



LIVERMORE-PLEASANTON FIRE DEPARTMENT

Chief Ruben Torres' Message to our Citizens:

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 superior service and excellence. I am committed to our members, the residents, visitors and business owners of our communities. Thank you for taking a moment to review our Year End report - 2018

Year End Report—2018

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- Accomplishments
 - Technical Rescue
 - Explorer Academy
 - Bay Area Conference
 - CERT
 - Statewide Response
- LPFD Performance

Key Facts:

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

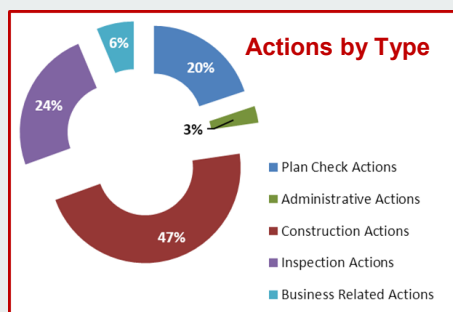
Community Risk Reduction:

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 in a timely manner and regulatory codes are enforced.

We also help members of the community understand and practice fire safety through public education events, school events and fire station tours.

Key Facts:

Business Inspections	1,276
New Construction Inspections	2,469
Plan Checks	1,048
Education Programs (All)	82



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.



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

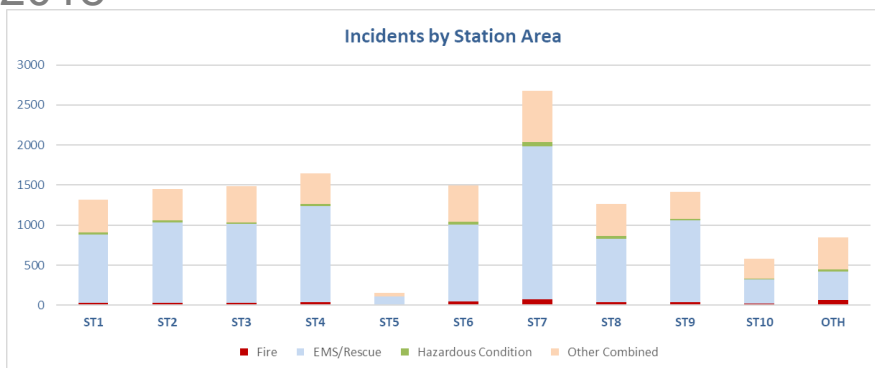


LIVERMORE-PLEASANTON FIRE DEPARTMENT

Performance Measures—2018

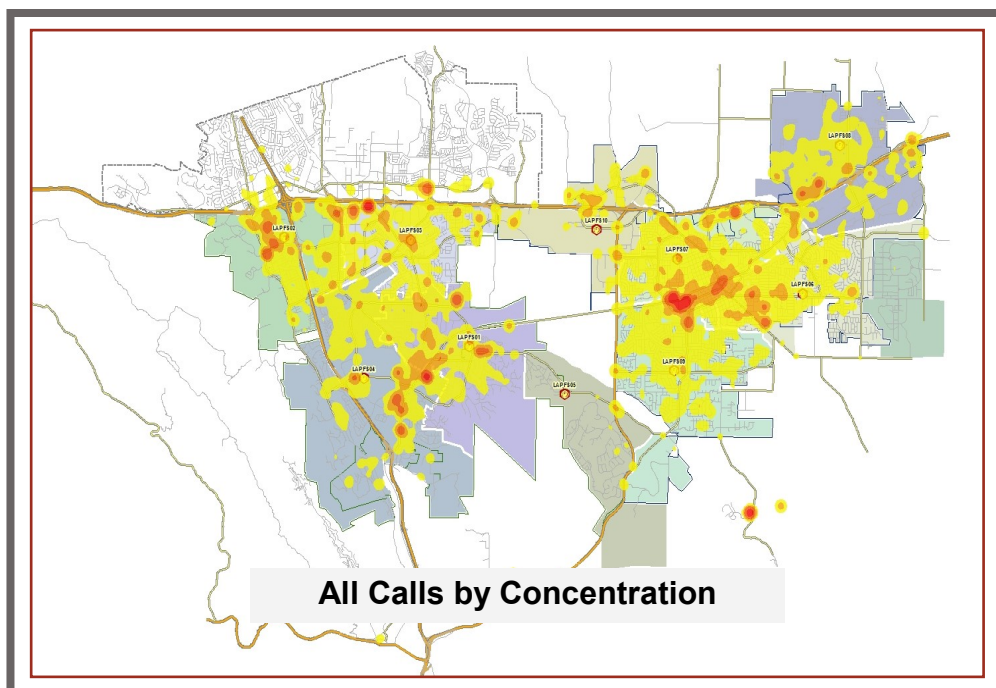
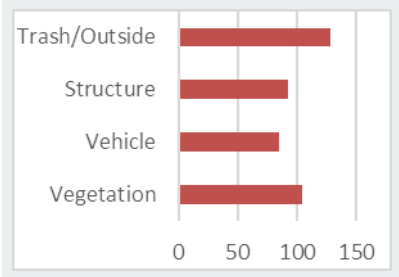
Key Facts:

