	<b>3:45</b>
Total Reflex Time	5:56	6:02	6:08	6:16	6:18	<b>6:06</b>
<b>Total Incidents</b>	<b>1,610</b>	<b>2,694</b>	<b>1,350</b>	<b>1,382</b>	<b>669</b>	<b>7,705</b>



Year	2014	2015	2016	2017
Call Processing Time	1:04	1:11	1:03	1:09
Turnout Time	1:25	1:29	1:17	1:21
Travel Time	3:25	3:37	3:57	3:36
Total Reflex Time	6:10	6:29	6:34	6:16

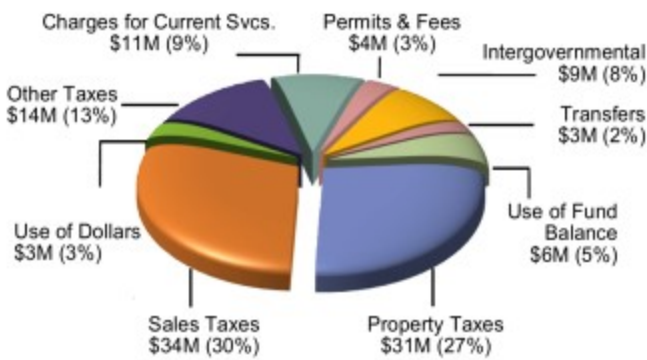
Year	2014	2015	2016	2017
Call Processing Time	0:43	0:45	0:46	0:50
Turnout Time	1:19	1:23	1:24	1:20
Travel Time	3:43	3:30	3:38	3:39
Total Reflex Time	5:49	5:42	5:52	5:54

# LPFD SERVING THE CITY OF LIVERMORE

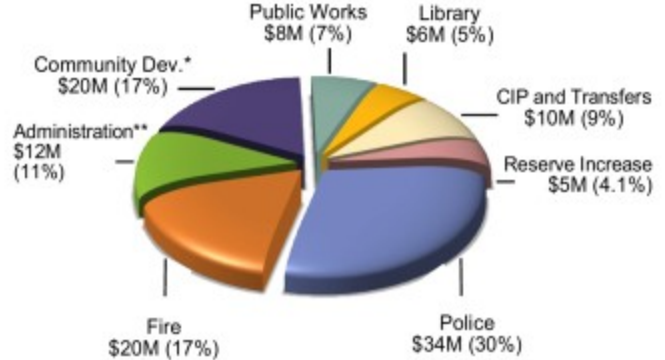
## Performance Measures—2017

### Budget-in-Brief Fiscal Years 2017 - 2019 • City Financial Plan Update

**Where Does the Money Come From?**  
FY 2017-2018  
General Fund Revenues & Other Resources  
\$115,175,566



**Where Does the Money Go?**  
FY 2017-2018  
General Fund Expenditures  
\$115,175,566



### Tiller Trucks

With the support of “loaner” apparatus, the LPFD began training and certifying its personnel in Tiller Truck Operations to prepare for the 2018 delivery of the LPFD’s first ever Tiller Trucks. These vehicles steer from both the front and the rear providing better access to tight streets and parking lots. To prepare for this, we sent a group of personnel to a train the trainer course. We then borrowed training apparatus from our partner fire agencies so that our personnel will be ready to operate the newest additions to our fleet.

This achievement supports Focus Area: **“Our Service”** Strategic Goal #1 - *Maintain and enhance department services, ensuring appropriate scope, consistency, and quality.*



### Utility Task Vehicle

The LPFD took delivery of its first UTV (Utility Task Vehicle). Firefighters can now get fall, bicycle accident and medical emergency victims out of parks and trails that normal fire apparatus cannot reach.

This achievement supports Focus Area: **“Our Service”** Strategic Goal #1 *Maintain and enhance department services, ensuring appropriate scope, consistency, and quality.*



### Accreditation

In August, the Department became nationally accredited to provide specialized Fire Fighter I training to its members. This accreditation is recognized by California State Fire Training, the International Fire Service Accreditation Congress and the Fire Service Professional Qualifications System.

