

2019 Annual Report





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2019

KEY ACCOMPLISHMENTS

- Service to the community at the highest level with emphasis of serving with Respect, Integrity and Compassion.
- The first full year of CMFR's new and successful cost recovery programs; the Ambulance Transportation Program brought in over \$3 million in cost recovery revenue. Community Risk Reduction Programs increased from \$170k to over \$550,000k in two years.
- Our new Fire Engine no. 82 was officially placed into service with our CMFR traditional "barn-push," an 18-month process start to finish.
- A strengthened commitment to improve health & safety for our personnel – Firefighter Wellness, Cancer Prevention and Behavioral Health.
- An evolution and enhancement to our social media, public information, and community education outreach efforts, inclusive of the inaugural launch of our CMFR Annual Report.
- Professional development, succession planning, and active leadership engagement throughout all roles and ranks of CMFR in local, regional and statewide areas of public safety and public service, including the addition of 10 new Firefighters.
- Station no. 4 classroom remodel completed.



MISSION STATEMENT

Costa Mesa Fire and Rescue is an all risk department committed to protecting the community from all emergencies and disasters through innovative leadership, service and excellence.

A MESSAGE FROM THE FIRE CHIEF...



What an eventful year 2019 was for CMFR! We place another exceptional year (and storied decade) into the books and gear up for what is going to be a remarkable 2020. With every year there are successes, accomplishments and of course challenges. Through the challenges this department, this family, continues to progress forward and serve strongly in our unifying mission to serve our community at the highest level attainable and forever serving with Respect, Integrity and Compassion.

We closed out 2019 with the acknowledgement of our Strategic Plan (2015-2020) officially closing out in the year ahead. To that end, we will update our Strategic Plan sometime in the second quarter of 2020. As with any prosperous plan or foundation, its imperative to evaluate and reflect the progress made to ensure we stay on track. In order to know where we need to go, we must certainly know where we've been. Below is a mere snapshot of where this department has been in 2019 and the outstanding accomplishments we have made - together!

Just to name a few:

- Our new Fire Engine #82 was officially placed into service with our CMFR traditional "barn-push"
- The first full year of our new ambulance transportation program that exceeded cost recovery projections - \$3 million plus in billing and sound integration by our crews
- The second year of our Community Risk Reduction cost recovery enhancements, bringing in \$500,000 plus, a portion related to our fire inspection cost recovery program
- The successful completion of the washer/dryer implementation in all of our stations
- USA flags were placed into permanent service on all our apparatus
- Station no. 4 training classroom remodel completed
- A strengthened commitment to improve health & safety for our personnel – Firefighter Wellness, Cancer Prevention and Behavioral Health

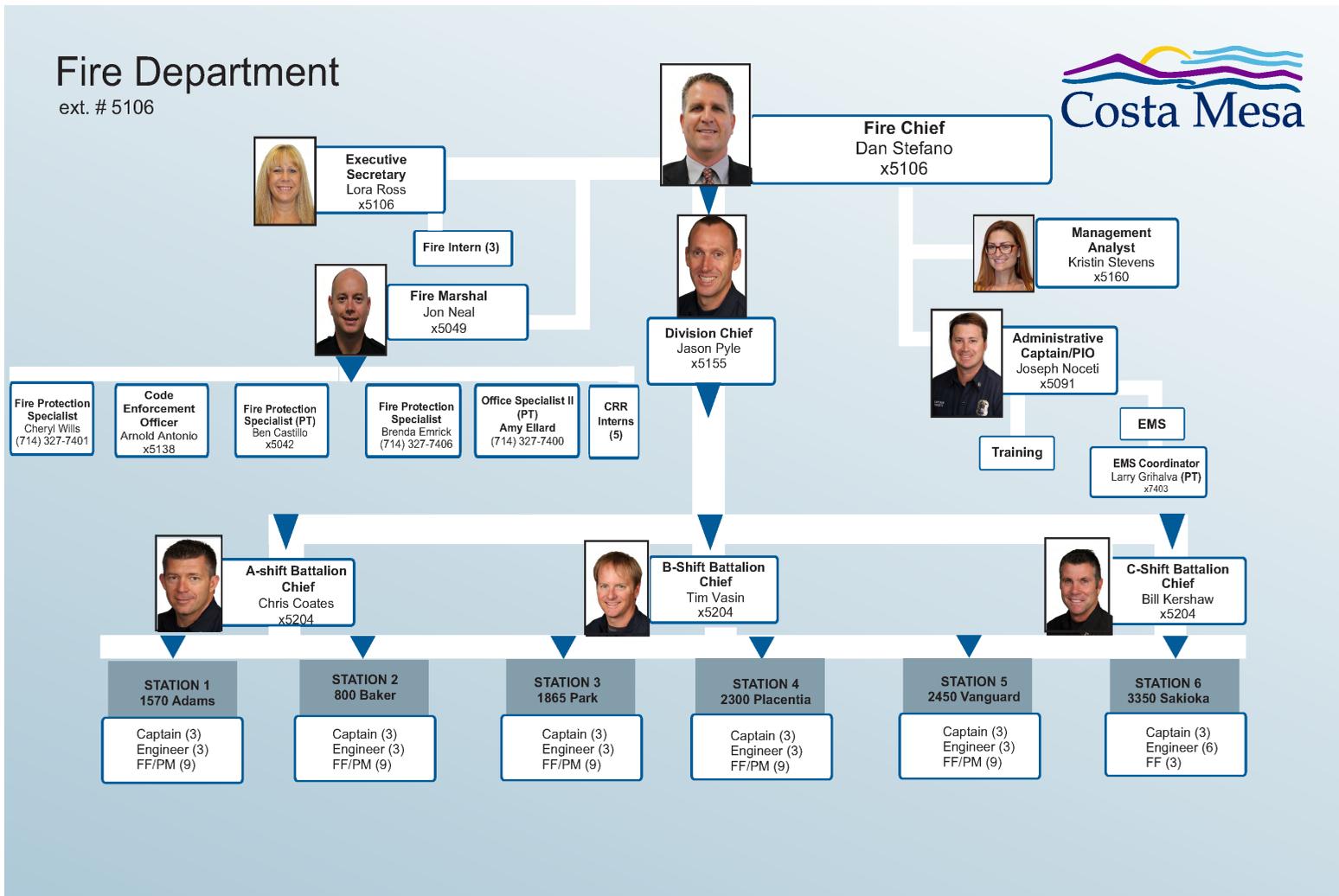
There is no question of the amount of hard work, tenacity and heart that has been showcased through each rank, role and individual in progressing the department upward. We know that none of our successes would take place without the support from our City Council, our city team and our community, so thank you.

