



# LIVERMORE-PLEASANTON FIRE DEPARTMENT

## Year End Report—2019

### Chief Jeff Peters' 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 - 2019*

### In this issue:

- Chief's Message
- Accomplishments
  - New Tiller Trucks Arrive
  - Jogger Heart Attack Save
  - Fight to Save a Livermore Man Starts a Friendship
- LPPD Performance

### Key Facts:

Fire Stations	10
Engine Companies	8
Truck Companies	2
Full Time Employees	121
FY 18/19 Budget	\$37,851,693
Response Area	49.45 (mi <sup>2</sup> )
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.

*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.*

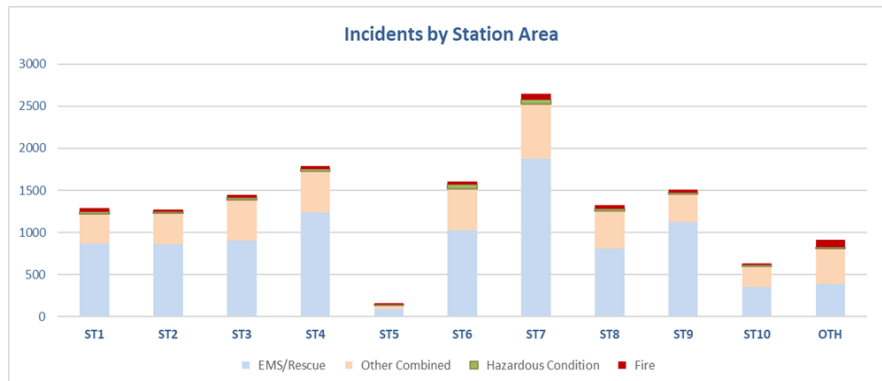


# LIVERMORE-PLEASANTON FIRE DEPARTMENT

## Performance Measures—2019

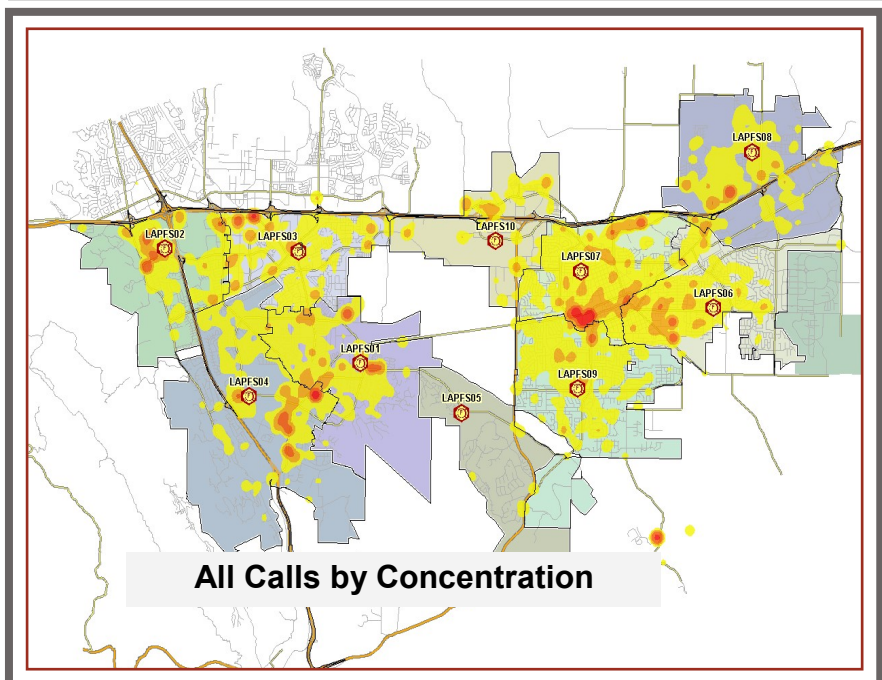
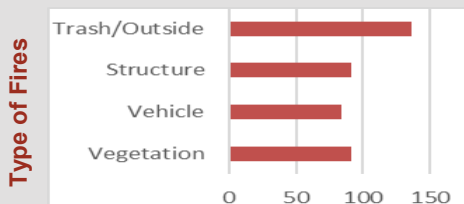
### Key Facts:

Total Incidents	14,584
Emergency Medical Incidents	9,531
Fires	436
HazMat, Hazardous Condition	281
Other (service requests, false alarms, good intentions, and canceled-in-route incidents)	4,336
Community Risk Reduction:	146
Business Inspections	1,331
New Construction Inspections	2,349
Plan Checks	844
Education Programs	152
Business and Administrative Actions	496



### Summary:

Total calls for service in 2019 were 14,584 this includes 910 out-of-district calls. The majority of incidents are medical/rescue at 65% of all calls while fire calls for service totaled 409, an increase of 27 fires. The five year trend remains a steady increase of 3.6%.



### 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:

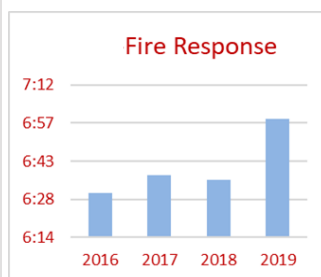
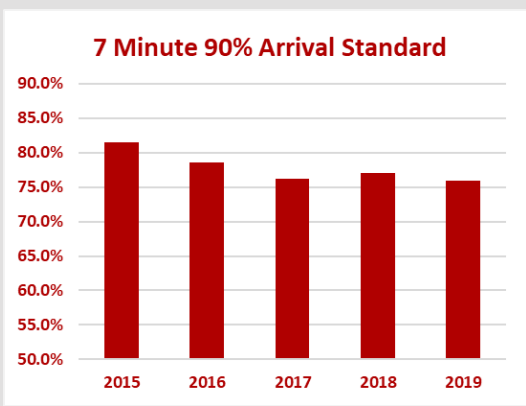
1 minute call processing time; 1 minute turnout time; 5 minutes travel time

The chart below reflects the average reflex time standard for all emergency calls in the service areas. The overall average total reflex time is **6:07**.

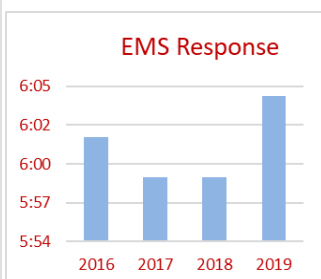
Station:	1	2	3	4	5	6	7	8	9	10	OTH	All
Call Processing Time	0:51	0:54	0:53	0:53	1:01	0:49	0:46	0:53	0:48	0:52	0:49	0:50
Turnout Time	1:13	1:15	1:23	1:23	1:16	1:17	1:19	1:21	1:16	1:16	1:17	1:18
Travel Time	3:57	3:28	3:54	3:54	5:31	3:36	3:49	3:43	4:11	4:07	4:01	3:53
Total Reflex Time	6:06	5:46	6:16	6:16	7:53	5:47	5:59	6:03	6:18	6:18	6:11	6:07
<b>Total Incidents:</b>	<b>1,286</b>	<b>1,272</b>	<b>1,446</b>	<b>1,792</b>	<b>159</b>	<b>1,602</b>	<b>2,647</b>	<b>1,325</b>	<b>1,507</b>	<b>638</b>	<b>910</b>	<b>14,584</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.



Average - Fire Response				
Year	2016	2017	2018	2019
Call Processing Time	1:01	1:09	1:07	1:07
Turnout Time	1:20	1:20	1:20	1:18
Travel Time	3:54	3:48	4:00	4:13
Total Reflex Time	6:31	6:38	6:36	6:53



Average - EMS Response				
Year	2016	2017	2018	2019
Call Processing Time	0:53	0:50	0:50	0:50
Turnout Time	1:22	1:20	1:18	1:18
Travel Time	3:43	3:44	3:47	3:52
Total Reflex Time	6:02	5:59	6:00	6:05

