



LIVERMORE-PLEASANTON FIRE DEPARTMENT

Year End Report—2020

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 - 2020

In this issue:

- Chief's Message
- Accomplishments
 - CERT Activated
 - Pandemic Response
 - Record Wildfire Season
 - Fleet Update
- LPFD 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 ²)
Population Served	171,385

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.



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.



LIVERMORE-PLEASANTON FIRE DEPARTMENT

Performance Measures—2020

Key Facts:

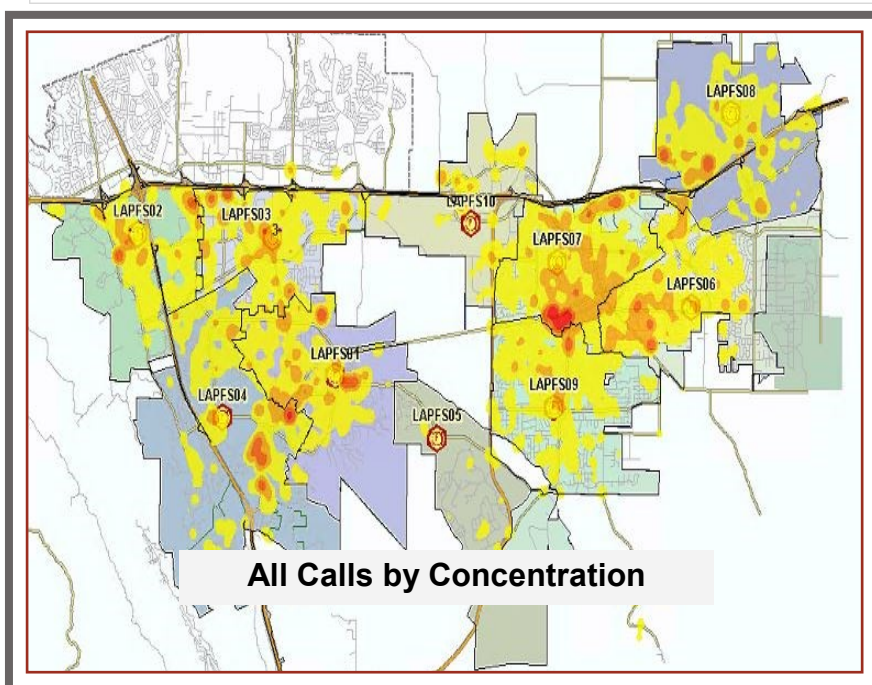
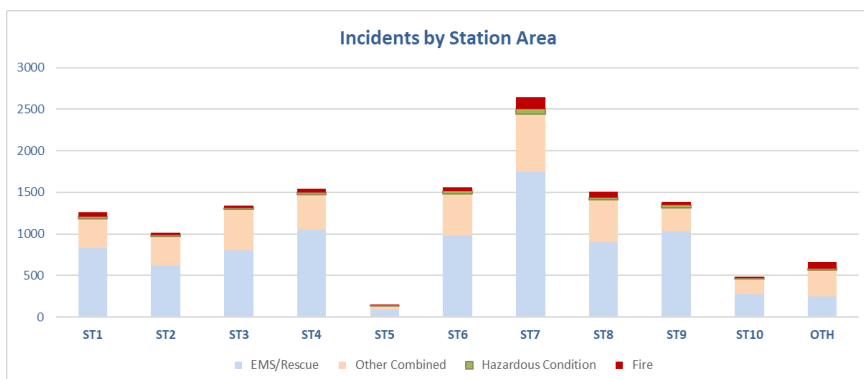
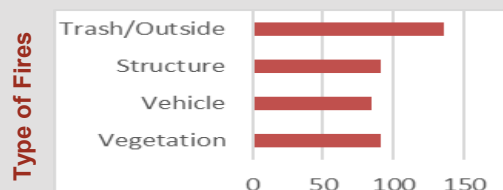
Total Incidents	13,544
Emergency Medical Incidents	8,559
Fires	540
HazMat, Hazardous Condition	268
Other (service requests, false alarms, good intentions, and canceled-in-route incidents)	4,177

Community Risk Reduction:

- Business Inspections
- New Construction Inspections
- Plan Checks
- Education Programs
- Business and Administrative Actions

Summary:

Total calls for service in 2020 were 13,544 this includes 657 out-of-district calls. The majority of incidents are medical/rescue at 63% of all calls while fire calls for service totaled 540, an increase of 104 fires. Although there were less calls for service, the overall five year trend remains a steady increase of 1.2%.