Total Incidents	14,322
Emergency Medical Incidents	9,475
Fires	409
HazMat, Hazardous Condition	286
Other (including service requests, false alarms, good intent responses, and canceled in route incidents)	4,152



Summary:

Total calls for service in 2018 were 14,322 this includes 848 out-of-district calls. The majority of incidents are medical/rescue at 66% of all calls. Fire calls for service totaled 409 in 2018, a decrease of 75 fires. Total number of incidents slightly decreased this year for the first time in ten years. The five year trend average is still an increase of 3.9%.



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:

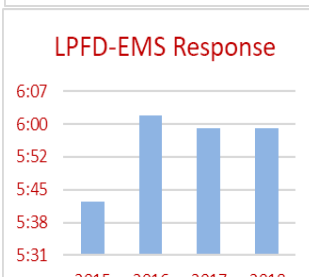
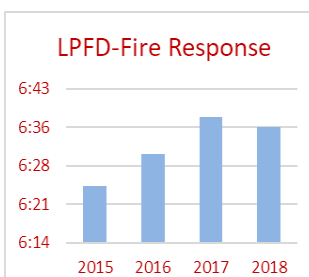
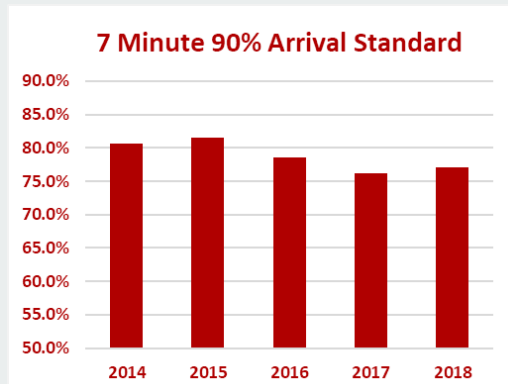
1 minute call processing time; 1 minute turnout time; 5 minutes travel time

The chart below reflects the average reflex time standard for all emergency calls in the service areas. The overall average total reflex time is **6:02**.

Station:	1	2	3	4	5	6	7	8	9	10	OTH	All
Call Processing Time	0:52	0:53	0:49	0:51	0:49	0:48	0:49	0:52	0:52	0:53	0:50	0:51
Turnout Time	1:23	1:15	1:25	1:17	1:23	1:15	1:20	1:19	1:14	1:19	1:18	1:19
Travel Time	3:32	3:18	3:55	4:01	4:48	3:43	3:43	3:41	4:13	4:03	3:50	3:49
Total Reflex Time	5:51	5:39	6:14	6:12	6:58	5:52	5:57	5:54	6:23	6:22	6:05	6:02
Total Incidents:	1,316	1,451	1,483	1,645	157	1,495	2,675	1,261	1,411	580	111	14,322

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 77%.



