

The Orange County Fire Authority

ANNUAL REPORT 1998

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MESSAGE FROM THE CHIEF

It is my pleasure to present the 1998 Annual Report as the Fire Chief of the Orange County Fire Authority, a challenging year in which we experienced great accomplishments and tragic loss.

This past year, we had the misfortune to honor three fellow firefighters who died. Long-time Paid-Call Firefighter and friend Leonard Goodwin, who provided 45 years of loyal service to his community, passed away in May. In September, Firefighter Allen Donelan died in the hospital following surgical complications. And then in October, Fire Captain Tom Wall died while engaged in wildland firefighting operations in Riverside County. Through out it all, the members of our OCFA came together proudly to honor our fallen members.

Two members of our executive management team retired, Deputy Chief Ken MacLeod and Assistant Chief Jim Radley, both with 33 years of dedicated service to OCFA.

We have rarely faced a more difficult year in terms of responding to emergency services as 1998. The El Nino rainstorms, the Westminster water tank collapse, and the Santiago Fire challenged our personnel and resources, but in each case we acquitted ourselves well.

Management action to contain expenditures and reduce personnel expenses, coupled with increased revenues realized through cost recovery and our improving economy, resulted in the OCFA adopting a balanced general fund budget—a first in our three year history.

We also signed our first collective bargaining agreement with the Orange County Professional Firefighters Association Local 3631, implemented the first phase recommendations of our management audit, and adopted the Capital Improvements Plan.

The American College of Emergency Physicians State Chapter of California (CAL/ACEP) awarded OCFA its 1998 Injury Prevention Award for the education in injury prevention provided by our child drowning prevention campaign.

The OCFA has implemented seven project teams to establish a higher and more widespread level of participation among members in the functions or activities that affect them. The focus of the project teams is to research and develop new and innovative concepts that add value, improve the quality of services provided by the OCFA, contain or reduce costs, and review, revise, or develop new polices, protocols, or procedures.

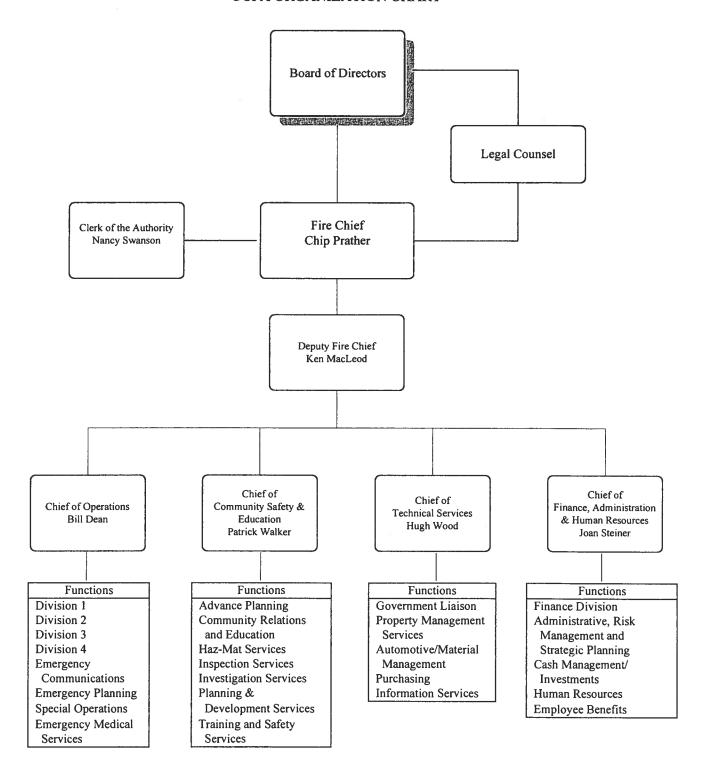
The OCFA was recognized by the Orange County Grand Jury as one of two public agencies in Orange County to have a well documented, well staffed, and adequately funded remediation plan in place for the Year 2000 (Y2K) problem facing automated systems.

And most importantly, when the people from our communities called for help, the members of the OCFA were there every time—on average our units responded once every 3 ½ minutes, twenty-four hours per day, seven days a week, including holidays and weekends.