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:

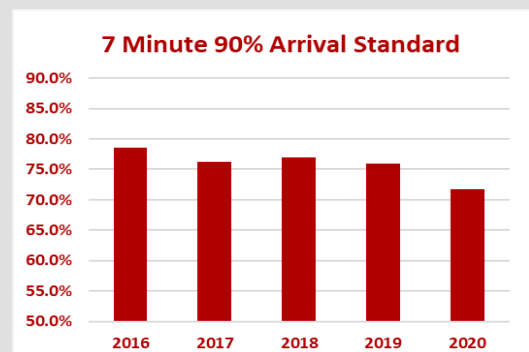
1 minute call processing time; 1 minute turnout time; 5 minutes travel time

The chart below reflects the average reflex time standard for all emergency calls in the service areas. The overall average total reflex time is **6:27**.

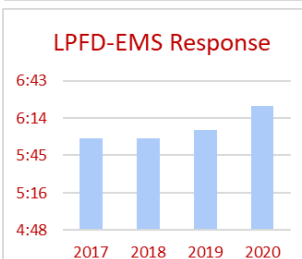
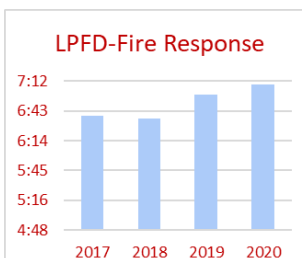
Station:	1	2	3	4	5	6	7	8	9	10	OTH	All
Call Processing Time	0:54	0:56	0:57	0:54	1:01	0:52	0:51	0:54	0:52	0:56	0:50	0:54
Turnout Time	1:23	1:13	1:27	1:20	1:16	1:22	1:17	1:22	1:18	1:20	1:17	1:20
Travel Time	3:42	3:41	3:55	4:28	5:37	3:54	4:00	4:24	4:33	4:31	4:15	4:08
Total Reflex Time	6:03	5:55	6:22	6:50	7:59	6:11	6:14	6:44	6:48	6:59	6:28	6:27
Total Incidents:	1,262	1,018	1,342	1,540	146	1,561	2,641	1,325	1,508	488	110	13,544

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 72%.



Average - Fire Response

Year	2017	2018	2019	2020
Call Processing Time	1:09	1:07	1:07	1:09
Turnout Time	1:20	1:20	1:18	1:19
Travel Time	3:48	4:00	4:13	4:31
Total Reflex Time	6:38	6:36	6:53	7:10

Average - EMS Response

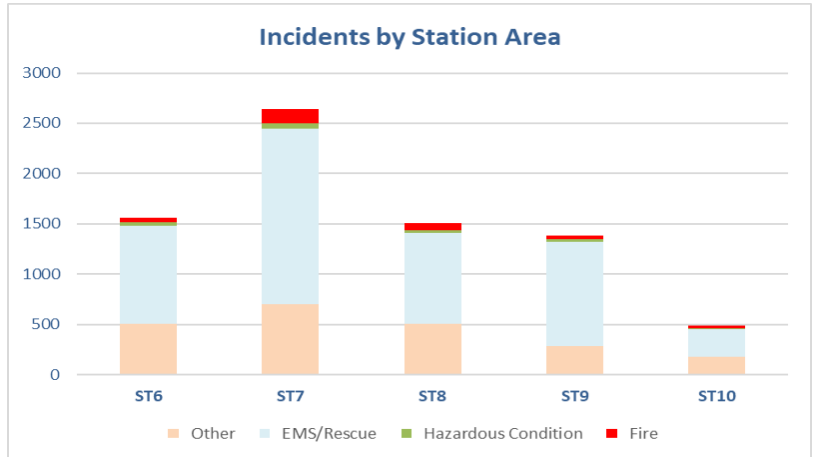
Year	2017	2018	2019	2020
Call Processing Time	0:50	0:50	0:50	0:53
Turnout Time	1:20	1:18	1:18	1:20
Travel Time	3:44	3:47	3:52	4:07
Total Reflex Time	5:59	6:00	6:05	6:24