CMFR is grateful to serve such a caring, engaged and involved community as Costa Mesa. This is a phenomenal team that I have the honor to serve with, 24/7/365. From providing life-saving service, saving someone's home/business or going into the public to provide community risk reduction and community education, it's all centered on the outstanding work of the men and women that make up our fantastic team!

Thank you again for allowing me to continue to serve and I look forward to another successful year.

Daniel A. Stefano, Fire Chief
Costa Mesa Fire & Rescue

DEPARTMENT ORGANIZATION CHART



The Operations Division provides response services and staffs six fire stations 24 hours a day, seven days a week, 365 days a year. The Community Risk Reduction provides life and fire safety planning, inspection, preparedness and overall community fire prevention.

The department is budgeted for 90 full-time staff members; 84 sworn positions and six non-sworn positions. Part-time staffing consists of 4 full-time equivalents to serve within the following three divisions: Fire Administration, Fire/Rescue/Emergency Medical Services and Community Risk Reduction. In 2019 CMF&R responded to a total of 12,674 calls.

The department's FY 19-20 adopted budget is \$28,237,213, operating out of the administration offices located in City Hall and the departments six fire stations.

COSTA MESA FIRE STATIONS

FIRE STATION 1
1570 Adams Avenue

FIRE STATION 2
800 Baker Street

FIRE STATION 3
1865 Park Avenue

FIRE STATION 4
2300 Placentia Avenue

FIRE STATION 5
2450 Vanguard Way

FIRE STATION 6
3350 Sakioka Drive



DEPARTMENT AT A GLANCE...

FIRE ADMINISTRATION

Under the direction of the Fire Chief, the Administration Division is responsible for the delivery of all staff and support services, working towards the most effective and efficient operations of the department. Among these services the division provides direction for strategic, operational, and emergency planning; establishes department policies and procedures; coordinates internal functions of all divisions, programs, and external functions with other City departments and community organizations; develops and manages the budget; coordinates ordering and purchasing; manages the department's human resources; manages the department's records and reports and performs additional functions and duties as needed by the City Manager.



Lora Ross
Executive Secretary



Kristin Stevens
Management Analyst



OPERATIONS DIVISION



Jason Pyle
Division Chief



Bill Kershaw
"A" Shift
Battalion Chief



Chris Coates
"B" Shift
Battalion Chief



Tim Vasin
"C" Shift
Battalion Chief

FIRE/ RESCUE OPERATIONS:

The Operations Division manages Fire, Rescue and Emergency Medical Services and maintains constant readiness to answer calls for assistance from the citizens and visitors of the community. The Division is also tasked with rapid response to life, health, fire, rescue, and environmental emergencies, as well as the protection of property, fire cause and origin determination, and life safety inspections and education. In addition, the fire companies are involved in comprehensive building and fire protection systems inspections, including the high-rise buildings in the South Coast Metro area and South Coast Plaza.