I am proud of all our people for what they have collectively accomplished this year and look forward to continuing to perform to our high standards. At the Orange County Fire Authority, we believe very strongly in our Proud Traditions and embrace our Dynamic Future!

Chip Prather Fire Chief

OCFA ORGANIZATION CHART



STATISTICAL DATA COMPARISON							
	FY 1995/96	FY 1996/97	FY 1997/98	FY 1998/99			
APPROVED BUDGETS							
Salaries & Benefits	89,481,336	90,384,362	92,133,553	99,970,077			
Services & Supplies	13,682,318	13,441,438	12,559,151	12,984,717			
Taxes & Assessment	3,500	3,500	3,500	3,500			
Equipment	1,858,327	666,160	439,788	353,500			
Operating Transfer Out	6,000,000	0	21,206	0			
TOTAL GENERAL FUND	111,025,481	104,495,460	105,157,198	113,311,794			
Capital Projects	1,514,000	3,594,202	4,289,362	4,489,599			
Facilities & Communications	294,300	582,437	649,872	2,131,841			
Vehicle Replacement	590,415	843,679	3,354,000	2,476,500			
Station Development Fees	1,406,763	781,510	9,000	0			
TOTAL BUDGET	114,830,959	110,297,288	113,459,432	122,409,734			
STAFFING LEVEL							
Firefighters	696	680	721	696			
Fire Management	37	37	37	41			
Non-safety Staff	212	228	234	227			
TOTAL	945	945	992	964			
Reserve Firefighters	719	633	631	465			



STATISTICAL SUMMARY						
	1995	1996	1997	1998		
Population Served	1,102,882	1,106,760	1,130,169	1,164,893		
Dwelling Units	400,473	408,792	416,229	423,526		
Assessed Values	80,681,419,67	77,682,649,461	85,838,677,689	87,827,661,315		
	INCIDEN	T SUMMARY				
Fires	2,618	2,817	2,641	2,268		
EMS	32,246	35,663	37,077	38,173		
Total Other Types	21,490	23,680	24,938	25,567		
TOTAL ALL INCIDENTS	56,354	62,160	64,656	66,008		
Other Incident Types Include:						
Ruptures	151	199	232	260		
Hazmat	1,362	1,500	1,558	1,790		
Service Call	3,505	4,006	4,575	4,235		
Good Intent	12,583	13,393	13,707	13,227		
False Alarms	3,618	4,202	4,310	5,581		
Natural Disaster	43	15	43	34		
Miscellaneous	228	365	513	440		
TOTAL UNIT RESPONSES	130,594	142,823	144,804	149,150		
Total Mutual Aid Received	2,469	2,643	4,272	4,309		
Total Mutual Aid Provided	3,648	3,624	5,901	5,405		
Total Property Loss	13,384,665	23,863,016	18,284,012	16,739,602		
Total Fire Injuries	58	52	75	52		
Total Fire Deaths	3	5	8	5		
Total Inspections	20,109	23,279	29,570	26,791		



TOTAL UNIT RESPONSES BY JURISDICTION January 1 through December 31, 1998

Jurisdiction	Unit Responses Jurisdiction		Unit Responses	
Buena Park	8,951	Placentia	4,338	
Cypress	5,283	San Clemente	7,365	
Dana Point	4,574	San Juan Capo	4,442	
Irvine	18,798	Seal Beach	6,549	
Laguna Hills	4,644	Stanton	3,236	
Laguna Niguel	5,614	Tustin	7,911	
Lake Forest	7,370	Villa Park	822	
La Palma	1,321	Westminster	12,501	
Los Alamitos	2,250	Yorba Linda	4,989	
Mission Viejo	9,550	Unincorporated	28,642	
TOTAL UNIT RESPONSES			149,150	

TOTAL INCIDENTS BY MAJOR CATEGORY

	FIRES	EMS	OTHER	TOTAL
Buena Park	189	2,824	1,938	4,951
Cypress	86	1,286	719	2,091
Dana Point	97	1,179	796	2,072
Irvine	308	3,788	3,655	7,751
Laguna Hills	72	1,185	748	2,005
Laguna Niguel	70	1,393	1,015	2,478
Lake Forest	109	1,730	2,161	4,000
La Palma	19	292	207	518
Los Alamitos	40	495	345	880
Mission Viejo	123	2,659	1,560	4,342
Placentia	95	1,318	776	2,189
San Clemente	88	1,535	1,211	2,834
San Juan Capistrano	63	1,107	744	1,914
Seal Beach	56	2,104	657	2,817
Stanton	85	1,424	689	2,198
Tustin	137	2,063	1,234	3,434
Villa Park	15	170	122	307
Westminster	205	3,295	1,589	5,089
Yorba Linda	92	1,102	953	2,147
Unincorporated	319	7,224	4,448	11,991
TOTAL	2,268	38,173	25,567	66,008