Average - Fire Response				
Year	2015	2016	2017	2018
Call Processing Time	1:10	1:01	1:09	1:07
Turnout Time	1:29	1:20	1:20	1:20
Travel Time	3:37	3:54	3:48	4:00
Total Reflex Time	6:25	6:31	6:38	6:36

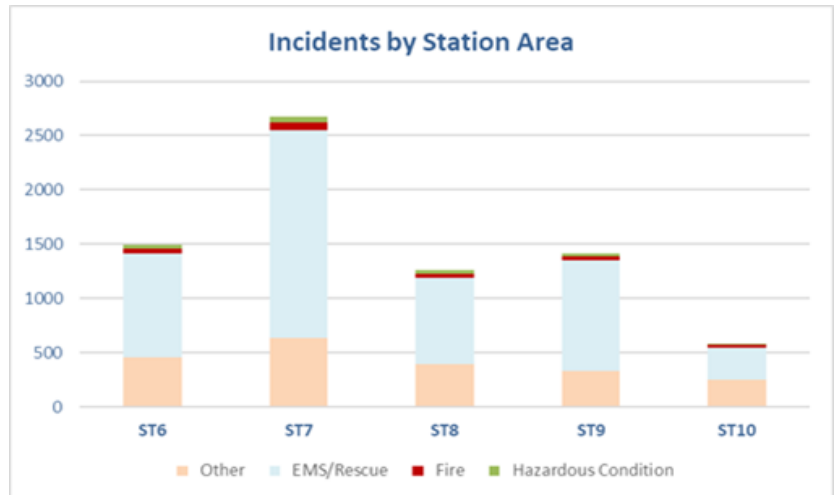
Average - EMS Response				
Year	2015	2016	2017	2018
Call Processing Time	0:46	0:53	0:50	0:50
Turnout Time	1:21	1:22	1:20	1:18
Travel Time	3:31	3:43	3:44	3:47
Total Reflex Time	5:43	6:02	5:59	6:00

LPFD SERVING THE CITY OF LIVERMORE

Performance Measures—2018

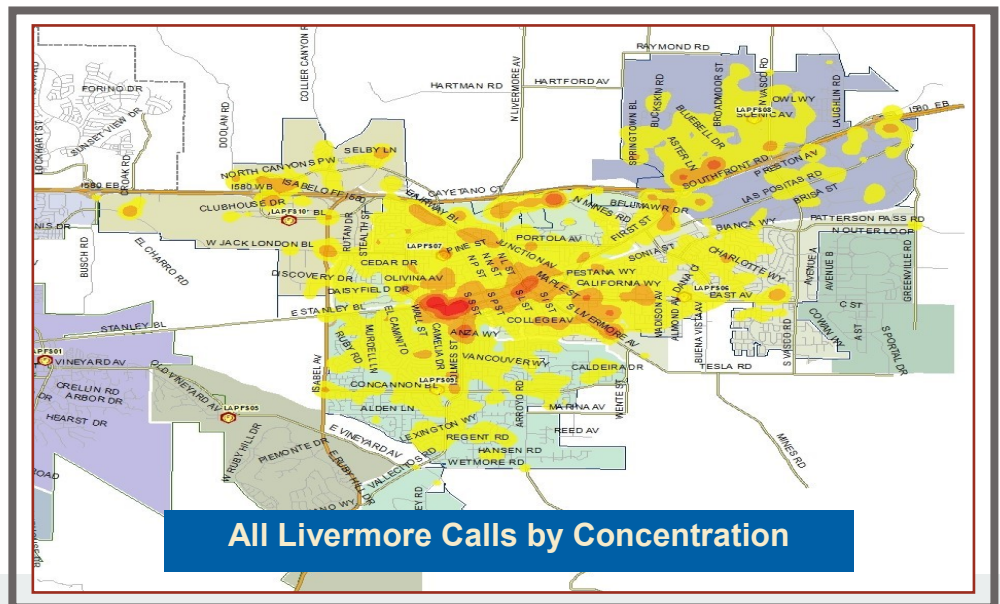
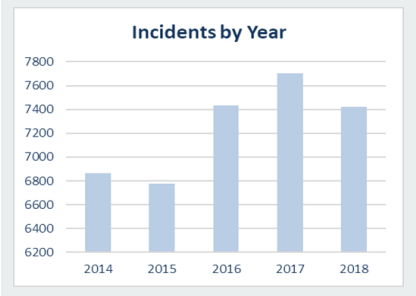
Key Facts:

City Population	89,115
Response Area	26 Mi. ²
Total Incidents	7,422
Emergency Medical Incidents	4,978
Fires	210
HazMat, Hazardous Condition	161
Other (including service requests, false alarms, good intent responses, and canceled in route incidents)	2,073



Summary

Total calls for service in 2018 were 7,421 and for the first time in ten years was a decrease of 284 calls for service. Although this year had less calls, the overall trend remains an increase of 2.2% over a five year period. The majority of incidents are medical/rescue at 64% of all calls and correlates to population behavior.



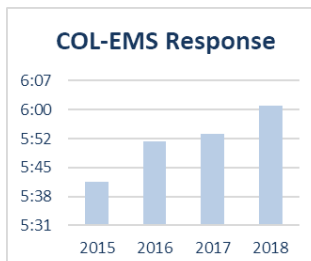
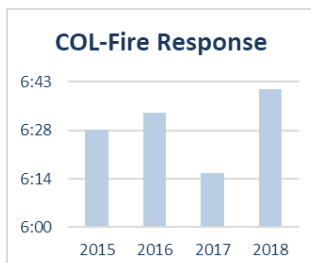
Reflex Time Standard:

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 reflex time standard for all emergency calls in the service areas. The average total reflex time is **6:45**.

Station	6	7	8	9	10	Totals
Call Processing Time	0:48	0:49	0:52	0:52	0:53	0:50
Turnout Time	1:15	1:20	1:19	1:14	1:19	1:50
Travel Time	3:43	3:43	3:41	4:13	4:03	3:50
Total Reflex Time	5:52	5:57	5:54	6:23	6:22	6:45
Total Incidents	1,495	2,675	1,261	1,410	580	7,421



Fire Response

Year	2015	2016	2017	2018
Call Processing Time	1:11	1:03	1:09	1:09
Turnout Time	1:29	1:17	1:21	1:21
Travel Time	3:37	3:57	3:36	4:02
Total Reflex Time	6:29	6:34	6:16	6:41

EMS Response

Year	2015	2016	2017	2018
Call Processing Time	0:45	0:46	0:50	0:49
Turnout Time	1:23	1:24	1:20	1:18
Travel Time	3:30	3:38	3:39	3:50
Total Reflex Time	5:42	5:52	5:54	6:01

LPFD SERVING THE CITY OF LIVERMORE

Performance Measures—2018

Expenditure Category	Adopted FY 2017-18	Updated FY 2017-18	Adopted FY 2018-19	Updated FY 2018-19
Personnel	\$ 16,826,776	\$ 16,894,780	\$ 17,658,065	\$ 17,484,239
Materials & Supplies	3,057,091	2,913,976	2,855,445	2,904,290
Total Expenditures	\$ 19,883,867	\$ 19,808,756	\$ 20,513,510	\$ 20,388,529
Funding Sources				
General Fund	\$ 19,860,867	\$ 19,785,756	\$ 20,490,510	\$ 20,365,529
Special Revenue Fund				
State Used Oil Grant	23,000	23,000	23,000	23,000
Total Funding Sources	\$ 19,883,867	\$ 19,808,756	\$ 20,513,510	\$ 20,388,529

Statewide Response: Mutual Aid

They say if you live in California long enough, fire will probably become part of your life. This year, California’s wildfire season burned over 1.8 million acres, was the most destructive causing over \$3.5 billion in damages and terrible loss of life. Livermore-Pleasanton Fire participates in the statewide system of mutual aid. Multiple crews joined the struggle in the Mendocino Complex fire that burned more than 459,000 acres surpassing all other fires to date. Our crews spent 8,298 hours battling the Carr Fire, the Woolsey Fire and the Camp Fire alongside firefighters from all over the country. We remain committed to these joint efforts hoping for less need next year.