Larry Grihalva
EMS Coordinator

EMERGENCY MEDICAL SERVICES:

Pre-hospital advanced life support (ALS) is provided by a combination of Paramedic Engine Companies and Paramedic Rescue Ambulances. Under the direct supervision and in conjunction of the Operations Division Chief, the Emergency Medical Services Division manages, supervises, and provides the functions required to support these services including; emergency planning, communications, training and education, equipment maintenance and repair, supplies, records, and quality control.

TRAINING:

Under the supervision of the Fire Chief, the Training Division is responsible for ensuring that the Fire & Rescue Department meets and/or exceeds training requirements set forth by Insurance Services Office, NFPA, OSHA, and CCR's. In addition to planning, coordinating, and facilitating new firefighter recruitment's, the training division plans and organizes promotional training opportunities and testing with other City departments; provides oversight and guidance to several areas of the professional development budget; manages training records; provides oversight in community engagement, including social media and functions as the Public Information Officer; represents the department on countywide fire/rescue/training committees and performs additional duties as needed by the Fire Chief.



Joseph Noceti
Administrative Captain/
Training Officer/PIO





Jon Neal
Fire Marshal

COMMUNITY RISK REDUCTION

FIRE PREVENTION, PLANNING AND CODE ENFORCEMENT:

The Community Risk Reduction Division develops and enforces local fire, life safety, property, and environmental protection standards; enforces State adopted fire and life safety codes; reviews building construction plans; conducts building construction and business inspections; investigates citizen complaints; serves on city-wide committees related to development review, group homes, homeless outreach, and Measure X; provides training to department personnel in regard to fire and life safety codes; assists professional trades with technical fire code requirements and department community education efforts. Develops, provides, and coordinates community preparedness activities including, volunteer, outreach, education, training, and response programs including; Business Preparedness Academies and Community Emergency Response Team Academies and embracing an overall strategy of community risk reduction

Community risk reduction and fire prevention strategies are a critical component from the development of new projects and all the way through the life building. During the entitlement and pre-construction phases of new building and tenant improvement projects, the CRR team applies the California Fire Code (CFC) and locally adopted amendments to building and fire system plan review to ensure conformance to state and international standards. Once plans are reviewed and approved, and building permits are issued, Fire Protection Specialists perform highly technical inspections and acceptance tests of fire protection systems and building construction for Fire & Life Safety compliance. After the certificate of occupancy is issued for a new building or tenant improvement, Annual Operational Fire Permits are issued based on the hazard of the use, and Company Inspections are conducted to complete emergency response pre-planning operations and verify ongoing compliance with the CFC.



COMMUNITY RISK REDUCTION

COMMUNITY EDUCATION:

The Fire Protection Specialist is responsible for public education and community outreach efforts through the coordination of community preparedness activities including, volunteers, outreach, education, training, and response programs; embracing an overall strategy of community risk reduction.

Through strong relationships with all stakeholders, community partners and the support of the entire CMF&R department, the Fire Protection Specialist maintains and provides the highest level of fire safety and prevention information to the community.



Brenda Emrick
Fire Protection Specialist



SPARK OF LOVE

ORANGE COUNTY TOY COLLABORATIVE

In collaboration with Orange County Fire Chief's, ABC7 and the Costa Mesa Firefighter's Association, CMFR transitioned away from the county toy collection/distribution program and launched the inaugural Orange County Toy Collaborative.