OCFA ACTIVITY BY UNIT

Air Utilities	# Responses		
A21	64		
A2	49		
A24	42		
A30	42		
A1	1		
Battalion Chiefs	# Responses		
B4	885		
B8	836		
B5	724		
B6	691		
B1	609		
B3	494		
B2	356		
B7	269		
Engines	# Responses		
PME E222	6,234		
PME E22	6,133		
PME E61	3,553		
PME E24	3,153		
PAU E19	2,749		
PME E29	2,621		
PME E46	2,526		
PME E64	2,519		
BLS E21	2,502		
PAU E63	2,371		
PME E34	2,341		
BLS E48	2,320		
PME E66	2,267		
PME E62	2,265		
PME E60	2,186		
PAU E39	2,141		
BLS E26	1,949		
BLS E37	1,930		
BLS E7	1,927		
PME E65	1,808		
PAU E36	1,770		
BLS E4	1,674		
PAU E57	1,669		

Engines	# Responses
BLS E38	1,653
PAU E27	1,625
BLS E31	1,466
PAU E28	1,466
PAU E13	1,457
PAU E35	1,450
BLS E17	1,415
PAU E30	1,341
PAU E9	1,295
PAU E6	1,271
PAU E2	1,255
BLS E25	1,227
PAU E50	1,183
BLS E5	1,172
PME E23	1,139
BLS E12	1,028
PAU E45	973
BLS E219	866
, BLS E10	841
PAU E54	811
BLS E221	800
PAU E44	798
PAU E8	757
BLS E224	750
BLS E226	732
BLS E229	563
BLS E53	498
PAU E52	473
BLS E202	470
BLS E225	436
BLS E230	428
PAU E42	362
PAU E40	392
BLS E1	192
BLS E3	175
BLS E244	139
BLS E11	133

BLS - Basic Life Support PAU - Paramedic Assessment Unit

PME - Paramedic Engine

OCFA ACTIVITY BY UNIT

Brush Engines	# Responses	
E207	612	
E223	408	
E232	374	
E213	355	
E18	281	
E210	246	
E315	123	
E218	116	
E240	100	
E250	95	
E14	80	
E220	77	
E16	71	
E307	71	
E201	35	
E326	34	
E319	33	
E330	32	
E332	22	
E318	20	
E342	14	
E253	10	
E214, E301	3	
ARFF	# Responses	
F2	138	
F1	121	
F3	104	
F4	19	
Handcrews	# Responses	
Crew 57	93	
Crew 28	84	
Crew 54	36	
Waters Tenders	# Responses	
W7	109	
W10	22	
W23, W40	14	
W16	12	
Ambulances	# Responses	
S64	2,325	
S50	2,020	
S66	1,810	

Paramedic Vans	# Responses		
M21	3,244		
M26	3,079		
M4	3,056		
M48	2,532		
M31	2,453		
M38	2,320		
M17	2,291		
M5	2,205		
M7	1,976		
M32	1,158		
Patrols	# Responses		
P11	50		
P24	34		
P18	28		
P10	25		
P16	25		
P14	22		
P3	11		
P6	6		
P1, P9, P5, P25	5		
P34, P61	2		
Trucks	# Responses		
T22	1,947		
T61	1,179		
T46	1,167		
T59	1,146		
T64	1,095		
T4	1,006		
T34	966		
T49	953		
Т6	920		
Т9	801		
T17	797		
T45	715		
T43	668		
T44	140		
Water Tenders	# Responses		
HC 41	66		
HC 241	37		