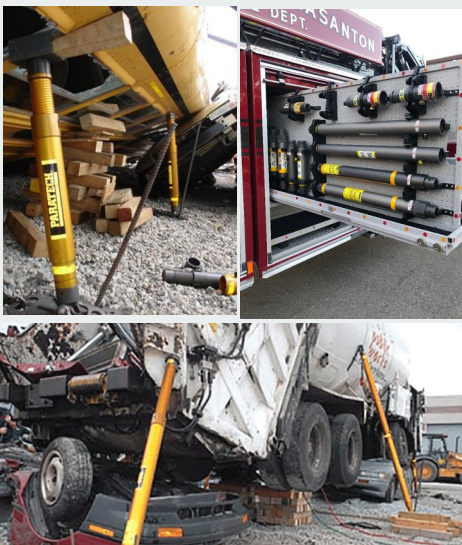
Focus on Technical Rescue:

The 2018 Training Division’s priorities focused on enhancing technical rescue, emergency response capabilities. With the purchase and arrival of our new tiller trucks, implementation of our UTV Program, and enhancements made to our Water Rescue Program, the Training Division ensured our personnel are prepared and ready to respond to any number of technical rescues within the communities.

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

Highway Vehicle Heavy Lift:

The purchase and training on Paratech’s Highway Vehicle Heavy Lift & Stabilization Kit provides first responders with the necessary tools to safely mitigate transportation accidents involving heavy commercial vehicles such as tractor trailers, buses, garbage trucks, mixers, and railcar trains. Given the significant risk and frequency of these events, this was a much-needed addition to our emergency response capabilities.



Utility Vehicle Saving Lives:

Training and implementation of our Utility Task Vehicle (UTV) has already yielded several successful rescues and evacuations from many of the recreational areas within our communities. Areas such as the Pleasanton Ridge, Dell Valle, Shadow Cliffs, Sycamore Grove, and Brushy Peak present significant access challenges for most all other emergency vehicles.

The ability to access and transport injured patients from these remote areas, with this new vehicle, is another great example of our commitment to evolve and improve our services with the changing needs of the community.



Rescue Boat Program:

Recognizing the limitations of accessing many of the remote bodies of water in the community, the LPFD enhanced the Rescue Boat program and partnered with CHP to train on Helicopter Rescue Operations. Over the course of several days, our personnel trained with CHP on “Helo-Casting” for our Water Rescue Team Members. This training provided our water rescue team members with the skills necessary to safely rescue folks from the water. They practiced jumping out of helicopters and subsequently placing victims in the water rescue basket that is then hoisted from the water. This training and partnership greatly enhances our services to the community

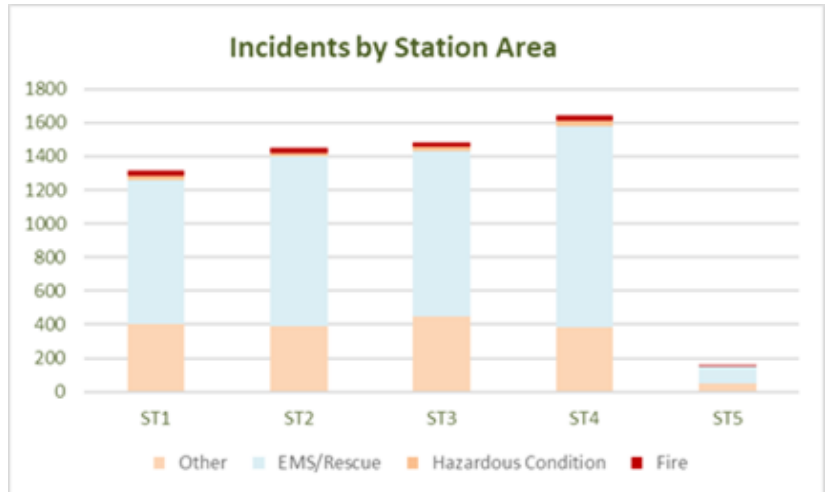


LPFD SERVING THE CITY OF PLEASANTON

Performance Measures—2018

Key Facts:

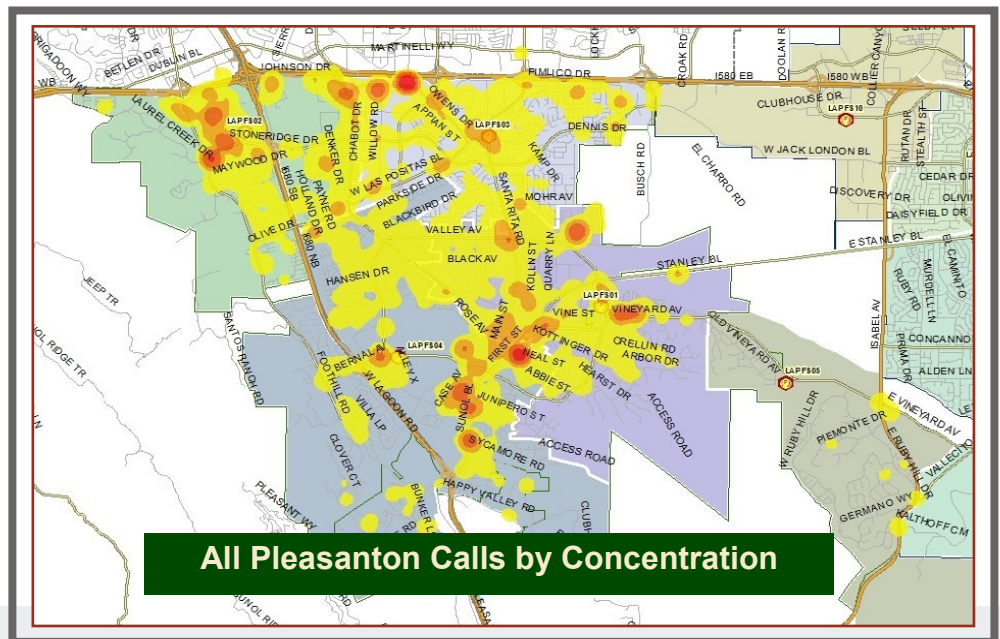
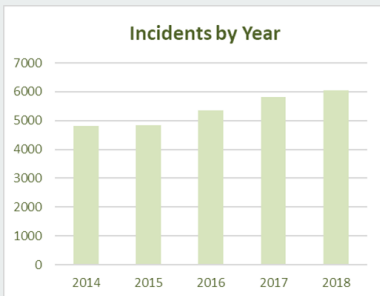
City Population	82,270
Response Area	24 Mi. ²
Total Incidents	6,052
Emergency Medical Incidents	4,141
Fires	134
HazMat, Hazardous Condition	100
Other (including service requests, false alarms, good intent responses, and canceled in route incidents)	1,677



Summary

Total calls for service in 2018 were 6,052. This represented a 3.9% increase over 2017 and an average increase of 4.8% over a five year period.

The majority of incidents are medical/rescue at 65% of all calls and correlates to population increases.



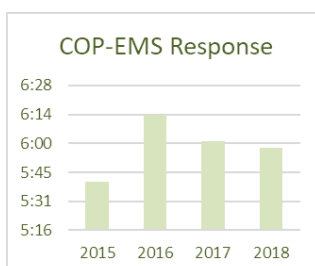
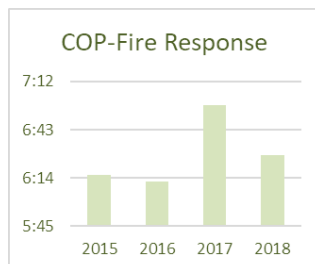
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1 minute call processing time; 1 minute turnout time; 5 minutes travel time

The chart below reflects the average reflex time standard for all emergency calls in the service areas. The average total reflex time is **6:25**

Station	1	2	3	4	5	All
Call Processing Time	0:52	0:53	0:49	0:51	0:49	0:50
Turnout Time	1:23	1:15	1:25	1:17	1:23	1:20
Travel Time	3:32	3:18	3:55	4:01	4:48	3:55
Total Reflex Time	5:51	5:39	6:14	6:12	6:58	6:25
Total Incidents	1,316	1,450	1,483	1,646	157	6,052