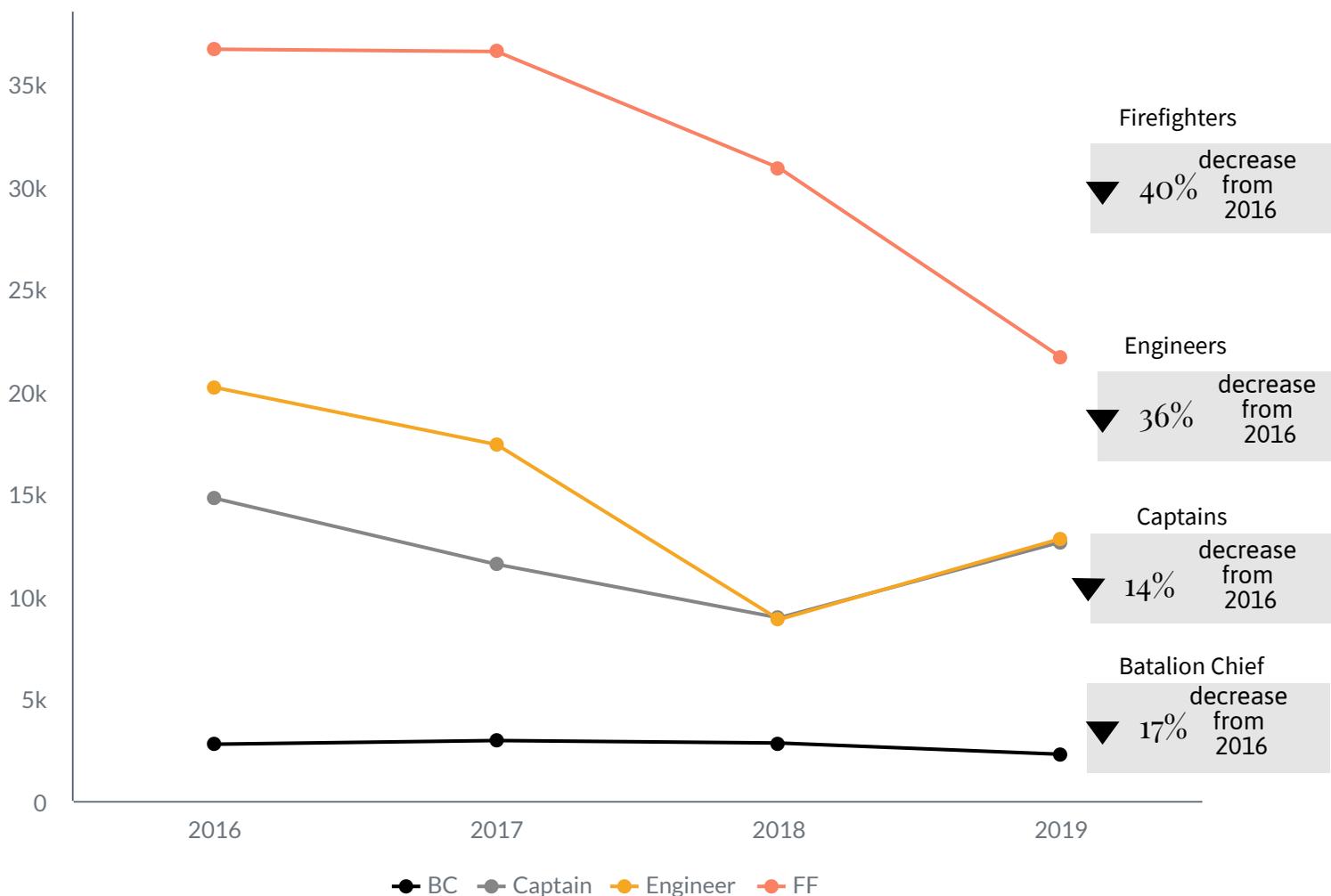
In 2019, the department initiated a partnership with the Costa Mesa Firefighter's Association to collect and distribute toys to nine non-profits, a youth foster care organization and two city youth programs. The department collected and distributed 3,078 toys in 2019. A total of 18 local businesses collected toys for the department.

CERT and Fire Corps volunteers assisted with collection and separation of the toys giving 50 plus hours in assistance. Fire Association Families collaborated on equipment, toys, and furniture for a foster youth organization in the city and helped multiple families with holiday food and gifts.



OVERTIME HOURS

FOUR- YEAR COMPARISON



	2016	2017	2018	2019
BC's	2,767	2,946	2,825	2,275
CAPTAINS	14,771	11,548	8,939	12,641
ENGINEERS	20,186	17,391	8,856	12,805
FIREFIGHTERS	36,696	36,583	30,903	21,653