1998 MAJOR OCFA INCIDENTS

- <u>JANUARY 22</u> A 71-year-old man died while trying to escape a structure fire on 11th Street in Westminster.
- <u>JANUARY 25</u> Four town homes in a single building were destroyed by fire on Nisson Road in Tustin.
- <u>JANUARY 30-31</u> El Nino-driven storms hammered Orange County for a two-day period. Waves washed over a sand berm south of the Seal Beach Pier in Seal Beach. Ten-foot waves caused a sewage spill and 10 people were evacuated in Dana Point. Waves broke windows and damaged 32 homes in San Clemente.
- <u>FEBRUARY 24</u> El Nino storms hit Orange County throughout the month, but the worst damage occurred on February 24 when rains caused major mudslides in Laguna Canyon and Modjeska Canyon. President Clinton declared Orange County a disaster area as two people died from the mudslides. OCFA crews were on hand to assist as a nine-month-old girl was miraculously saved from a mudslide. OCFA Helicopter 41 crew evacuated eleven adults, one child, and four dogs who were trapped by flooding from Holy Jim area. OCFA crews also rescued a horse trapped in Santiago Creek.
- <u>MARCH 19</u> A fire caused \$420,000 in damages, and destroyed a dry cleaning establishment on Imperial Highway in Yorba Linda.
- <u>MARCH 20</u> Heavy rains throughout the winter caused landslides throughout Orange County during the month. The most damage occurred when two homes collapsed and seven more were threatened in Laguna Niguel.
- <u>MAY 15</u> A two-alarm fire caused \$250,000 in damages to a four-unit residential complex in Laguna Niguel.
- JUNE 24 A wildland fire burned 20 acres along Carbon Canyon Road.
- JULY 14 More than 375 workers were evacuated from a Los Alamitos aerospace plant after an acid spill sent an orange cloud billowing into the sky.
- <u>AUGUST 12</u> A four-alarm fire destroyed the Oak Mill Cabinet Company in Stanton. A total of 75 firefighters extinguished the blaze in 2 ½ hours.
- <u>AUGUST 31 SEPTEMBER 3</u> Three major wildland fires, started by lightening strikes, occurred in Orange County:
 - HOLY JIM CANYON A total of 319 firefighters fought this fire, which burned almost 100 acres. This fire was located in a very rugged area and necessitated the deployment of several special types of apparatus—both air and ground.

1998 MAJOR OCFA INCIDENTS

CARBON CANYON This fire consumed close to 1,000 acres and was fought by 259 firefighters.

SANTIAGO This was by far the largest of the three fires, burning almost 9,000 acres. This fire burned through the Limestone and Whiting Ranch Parks and threatened homes in Foothill Ranch, Portola Hills, and along Santiago Canyon Road. The fire was brought under control in five days and was fought by 1,359 firefighters.

<u>SEPTEMBER 21</u> A concrete water tank burst, sending five million gallons of water through a Westminster neighborhood. A total of 50 structures were damaged near Hefley Street and Milton Way, including OCFA Fire Station 65. OCFA Captain Craig Campbell was injured when water swept into Station 65. Three civilians were also injured. OCFA responded to the incident with 165 firefighters.

<u>OCTOBER 5</u> The Orange County Fire Authority dispatched two strike teams to help battle a 18,000-acre fire near Calimesa in Riverside County. While performing structure protection, Captain Tom Wall, a 19-year veteran of the fire service, suffered a fatal heart attack.

<u>DECEMBER 9</u> Approximately 80 firefighters took less than two hours to extinguish a 10-acre brush fire near the corner of Santiago Canyon Road and Black Star Canyon Road.



CUSTOMER SATISFACTION SURVEY

A Customer Satisfaction Survey program was implemented in November 1998. The Customer Satisfaction Survey form is used to determine the degree of customer satisfaction with services rendered by the members of the Operations Department during emergencies. The data complied from these surveys is useful in illustrating superior interpersonal and professional skills, as well as identifying any potential problem areas.

How the program works

Data related to structure fires and emergency medical responses is extracted from the Orange County Fire Incident Reporting System (OCFIRS). The data extracted includes incident number, date of incident, type of incident, involved property owner/patient name and mailing address, and responding units. Using this information, survey forms are mailed to property owners/patients on a weekly basis. When forms are returned completed, the responses are input to the Survey Database. Telephone calls are made to those who included negative comments or questions on their returned forms.