This achievement supports Focus Area: **“Our Future”** Strategic Goal #1 *Adopt Fire Service best practices and seek out innovation opportunities through technology and partnerships.*



### New Training & Training Chief

In 2017, the LPFD held its first ever Battalion Chief’s Workshop which was followed up with field training to develop Captains pursuing the role of Battalion Chief. A new Battalion Chief of Training was appointed after a vacancy was created by a retirement.

This achievement supports Focus Area: **“Our People”** Strategic Goal #2 *Enhance recruitment and provide career pathways and professional development opportunities that enable employees to reach their highest potential.*



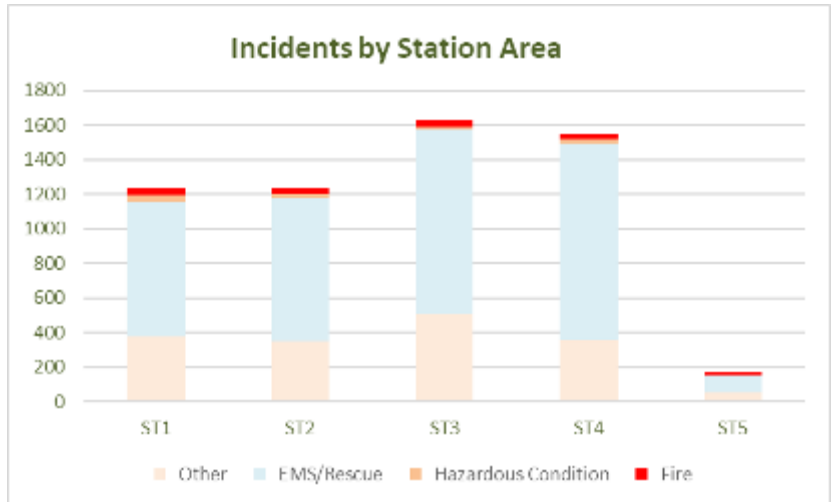


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## Performance Measures—2017

### Key Facts: Emergency Response

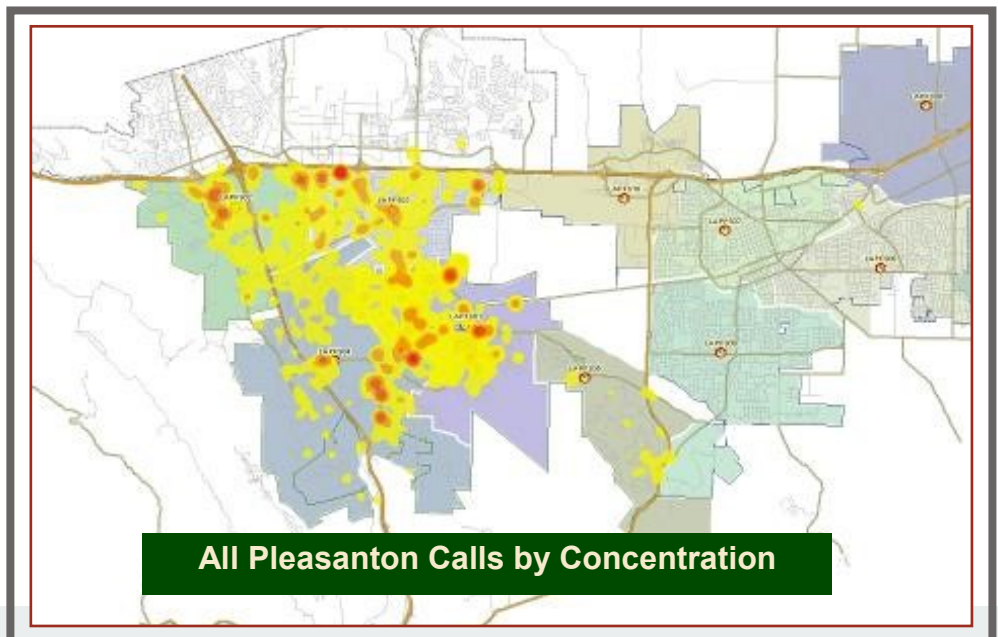
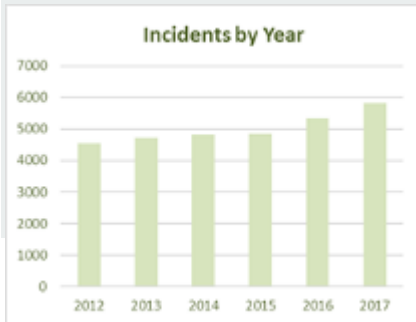
City Population	82,270
Response Area	24 Mi. <sup>2</sup>
Total Incidents	<b>5,814</b>
Emergency Medical Incidents	3,912
Fires	150
HazMat, Hazardous Condition	117
Other (including service requests, false alarms, good intent responses, and canceled in route incidents)	1,635