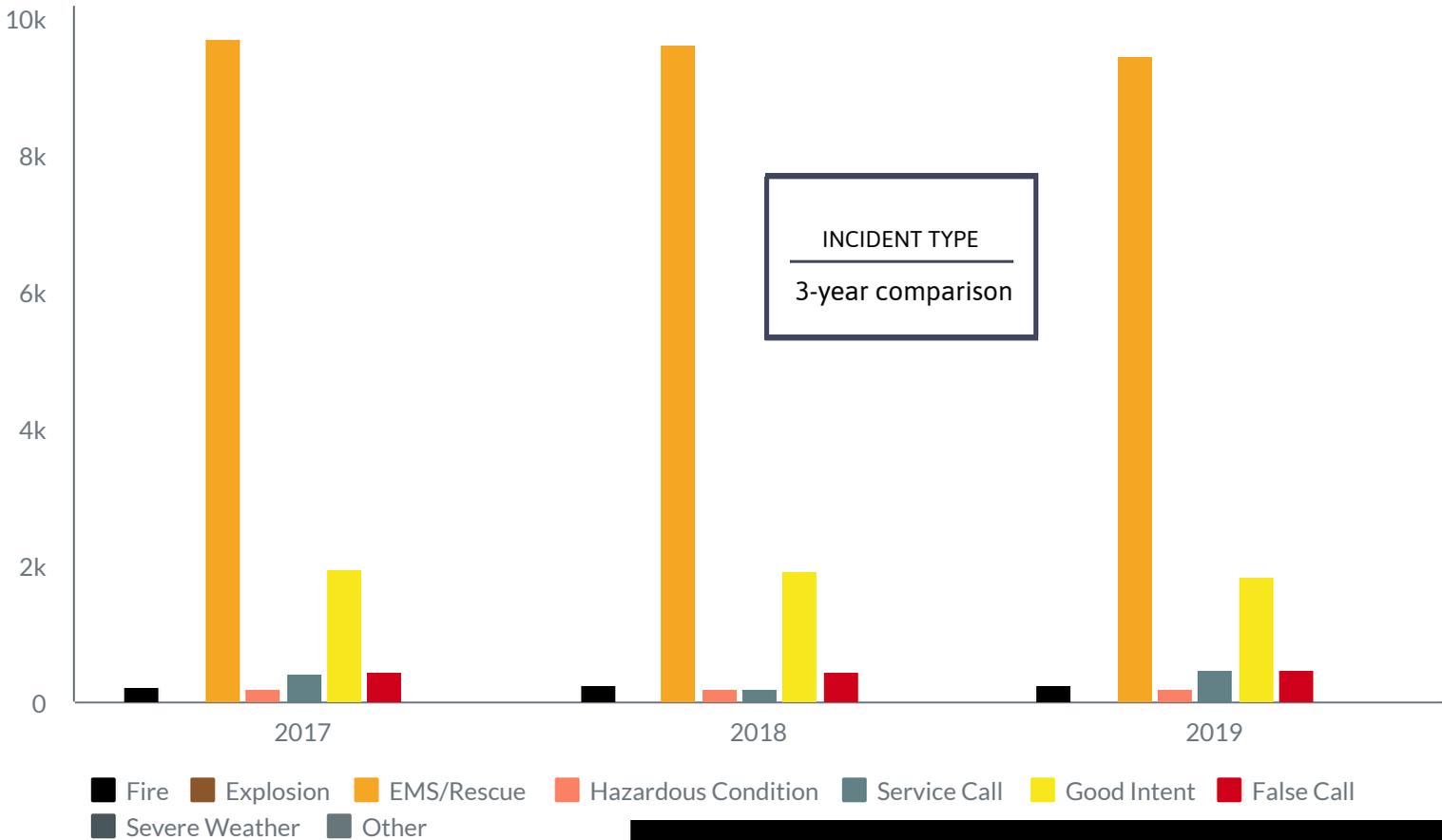
*Note: For cost specifics related to overtime hours, you may reference the City's FY20/21 budget

FIRE/ RESCUE/
EMERGENCY MEDICAL SERVICES

2019 INCIDENT STATISTICS

CATEGORY	2017	2018	2019
Fires	218	261	245
Rupture/ Explosions	5	10	3
EMS/Rescue	9,696	9,639	9,454
Hazardous Condition	200	195	189
Service Call	430	195	461
Good Intent	1,935	1,918	1,839
False Call	447	447	477
Severe Weather	3	3	1
Other	2	7	5
Total	12,937	13,045	12,674

 0.82% increase from 2017
  2.8% decrease from 2018





AMBULANCE OPERATOR (AO) PROGRAM

ABOUT

Approaching a year-in-a-half with the AO program in place, CMFR continues to work closely with Wittman Enterprises and Care Ambulance Service to ensure the programs run smoothly and that the department provides the excellent service the community anticipates and deserves.

Both programs have had a successful introductory period and CMFR anticipates continued success as we enter into 2020.

September 1, 2018 Costa Mesa Fire & Rescue entered into the multi-year contracts with both Care Ambulance Service for ambulance staffing needs and with Wittman Enterprises LLC for ambulance billing and cost recovery efforts. Both of these contractual agreements were part of a new ambulance transportation service model for the City.

STAFFING

Care Ambulance Service continues to provide staffing for three CMFR Ambulance units for each 24-hour shift, 365 days per year and also ensures all three Rescue Ambulances are staffed by two Emergency Medical Technicians (EMTs) at all times.

Internally the department is working to create additional hours within the FY20/2021 budget for our Emergency Medical Coordinator; to help oversee the AO program and to serve as a point of contact and as an extra layer of quality assurance.