Questions included on Survey Form

Recipients of the form are asked to rate for services based on the following:

- 1. Promptness of the 911 system.
- 2. Courtesy of the 911 operator.
- 3. Promptness of the fire department response.
- 4. Courtesy and helpfulness of the fire department personnel.
- 5. Fire department personnel took time to explain their actions.
- 6. Professional appearance of the fire department personnel.
- 7. Overall satisfaction with the fire department service.

About the Summary Statistics

Data obtained through this process is summarized in a monthly report to the Chief. Copies are also provided to executive management, division chiefs, battalion chiefs, and station captains. The report is arrayed by Battalion and Unit, and includes the following data: number of survey responses received; the simple numeric average score for each of the seven questions; the average score for questions 1 and 2, which pertain to the 911 communications system; the average scores for questions 3 through 7, which pertain to services provided in the field; an overall average for all questions, and any comments included on the survey form.

Preliminary Results

Although the program has only been in place for a short time we have experienced a very high rate of return (over 26%) for forms mailed. The preliminary results indicate that our customers are indeed pleased with our service. We have received an overall satisfaction rating of over 96%.

CUSTOMER SATISFACTION RATES BY AREA

City	Survey Fo		Survey Fo		Overall Satisfaction		
or	Sent		Returne	Returned		Rating	
Area	Nov.	Dec.	Nov.	Dec.	Nov.	Dec.	
Aliso Viejo	86	52	24	14	98.00%	97.45%	
Buena Park	300	268	72	54	95.50%	97.58%	
Coto de Caza	13	15	4	3	100.00%	91.67%	
Cypress	138	110	34	34	97.50%	97.16%	
Dana Point	102	85	25	27	95.00%	97.69%	
El Modena	9	5	0	1	n/a	75.00%	
Emerald Bay	3	1	1	1	100.00%	100.00%	
Foothill Ranch	21	10	7	7	97.00%	98.47%	
Irvine	459	390	104	97	97.00%	96.30%	
Los Alamitos	52	34	11	12	98.00%	99.38%	
La Palma	26	24	9	4	95.00%	99.11%	
Laguna Hills	177	143	31	37	95.75%	97.18%	
Laguna Niguel	152	124	50	31	96.50%	96.50%	
Lake Forest	185	159	43	41	97.25%	99.38%	
Leisure World	241	257	118	95	97.50%	96.86%	
Midway City	34	33	4	3	92.75%	100.00%	
Mission Viejo	275	241	93	61	95.50%	97.63%	
Modjeska Canyon	0	2	0	0	n/a	n/a	
Newport Coast	5	9	4	0	100.00%	n/a	
Orange Park Acres	8	5	2	2	100.00%	94.00%	
Portola Hills	13	6	2	4	100.00%	99.11%	
Placentia	146	118	48	29	96.50%	97.07%	
Rancho Santa Margarita	56	50	22	18	96.75%	95.26%	
Rossmoor	27	31	7	15	95.75%	98.26%	
San Clemente	140	122	47	29	97.25%	96.92%	
San Juan Capistrano	103	116	40	32	97.00%	96.85%	
Santa Ana Heights	4	8	2	2	100.00%	100.00%	
Santiago Canyon	2	1	0	0	n/a	n/a	
Seal Beach	189	196	83	52	97.25%	97.18%	
Silverado Canyon	2	5	2	0	91.00%	n/a	
Stanton	128	164	30	19	96.75%	98.27%	
Sunset Beach	1	7	0	0	n/a	n/a	
Trabuco Canyon	21	9	7	5	90.50%	100.00%	
Tustin	231	236	55	51	95.00%	95.24%	
Villa Park	24	20	5	5	99.43%	97.14%	
Westminster	356	303	66	69	96.75%	97.89%	
Yorba Linda	84	98	45	22	97.75%	97.83%	

The People of OCFA — Making a Difference in Our Community

Water Watcher Campaign

We officially kicked off our public awareness crusade to eliminate child drownings in our community with a news conference on May 21. The theatre of operations on this important program covered a wide array of actions and contacts ranging from direct communication with every property owner in our service area who has a swimming pool to mass media efforts to educate our residents about the risks and precautionary measures which must be enacted. It included signs on all OCFA vehicles, information on our website, citizen CPR training, community outreach, and a variety of other measures.