LPFD SERVING THE CITY OF LIVERMORE

Performance Measures—2020

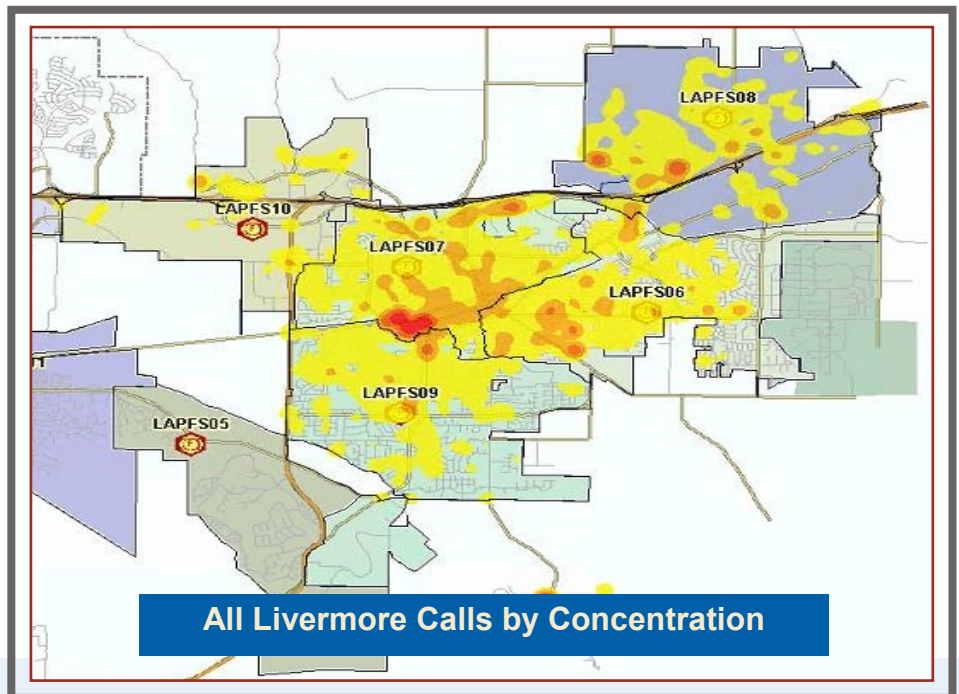
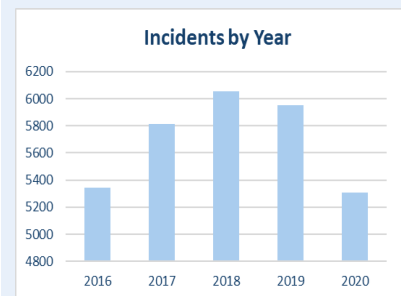
Key Facts:

- City Population 89,115
- Response Area 26 Mi.²
- Total Incidents **7,579**
- Emergency Medical Incidents 4,922
- Fires 314
- HazMat, Hazardous Condition 164
- Other (including service requests, false alarms, good intent responses, and canceled in route incidents) 2,179



Summary

Total calls for service in 2020 were 7,579 this was a decrease of 140 calls, however the overall trend remains a steady 1.2% for 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:

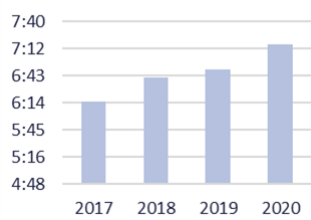
1 minute call processing time; 1 minute turnout time; 5 minutes travel time

The chart below reflects the average reflex time standard for all emergency calls in the service areas. The average total reflex time is **6:35**.

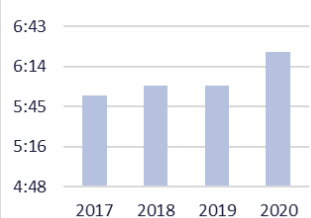
Station	6	7	8	9	10	Totals
Call Processing Time	0:52	0:51	0:54	0:52	0:56	0:53
Turnout Time	1:22	1:17	1:22	1:18	1:20	1:20
Travel Time	3:54	4:00	4:24	4:33	4:31	4:15
Total Reflex Time	6:11	6:14	6:44	6:48	6:59	6:35
Total Incidents	1,561	2,641	1,508	1,381	488	7,579



COL-Fire Response



COL-EMS Response



Fire Response

Year	2017	2018	2019	2020
Call Processing Time	1:09	1:09	1:06	1:07
Turnout Time	1:21	1:21	1:19	1:18
Travel Time	3:36	4:02	4:12	4:40
Total Reflex Time	6:16	6:41	6:50	7:17