BILLING AND COST RECOVERY

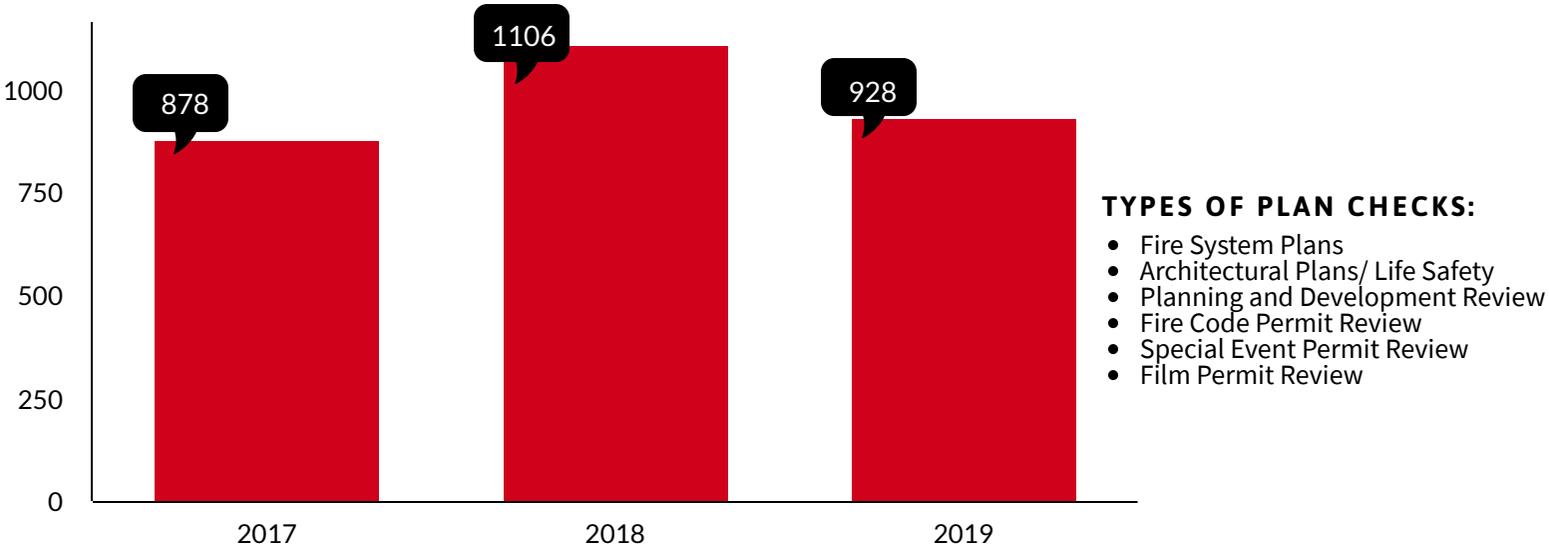
CMF&R and Finance staff have worked closely with Wittman Enterprises over the last 16-months to lay the foundation for what is becoming a very successful cost recovery program. Beginning ground work included establishing properly identifiable account strings, successfully obtaining a Medicare provider number, becoming familiar with ambulance billing processes; inclusive of Medicare, reporting of GEMT QAF (Ground Emergency Medical Transportation, Quality Assurance Fee) transport data, and establishing and strong working relationships with staff.

Approaching a year-in-a-half and the AO program has exceeded cost recovery revenue projected for the fiscal year.

CMFR will continue to actively monitor cost recovery revenue and as the program progresses, the department will capture a three-year trend.