### Summary

Total calls for service in 2017 were 5,814. This represented a 8% increase over 2016 and a yearly average of 5% over a five year period.

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



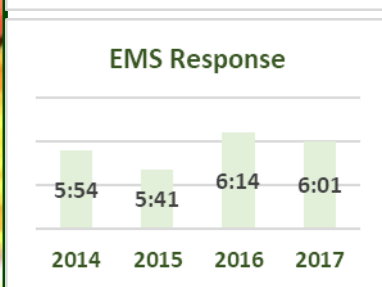
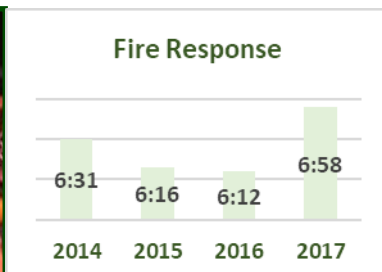
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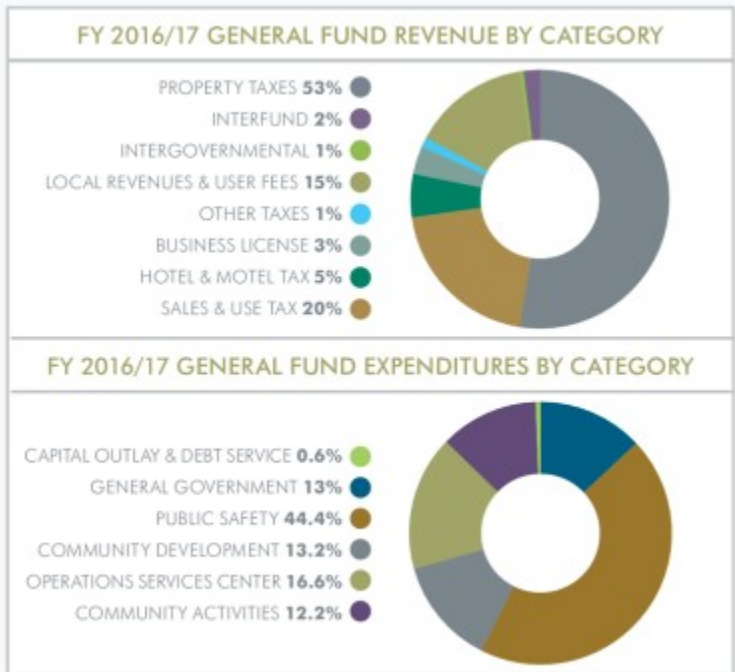
# LFPD SERVING THE CITY OF PLEASANTON

## Performance Measures—2017

### GENERAL FUND

In FY 2016/17, the General Fund activity included total revenues of \$115.7 million, net transfers of \$12 million and expenditures of \$101.7 million. Property taxes are the single largest revenue source for the General Fund, totaling \$60.8 million in FY 2016/17. Sales tax revenue is the second largest revenue source, totaling \$23.4 million in FY 2016/17. Fire and Police services (Public Safety) are the largest expenditure by category, totaling \$45.2 million in FY 2016/17.

For the 16th year, the City received the Excellence in Budgeting award from the California Society of Municipal Finance Officers for the Operating Budget; for the 20th consecutive year, the City received the Government Finance Officers Association Certificate in Excellence in Financial Reporting for the Comprehensive Annual Financial Report.



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