Headquarters Blood Drive

The American Red Cross Blood Drive on July 16 was a big success. The Red Cross reports that it received 20 pints of blood from our gracious employees, which enables approximately 80 lives to be saved.

Susan G. Komen Breast Cancer Foundation, "Race for the Cure"

The OCFA once again sponsored the *Fire Walkers* team in the Race for the Cure on September 27th. This was our third year that OCFA has entered a team supporting this effort. Race for the Cure raises funds for research grants of the National Komen Foundation and supports local education, screening and treatment programs for the Susan G. Komen Breast Cancer Foundation. Race for the Cure is the largest 5K event in California dedicated solely to raising money for breast cancer.

Firefighters Aid Argentina

Several OCFA firefighters took part in a worthwhile project in September to assist firefighters and the fire department in San Clemente del Tuyu, Argentina—San Clemente's sister city. In addition to providing San Clemente del Tuyu and two other cities in Argentina with three refurbished 100-foot ladder trucks that were donated and other equipment, eight firefighters from throughout Orange County flew to Argentina to teach its firefighters how to use this equipment and to provide training in high-rise and natural gas firefighting.

Spark of Love Toy Drive

In 1998, the Orange County Fire Authority participated in one of the most successful Spark of Love Toy Drives in recent years. A total of 108,113 toys were collected during the drive and combined with the Toys for Tots Program, slightly more than 245,000 toys were collected for needy children in Orange County. All 60 OCFA fire stations served as collection sites and both suppression and support personnel donated their time to deliver these toys to the 260 service agencies which, in turn, distributed the toys to a total of 194,365 children.

United Way Campaign

The 1998 United Way campaign was one of our most successful ever! OCFA employees pledged a record \$ 90,386 in 1998. This is a 5.2 % increase over last years pledges.

OCFA FIRE STATIONS Proudly Serving the Communities of...

ALISO VIEJO, Station 57 MODJESKA, Station 16 BUENA PARK, Station 61 **NEWPORT COAST, Station 52** BUENA PARK, Station 62 **ORANGE**, Station 1 **BUENA PARK, Station 63** PLACENTIA, BRADFORD, Station 35 COSTA MESA, AIRPORT, Station 33 PLACENTIA, VALENCIA, Station 34 COTO DE CAZA, Station 40 PORTOLA HILLS, Station 42 CYPRESS, Station 12 RANCHO SANTA MARGARITA, Station 45 Cypress, Tri-Cities, Station 17 SAN CLEMENTE, Station 50 DANA POINT, DOHENY, Station 29 SAN CLEMENTE, Station 59 DANA POINT, NIGUEL, Station 30 SAN CLEMENTE, Station 60 SAN JUAN CAPISTRANO, Station 7 EMERALD BAY, Station 11 **FOOTHILL RANCH, Station 54** SANTA ANA, AIRPORT, Station 27 **FULLERTON, AIRPORT, Station 41 SKYLINE**, Station 8 **IRVINE**, Station 6 SEAL BEACH, DOWNTOWN, Station 44 **IRVINE, Station 38** SEAL BEACH, FRWY, Station 48 IRVINE, INDUSTRIAL, Station 28 SILVERADO, Station 14 IRVINE, UNIVERSITY, Station 4 SILVERADO (USFS), Station 15 IRVINE, VALENCIA, Station 26 STANTON, Station 46 IRVINE, WOODBRIDGE, Station 36 SUNSET BEACH, Station 3 LA PALMA, Station 13 TRABUCO, Station 18 LAGUNA HILLS, Station 22 Tustin, Station 21 **TUSTIN, Station 37** LAGUNA NIGUEL, Station 5 **TUSTIN RANCH, Station 43** LAGUNA NIGUEL, BEAR BRAND, Station 49 VILLA PARK, Station 23 LAGUNA NIGUEL, NORTH, Station 39 WESTMINSTER, Station 64 Lake Forest, Station 19 Los Alamitos, Station 2 WESTMINSTER, Station 65 MIDWAY CITY, Station 25 WESTMINSTER, Station 66 MISSION VIEJO, Station 24 YORBA LINDA, Station 10 YORBA LINDA, Station 53 MISSION VIEJO, NORTH, Station 31

MISSION VIEJO, SOUTH, Station 9

YORBA LINDA, EAST, Station 32