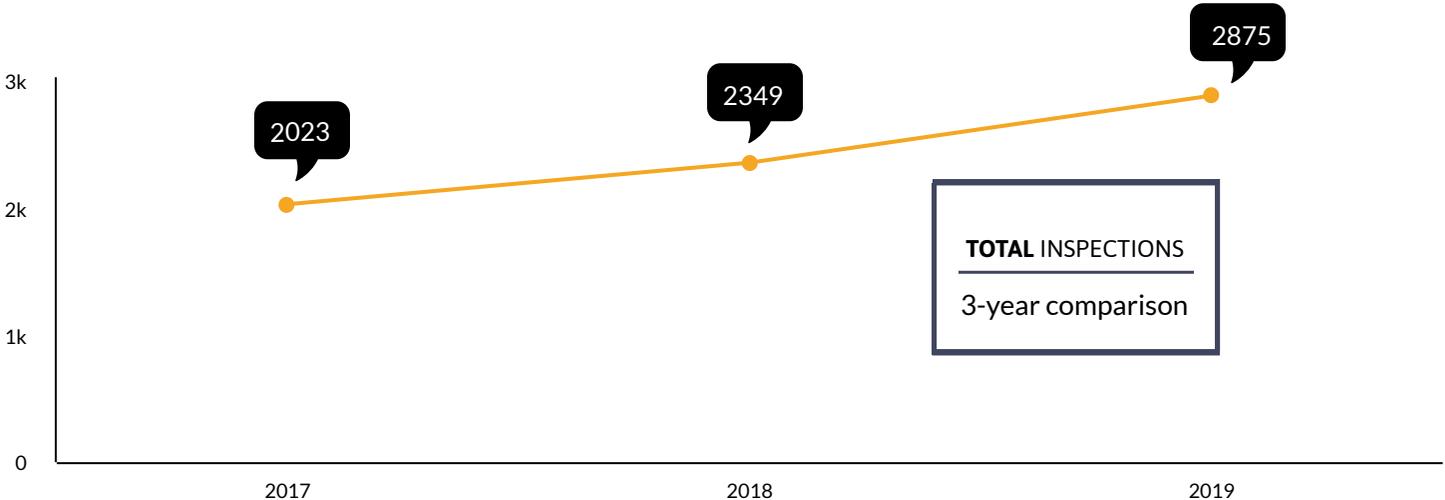
COMMUNITY RISK REDUCTION

TOTAL PLAN CHECK REVIEWS:
THREE YEAR COMPARISON



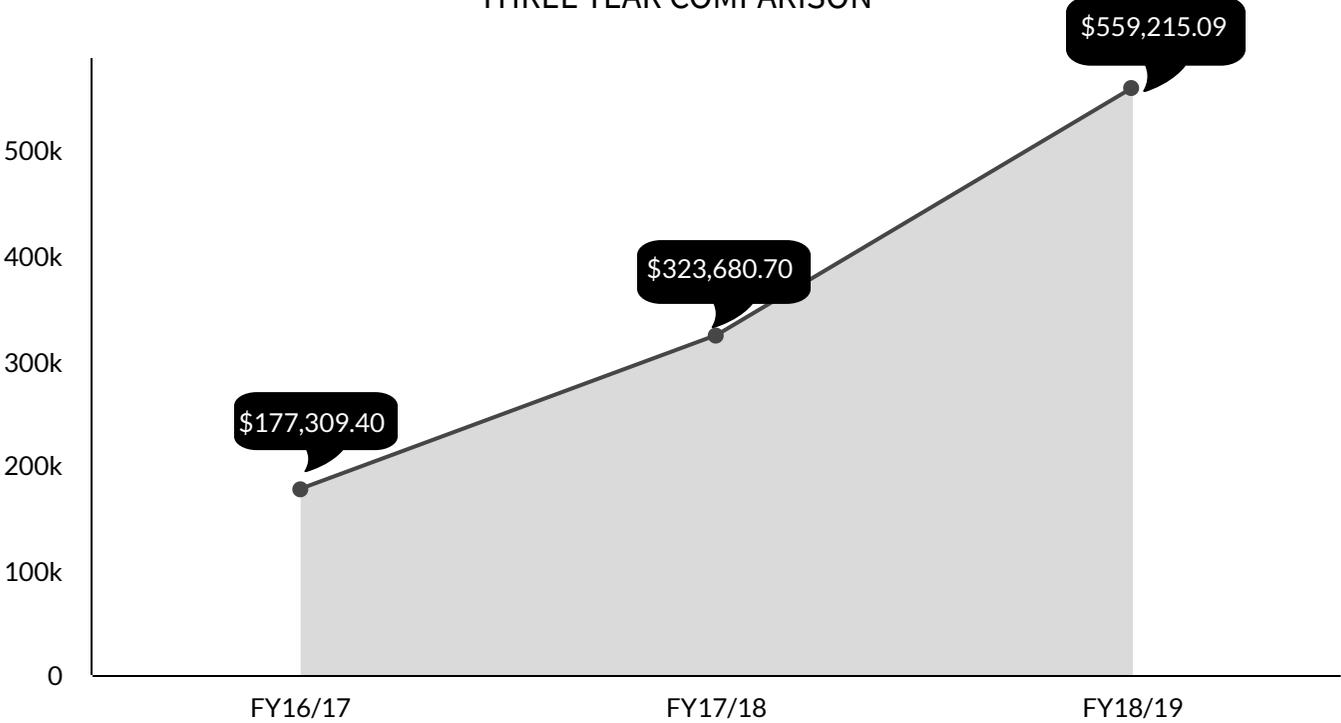
CONSTRUCTION INSPECTIONS BY CATEGORIES

Fire System Permits	2017	2018	2019
Sprinkler	337	350	243
Alarm	93	127	135
Hood	27	30	27
Underground	9	16	16
Fire Pump	0	4	0
Clean Agent	5	4	3
Total	471	531	424



COMMUNITY RISK REDUCTION REVENUE

THREE YEAR COMPARISON



*NOTE: Cost recovery revenues are presented with a fiscal year representation for continuity with financial data per the Finance Department. Statistical information is captured calendar year.

COST RECOVERY AND REVENUE CAPTURED

Receipts Reports	FY16/17	FY17/18	FY18/19
Fire Plan Review & Inspections Building Permit	\$2,245	\$6,021	\$51,291.83
Fire System Plan Review	\$51,833	\$96,336.50	\$122,892.46
2040 CRR Fire System Inspections	\$90,631.40	\$126,478.20	\$177,975.80
New Annual or Event Permit	\$8,880	\$13,610	\$21,190
Annual Permit Renewal	\$23,670	\$37,885	\$58,565
Company Inspection	-	\$43,350	\$127,300
Total	\$177,309.40	\$323,680.70	\$559,215.09

COMMUNITY OUTREACH HIGHLIGHTS:
THREE YEAR COMPARISON

	2017	2018	2019
Hands on only CPR (participants)	1,056	1,000	972
Station tours (participants)	951	1,041	1,247
Special events	30	27	31
Volunteer hours-CERT/ Fire corps	9,374	9,912	10,003
	22,239	20,187	24,317