EMS Response

Year	2017	2018	2019	2020
Call Processing Time	0:50	0:49	0:48	0:52
Turnout Time	1:20	1:18	1:18	1:19
Travel Time	3:39	3:50	3:51	4:10
Total Reflex Time	5:54	6:01	6:01	6:25

LPFD SERVING THE CITY OF LIVERMORE

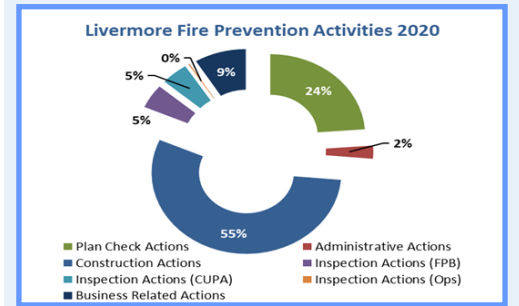
Performance Measures—2020

California Wildfire Season:

This season was characterized by a record-setting year of wildfires that burned across the state of California. At the end of the year, nearly 10,000 fires had burned over 4.2 million acres, more than 4% of the states roughly 100 million acres of land, making 2020 the largest wildfire season recorded in California’s modern history. The Members of the LPFD participated in many different roles to support firefighting operations, they included, deploying on Fire Engines, and participating on Incident Management Teams. Some include:



- ♦ August Complex Fire - 1,032,648 acres. It is often referred to the first “gigafire” as the area burned exceeded 1 million acres
- ♦ SCU Lightning Complex Fire - 393,624 acres the third-largest California wildfire recorded
- ♦ The Creek Fire - 379,895 acres. the largest single source (non-complex) fire in California history.



Category	#
Plan Check Actions	365
Administrative Actions	40
Construction Actions	846
Inspection Actions	147
Business Related Actions	135

Fleet Update:

In 2020, the Livermore-Pleasanton Fire Department took delivery of four new fire engines, two Type 3 Engines and two Type 1 engines. The Type 1 Engines were purchased by the City of Livermore to replace Engine 90 and Engine 97, which had reached the end of their service lives. This purchase moved the LPFD to a fully unified cab and builder of Engines and Trucks for the first time in the Department’s 24 year history. The entire LPFD frontline fleet across both cities is now on a single platform.



Pandemic Response:

2020 tested the LPFD in a way that demonstrated our ability to radically change our day-to-day operations and become responsive to our community in a time of rapidly evolving needs. As the SARS COVID-19 pandemic hit, the LPFD worked immediately to ensure uninterrupted emergency response while providing all protective gear necessary to keep our firefighters as safe as possible. We treated each crew as a “bubble” restricting activities that put multiple crews together. Our dispatch center began screening calls for COVID-like symptoms to pre-alert responders. We minimized exposure by closing to all but essential activities, but were able to preserve our full emergency response capabilities, 24-7, with an uninterrupted supply of gloves, gowns and N-95 masks to keep rescuers and the public safe.



CERT Activated:

In 2020, the world of disaster preparedness was rocked by a brand-new disaster. Response to the COVID-19 pandemic caused us all to think outside the box. Thankfully, technology could play an important part, allowing us to offer a disaster preparedness webinar and release the first two in a series of disaster preparedness videos. The Livermore-Pleasanton Community Emergency Response Team (CERT) members kept busy conducting a drive through event to collect new N95 masks for first responders, participating in on-line training, webinars and making calls as part of a Statewide Social Bridging initiative checking on the most vulnerable populations. The highlight of the year was LP CERT being activated to help with the SCU Lightning Complex Call Center. Over 50 of its members, responded to the call for help and put in over 1,000 hours answering calls and helping around the Fire Base Camp. The response by members of LP CERT, along with 12 other Bay Area CERT programs, earned great praise and national recognition from the Federal Emergency Management Agency.