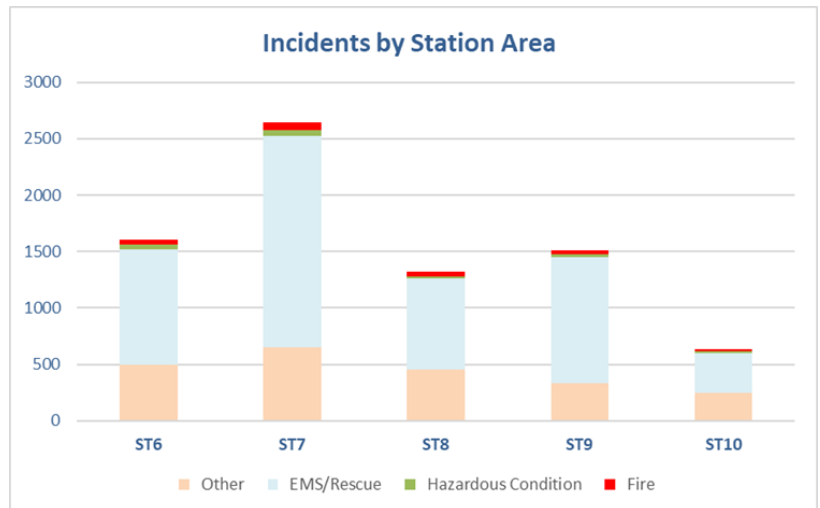


# LPFD SERVING THE CITY OF LIVERMORE

## Performance Measures—2019

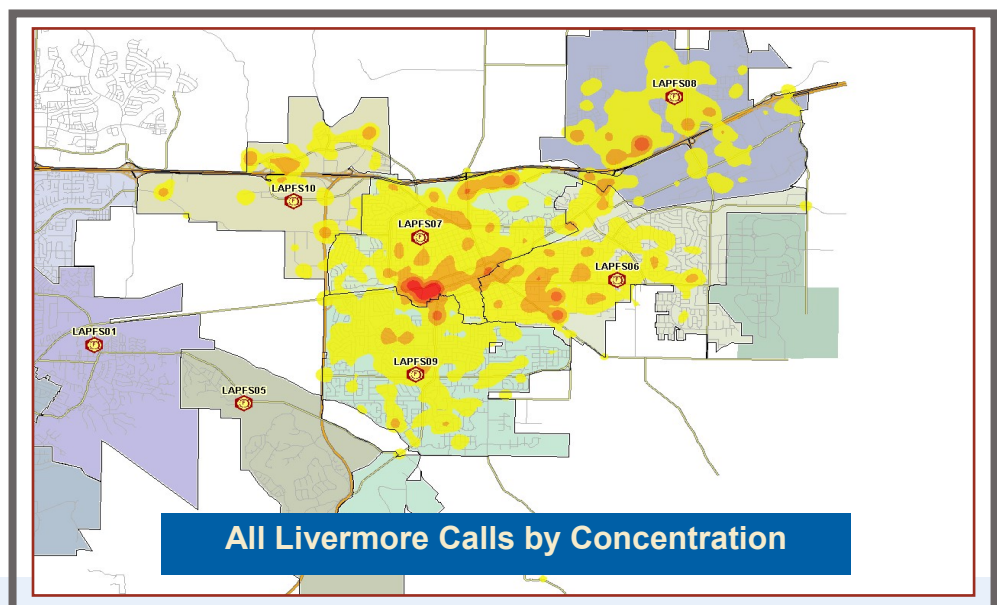
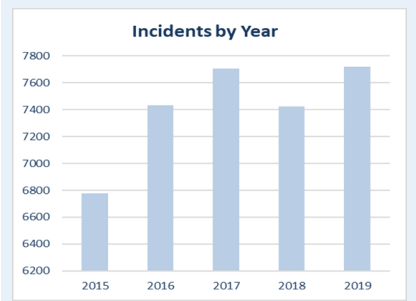
### Key Facts:

City Population	89,115
Response Area	26 Mi. <sup>2</sup>
<b>Total Incidents</b>	<b>7,719</b>
Emergency Medical Incidents	5,178
Fires	198
HazMat, Hazardous Condition	163
Other (including service requests, false alarms, good intent responses, and canceled in route incidents)	2,180



### Summary

Total calls for service in 2019 were 7,719 this was an increase of 298 calls, however the overall trend remains a steady 2.2% over a five year period. The majority of incidents are medical/rescue at 64% of all calls and is consistent with national averages.