COMMUNITY ENGAGEMENT



- Citizen's Fire Academy
- Business Preparedness Academy
- Speakers Bureau
- Community Emergency Response Team (C.E.R.T)
- Fire Corps volunteers
- Fire Explorer program
- Fire Intern volunteers

Promotion and Badge Pinning Ceremony



Josh Harrison
Chaplain



Chris Coates
Battalion Chief



Steve Cathey
Captain



Eliasar Maldonado
Captain



Mark Geiger
Engineer



Anthony Vitello
Engineer



Kevin Humphreys
Firefighter



Harrison Schwab
Firefighter



Harrison Skov
Firefighter



Arnold Antonio
Code Enforcement Officer



Larry Grihalva
EMS Coordinator



Annual Recognition Breakfast



VOLUNTEER OF THE YEAR
Cindy Brenneman



COMMUNITY PARTNER OF THE YEAR
George Sakioka

Annual Recognition Breakfast



EXPLORER OF THE YEAR
Jay Enciso



TEAM MEMBER OF THE YEAR
EMS Coordinator Larry Grihalva



FIREFIGHTER OF THE YEAR
Captain Brent Turner

Annual Recognition Breakfast



MANAGER OF THE YEAR

Captain Justin Horner and Captain Taylor Voss



"IRONMAN MIKE" AWARD

Captain Steve Cathey and Captain Brent Turner

Team Member of the Month

Award



JANUARY
Chad Pregizer



FEBRUARY
Taylor Voss



MARCH
Jon Neal



APRIL
Scott Purcell



MAY
Scott Fenton



JUNE
Michelle Rudaitis



JULY
Arnold Antonio



AUGUST
Chris Coates



SEPTEMBER
Larry Grialva



OCTOBER
Justin Horner



NOVEMBER
Josh Ortega



DECEMBER
Lucas Anderson

2020

KEY GOALS

- Continue to provide service to the community at the highest level with emphasis of serving with Respect, Integrity and Compassion.
- Initiate Fire Station no. 2 rebuild project, which was deferred from FY 19/20 budget.
- Completion of Standards of Coverage (SOC) project.
- Purchase of fire apparatus, deferred from FY 19/20 budget.
- Initiate and place into action the second CMFR Strategic Plan (2021-2026).
- Prepare for the departments accreditation process.
- Continue to evaluate progress of Fire and Rescue's cost recovery programs (i.e., ambulance, CRR, etc.).
- Continue to enhance the Department's mental health, wellness, and cancer prevention efforts.
- Continue strong professional development and succession planning efforts.
- Continue discussion regarding Citywide Fire facility/infrastructure improvements as reflected in the Five-Year Capital Improvement Program (CIP).
- Continue to explore and evaluate innovative solutions to service, delivery and cost recovery opportunities.

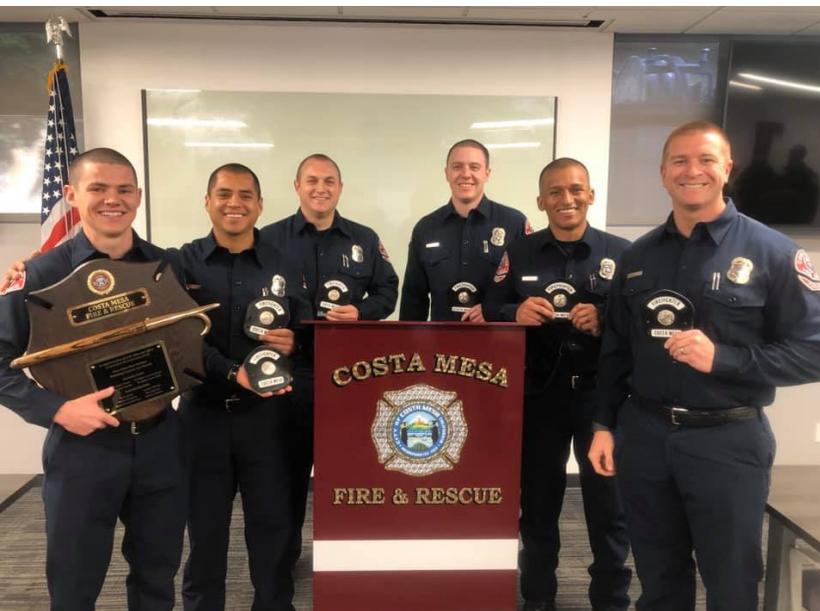




RESPECT
INTEGRITY
COMPASSION



2019 Welcomed "The Ten"



January 2019 CMFR's six began their probationary year (officially ending their probationary year in early January of 2020.)
In December 2019, CMFR's newest four are sworn in and become the newest probationary firefighters on the department.