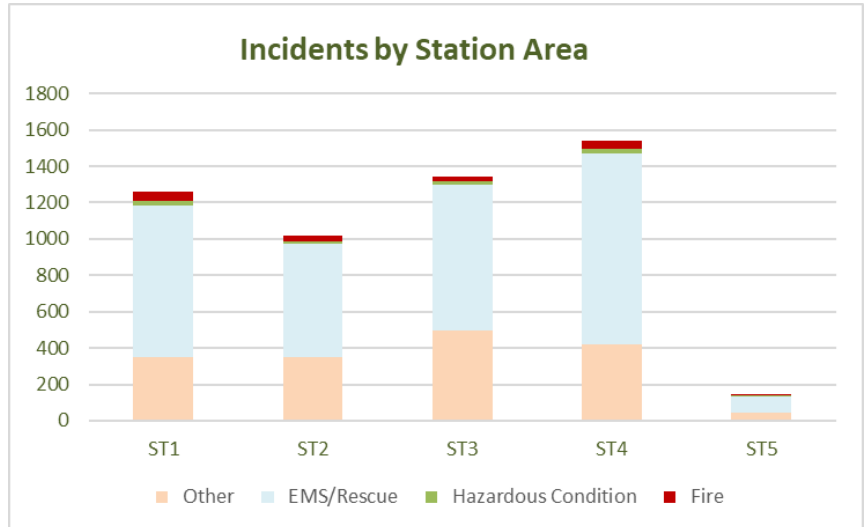


LPFD SERVING THE CITY OF PLEASANTON

Performance Measures—2020

Key Facts:

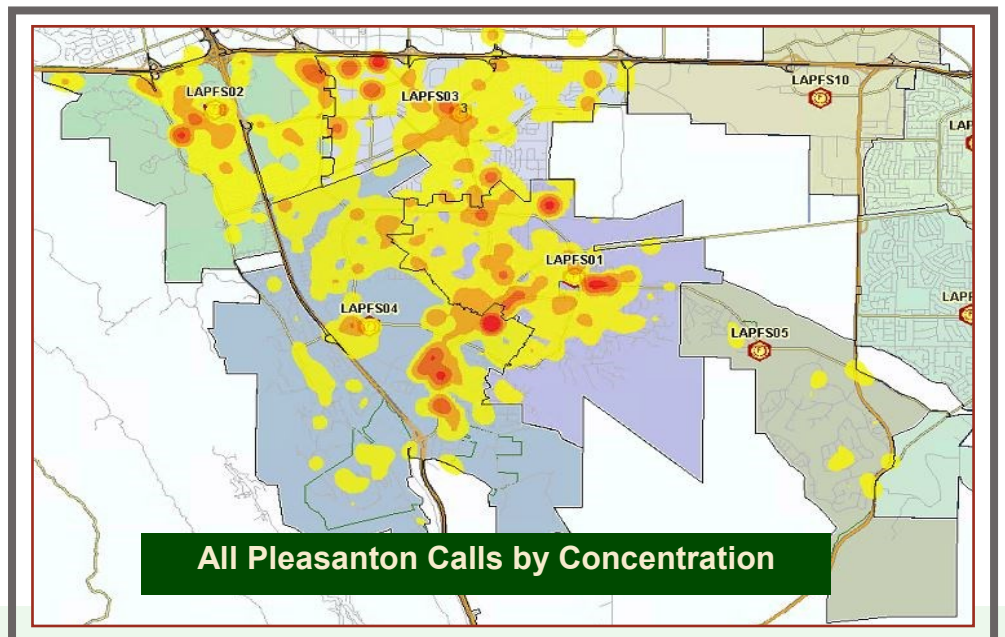
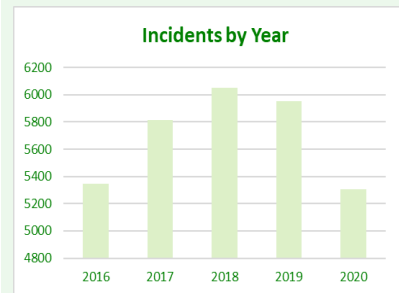
City Population 82,270
 Response Area 24 Mi.²
 Total Incidents **5,308**
 Emergency Medical Incidents 3,396
 Fires 159
 HazMat, Hazardous Condition 87
 Other (including service requests, false alarms, good intent responses, and canceled in route incidents) 1,666



Summary

Total calls for service in 2020 were 5,308. Although, this represented a reduction of 647 calls, the average remains an increase of 1.2% over a five year period.