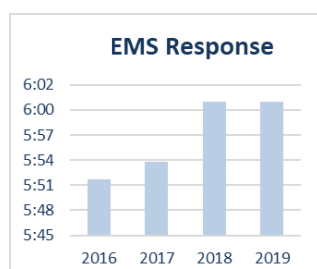
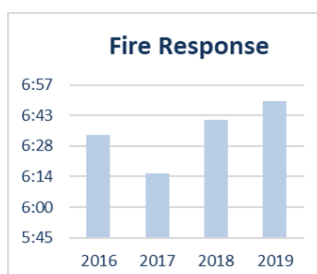
### Reflex Time Standard:

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 6:01.

Station	6	7	8	9	10	Totals
Call Processing Time	0:49	0:46	0:53	0:48	0:52	0:50
Turnout Time	1:17	1:19	1:21	1:16	1:16	1:15
Travel Time	3:36	3:49	3:43	4:11	4:07	3:50
Total Reflex Time	5:47	5:59	6:03	6:18	6:18	6:01
<b>Total Incidents</b>	<b>1,602</b>	<b>2,647</b>	<b>1,325</b>	<b>1,507</b>	<b>638</b>	<b>7,719</b>



Year	2016	2017	2018	2019
Call Processing Time	1:03	1:09	1:09	1:06
Turnout Time	1:17	1:21	1:21	1:19
Travel Time	3:57	3:36	4:02	4:12
Total Reflex Time	6:34	6:16	6:41	6:50

Year	2016	2017	2018	2019
Call Processing Time	0:46	0:50	0:49	0:48
Turnout Time	1:24	1:20	1:18	1:18
Travel Time	3:38	3:39	3:50	3:51
Total Reflex Time	5:52	5:54	6:01	6:01

# LPFD SERVING THE CITY OF LIVERMORE

## Performance Measures—2019

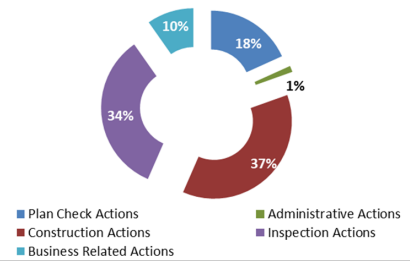
### DEPARTMENTWIDE EXPENDITURES WITH FUNDING SOURCES

Expenditure Category	Existing FY 2018-19	Adopted FY 2018-19	Adopted FY 2019-20	Adopted FY 2020-21
Personnel	\$ 17,484,239	\$ 17,461,584	\$ 18,777,901	\$ 19,828,849
Services & Supplies	2,904,290	2,921,120	3,307,953	3,340,461
<b>Total Expenditures</b>	<b>\$ 20,388,529</b>	<b>\$ 20,382,704</b>	<b>\$ 22,085,854</b>	<b>\$ 23,169,310</b>
<b>Funding Sources</b>				
General Fund	\$ 20,365,529	\$ 20,361,354	\$ 22,061,654	\$ 23,145,110
Special Revenue Fund				
State Used Oil Grant	23,000	21,350	24,200	24,200
<b>Total Funding Sources</b>	<b>\$ 20,388,529</b>	<b>\$ 20,382,704</b>	<b>\$ 22,085,854</b>	<b>\$ 23,169,310</b>

### DEPARTMENTWIDE PERSONNEL ALLOCATION

	Existing Positions FY 2018-19	Adopted Positions FY 2018-19	Adopted Positions FY 2019-20	Adopted Positions FY 2020-21
Administration & Fire Prevention	11.000	11.000	11.500	11.500
Emergency Operation	48.000	51.000	51.000	51.000
<b>Total</b>	<b>59.000</b>	<b>62.000</b>	<b>62.500</b>	<b>62.500</b>