Fire Response				
Year	2015	2016	2017	2018
Call Processing Time	1:08	0:59	1:09	1:04
Turnout Time	1:28	1:25	1:18	1:19
Travel Time	3:37	3:37	3:58	3:58
Total Reflex Time	6:16	6:12	6:58	6:28

EMS Response				
Year	2015	2016	2017	2018
Call Processing Time	0:47	1:04	0:51	0:51
Turnout Time	1:19	1:19	1:20	1:20
Travel Time	3:30	3:47	3:46	3:44
Total Reflex Time	5:41	6:14	6:01	5:58

LFPD SERVING THE CITY OF PLEASANTON

Performance Measures—2018

	Actual 2015/16	Adjusted 2016/17	Projected 2017/18	Projected 2018/19
Revenue				
Departmental Revenue				
Fire Training Revenue	234,104	382,500	407,575	419,727
Misc Revenues	119,114	100,500	103,500	106,590
Other Reimbursements	889,380	925,000	952,240	980,297
Cost Recovery	480,545	368,864	368,864	368,864
Interfund Revenues	2,864	-	-	-
General Fund Subsidy	15,811,563	16,572,717	17,522,061	18,380,798
Total Department Revenue & Subsidy	\$ 17,537,570	\$ 18,349,581	\$ 19,354,240	\$ 20,256,276
Expenditures				
Personnel	15,755,404	16,643,008	17,599,112	18,479,721
Transportation & Training	489,498	351,321	403,739	411,467
Repairs & Maintenance	86,042	165,664	121,067	121,067
Materials, Supplies & Services	1,199,205	1,189,588	1,215,322	1,229,021
Capital Outlay	7,422	-	15,000	15,000
Total Department Expenditures	\$ 17,537,570	\$ 18,349,581	\$ 19,354,240	\$ 20,256,276

Statewide Response: Mutual Aid

They say if you live in California long enough, fire will probably become part of your life. This year, California's wildfire season burned over 1.8 million acres, was the most destructive causing over \$3.5 billion in damages and terrible loss of life. Livermore-Pleasanton Fire participates in the statewide system of mutual aid. Multiple crews joined the struggle in the Mendocino Complex fire that burned more than 459,000 acres surpassing all other fires to date. Our crews spent 8,298 hours battling the Carr Fire, the Woolsey Fire and the Camp Fire alongside firefighters from all over the country. We remain committed to these joint efforts hoping for less need next year.



Community Involvement:

The fire department continued its training mission by hosting a number of fire conferences, while strengthening our partnerships regionally.

This achievement supports Focus Area: "Our Communities" Strategic Goal #1 - Engage with community members and stakeholder groups to educate them about the department

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.

Fire Explorer Academy:

In April of 2018, the LFPD Hosted and participated in the Annual California Fire Explorer Academy. The Fire Explorer Program is sponsored by the Boy Scouts of America and supported by several fire agencies throughout the state. Over the course of five days, over 200 Fire Explorers participated in multi-disciplinary training exercises exposing them to the daily operations of our profession. All of the participants and instructors volunteered their time to learn and share their experiences with the "future" of the fire service.



Bay Area Fire Conference:

In May, the LFPD hosted the First Annual Bay Area Fire Conference. This conference brought fire service professionals from all over the country to share their experiences and technical knowledge with many firefighters from all around Bay Area. Maintaining Regional Partnerships, the Alameda County Training Officer's Coordinated and supported this tremendous regional event. In all, nearly four-hundred (400) firefighters, including over thirty (30) of our folks, participated in one or more of the hands-on, discipline-specific training modules.



CERT Largest Class Ever:

Once again LFPD put on two of its very popular Community Emergency Response Team (CERT) Trainings, which included its largest graduating class ever: 34! Members of Livermore-Pleasanton CERT increased their emergency response knowledge and ability to support their communities by taking part in monthly meetings, specialized training in Red Cross Shelter Fundamentals and Shelter Management. They learn CPR, AED and First Aid, participate in disaster drills and attended the National CERT Conference.