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



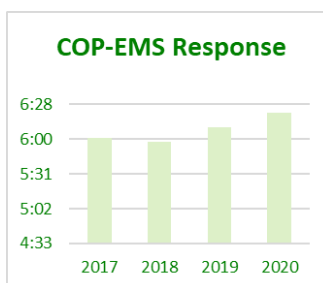
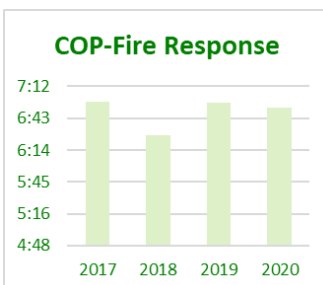
Reflex Time Standard:

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 **6:39**

Station	1	2	3	4	5	All
Call Processing Time	0:54	0:56	0:57	0:54	1:01	0:55
Turnout Time	1:23	1:13	1:27	1:20	1:16	1:20
Travel Time	3:42	3:41	3:55	4:28	5:37	4:15
Total Reflex Time	6:03	5:55	6:22	6:50	7:59	6:39
Total Incidents	1,262	1,018	1,342	1,540	146	5,308



Year	2017	2018	2019	2020
Call Processing Time	1:09	1:04	1:08	1:09
Turnout Time	1:18	1:19	1:17	1:21
Travel Time	3:58	3:58	4:15	4:11
Total Reflex Time	6:58	6:28	6:57	6:53

Year	2017	2018	2019	2020
Call Processing Time	0:51	0:51	0:52	0:55
Turnout Time	1:20	1:20	1:18	1:21
Travel Time	3:46	3:44	3:54	4:02
Total Reflex Time	6:01	5:58	6:10	6:22

LPFD SERVING THE CITY OF PLEASANTON

Performance Measures—2020

California Wildfire Season:

This season was characterized by a record-setting year of wildfires that burned across the state of California. At the end of the year, nearly 10,000 fires had burned over 4.2 million acres, more than 4% of the states roughly 100 million acres of land, making 2020 the largest wildfire season recorded in California’s modern history. The Members of the LPFD participated in many different roles to support firefighting operations, they included, deploying on Fire Engines, and participating on Incident Management Teams.



- ◆ August Complex Fire - 1,032,648 acres. It is often referred to the first “gigafire” as the area burned exceeded 1 million acres
- ◆ SCU Lightning Complex Fire - 393,624 acres the third-largest California wildfire recorded
- ◆ The Creek Fire - 379,895 acres, the largest single source (non-complex) fire in California history.



Category	#
Plan Check Actions	207
Administrative Actions	40
Construction Actions	711
Inspection Actions	72
Business Related Actions	77

Two Engines for Pleasanton:

The City of Pleasanton took delivery of two Type 3 fire engines replacing vehicles that had been in service since the mid-1990’s. These apparatus are specially designed to have all-wheel drive, a short wheel base and high ground clearance to operate in areas with restricted access while still having a fairly large water tank and pump. These rigs have been placed at Stations 2 and 4 as their design is in no small part intended to offer protection to homes on the Pleasanton Ridge.



Pandemic Response:

2020 tested the LPFD in a way that demonstrated our ability to radically change our day-to-day operations and become responsive to our community in a time of rapidly evolving needs. As the SARS COVID-19 pandemic hit, the LPFD worked immediately to ensure uninterrupted emergency response while providing all protective gear necessary to keep our firefighters as safe as possible. We treated each crew as a “bubble” restricting activities that put multiple crews together. Our dispatch center began screening calls for COVID-like symptoms to pre-alert responders. We minimized exposure by closing to all but essential activities, but were able to preserve our full emergency response capabilities, 24-7, with an uninterrupted supply of gloves, gowns and N-95 masks to keep rescuers and the public safe.



CERT Activated:

In 2020, the world of disaster preparedness was rocked by a brand-new disaster. Response to the COVID-19 pandemic caused us all to think outside the box. Thankfully, technology could play an important part, allowing us to offer a disaster preparedness webinar and release the first two in a series of disaster preparedness videos. The Livermore-Pleasanton Community Emergency Response Team (CERT) members kept busy conducting a drive through event to collect new N95 masks for first responders, participating in on-line training, webinars and making calls as part of a Statewide Social Bridging initiative checking on the most vulnerable populations. The highlight of the year was LP CERT being activated to help with the SCU Lightening Complex Call Center. Over 50 of its members, responded to the call for help and put in over 1,000 hours answering calls and helping around the Fire Base Camp. The response by members of LP CERT, along with 12 other Bay Area CERT programs, earned great praise and national recognition from the Federal Emergency Management Agency.