Livermore Fire Prevention Activities 2019



Livermore – 2019

Category	#
Plan Check Actions	423
Administrative Actions	30
Construction Actions	858
Inspection Actions	782
Business Related Actions	226

### Fight to save a Livermore man starts a friendship:

While at work, Scott Leathers knew he wasn't feeling well so he decided to leave early and head to his doctor. While in route, the chest pains started, his arm ached and he couldn't catch his breath. That's when panic set in, he called his wife then decided to head to the urgent care instead. Urgent care doctors recognized he was having his first heart attack and knew he need to get to a hospital so they called 911. An ambulance and firefighters both responded to the scene and here is where Scott met Livermore Firefighter Gustavo Trejo. Gustavo was working a different shift that day and not usually in the area. None of that mattered, however, as the focus was to stabilize and keep Scott as calm as possible. With a stable vital signs the crews readied for eight minute trip to the hospital. On instinct, Gustavo decided to continue with the ambulance crew to their destination when about half way there, he noticed Scott was arresting again. This time it took a full two minutes as both



medics fought to save his life and just when they were going to put him on a CPR machine, he came back. Scott remembers Gustavo talking to him telling him to, "Stay with me..." Scott went on to make a full recovery, but the story doesn't end there. Scott tracked down Gustavo later and the two families have created a bond. Gustavo asked if Scott wanted to know what happened as the two sat down to talk. Both men agreed the moment was an emotional one they will not soon forget.

Firefighters will tell you they are just doing their job. They say it's not heroic; its just doing what any first responder would do. We know, however, that not all stories have happy endings. This one did.

### New Truck Rescues:

The two new tiller trucks have arrived. The LPFD began training and certifying its personnel in 2018 to prepare for the 2019 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 were ready to operate the newest additions to our fleet. In 2019, crews spent 2,724 hours on aerial ladder operations and on-the-road drivers training.

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



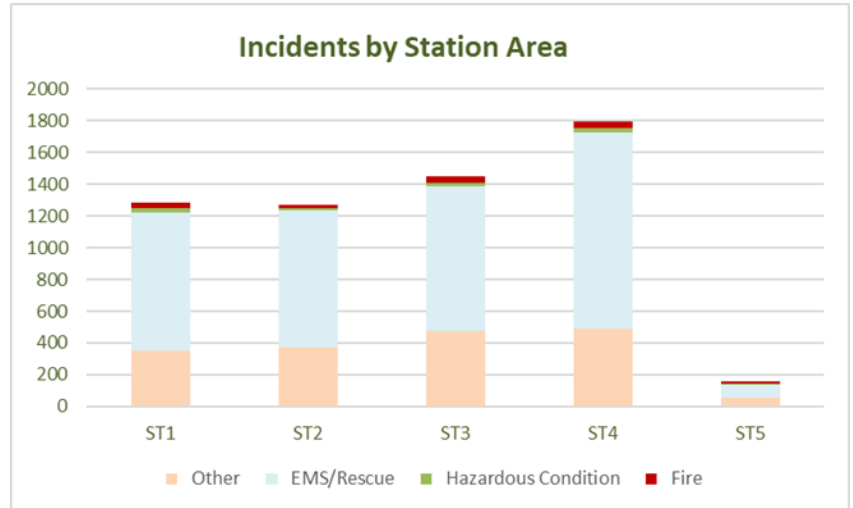


# LPFD SERVING THE CITY OF PLEASANTON

## Performance Measures—2019

### Key Facts:

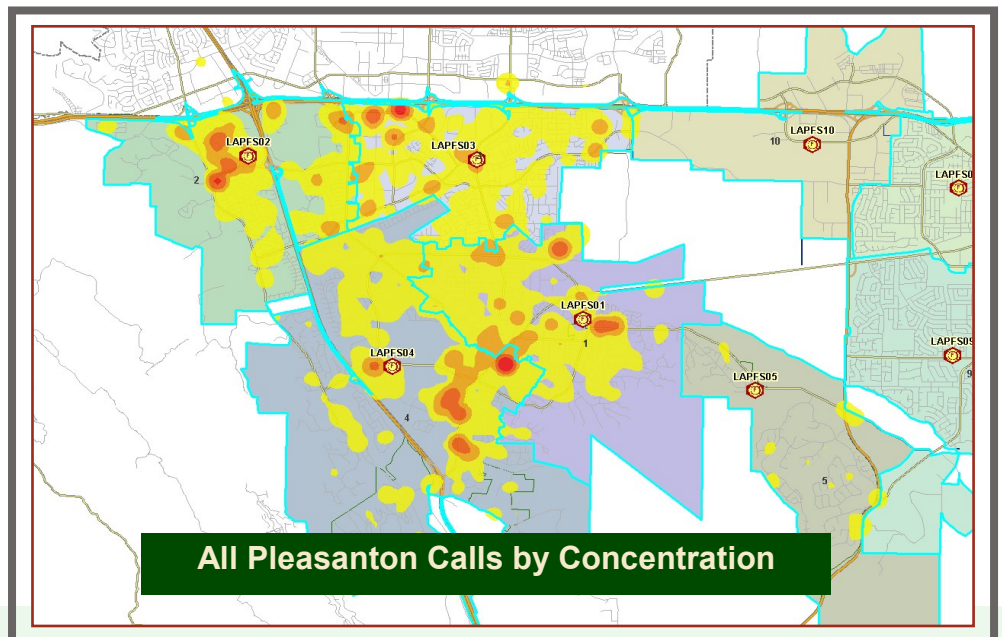
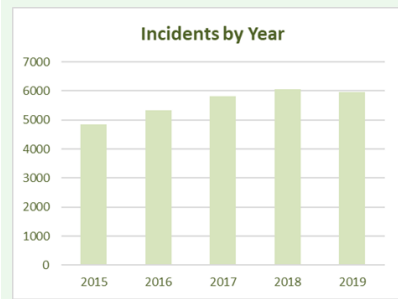
City Population	82,270
Response Area	24 Mi. <sup>2</sup>
Total Incidents	<b>5,955</b>
Emergency Medical Incidents	3,967
Fires	152
HazMat, Hazardous Condition	99
Other (including service requests, false alarms, good intent responses, and canceled in route incidents)	1,737



### Summary

Total calls for service in 2019 were 5,955. Although, this represented a reduction of 1.63% over 2018, the average remains an increase of 4.9% over a five year period.

The majority of incidents are medical/rescue at 68% of all calls and is consistent to national averages.



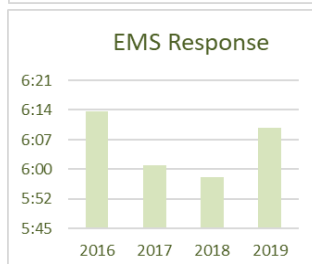
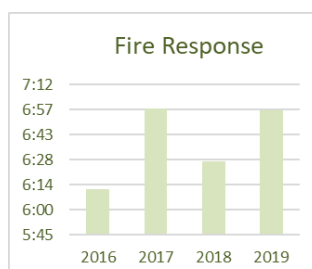
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1 minute call processing time; 1 minute turnout time; 5 minutes travel time

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	0:51	0:54	0:53	0:53	1:01	0:59
Turnout Time	1:13	1:15	1:23	1:23	1:16	1:16
Travel Time	3:57	3:28	3:54	3:54	5:31	4:25
Total Reflex Time	6:06	5:46	6:16	6:16	7:53	6:25
Total Incidents	1,286	1,272	1,446	1,792	159	5,955



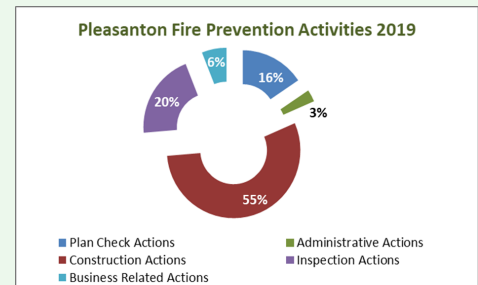
Fire Response				
Year	2016	2017	2018	2019
Call Processing Time	0:59	1:09	1:04	1:08
Turnout Time	1:25	1:18	1:19	1:17
Travel Time	3:37	3:58	3:58	4:15
Total Reflex Time	6:12	6:58	6:28	6:57

EMS Response				
Year	2016	2017	2018	2019
Call Processing Time	1:04	0:51	0:51	0:52
Turnout Time	1:19	1:20	1:20	1:18
Travel Time	3:47	3:46	3:44	3:54
Total Reflex Time	6:14	6:01	5:58	6:10

# LFPD SERVING THE CITY OF PLEASANTON

## Performance Measures—2019

	Actual FY 17/18	Mid-Year FY 18/19	Projected FY 19/20	Projected FY 20/21
<b>Revenue</b>				
Fees for Current Services	\$ 978,827	\$ 969,297	\$ 1,034,572	\$ 1,068,863
Grants and Subventions	610,165	162,000	412,500	412,500
Interfund Revenue	3,604	-	-	-
Plan Check Fees	125,901	120,000	120,000	120,000
Misc Reimbursements	247,730	6,000	1,000	1,000
Licenses and Misc Permits	495,137	434,500	503,500	519,500
Contributions and Donations	1,437	-	-	-
General Fund Subsidy	17,164,852	18,956,981	20,445,139	21,413,138
<b>Total Division Revenue &amp; Subsidy</b>	<b>\$19,627,653</b>	<b>\$20,648,778</b>	<b>\$22,516,711</b>	<b>\$23,535,001</b>
<b>Expenditures</b>				
Salaries and Benefits	\$ 17,483,686	\$ 18,802,343	\$ 19,378,087	\$ 20,374,076
Transport and Training	133,419	161,834	508,954	491,550
Repair and Maintenance	459,220	425,580	860,500	853,500
Materials and Supplies	1,509,610	1,244,021	1,769,170	1,815,875
Capital Outlay	41,718	15,000	-	-
<b>Total Division Expenditures</b>	<b>\$19,627,653</b>	<b>\$20,648,778</b>	<b>\$22,516,711</b>	<b>\$23,535,001</b>



Category	#
Plan Check Actions	421
Administrative Actions	78
Construction Actions	1,491
Inspection Actions	549
Business Related Actions	162

### Jogger Saved After Suffering Sudden Heart Attack:

On June 15, 2019, while running on Stanley Blvd outside of the East Bay Regional Park's Shadow Cliffs Lake, Albert Hart suffered a sudden cardiac arrest. A friend recognized the severity of the situation and flagged down passing motorists. The motorists called 911 and started CPR. Noticing the commotion, off-duty Livermore-Pleasanton Firefighter Cadets Cody and Jason Stearns pulled over and took over CPR. The 911 call also triggered PulsePoint, which alerted nearby CPR-trained responders, one of which was a lifeguard working at Shadow Cliffs. After arriving on scene, the life guards were able to deliver defibrillation shock to Mr. Hart using the Automated External Defibrillator (AED). A few minutes behind Mr. Hart, on the same run, Mr. Hart's wife, Trish, arrived at his side and spoke to him during the resuscitation. Just eight days after the event, and a day after his 28th wedding anniversary, Mr. Hart walked out of the hospital in good condition. This miraculous recovery was only possible because of the individuals who chose to learn CPR, downloaded the PulsePoint app and decided to help.



Deputy Chief Joe Testa stated, "This story should serve as inspiration for anyone who is able to learn CPR to do so. There is no better example of how important the bystander link is in the chain of survival."

### New Truck Rescues:

The two new tiller trucks have arrived. The LFPD began training and certifying its personnel in 2018 to prepare for the 2019 delivery of the LFPD'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 were ready to operate the newest additions to our fleet. In 2019, crews spent 2,724 hours on aerial ladder operations and on-the-road drivers training.

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