



# District Overview

by Richard Price, Fire Chief

prepared for the

## CFAI Peer Assessment Team

Senter ◆ Scott ◆ Paradiso ◆ Gray



May 11, 2010



# Peer Team Direct Reports

- Bryan Collins, Accreditation Manager
- John Duggan, Deputy AM
- Sean Grayson, Deputy AM
- John Keel, Union President
- Alex Ray, Team Liaison/Security
- Louise Hoy, Exhibits Coordinator



# Jurisdiction

- 155 Square Miles
- Communities Served
  - Alamo, Blackhawk, Town of Danville, Diablo, City of San Ramon, Southern area of Morgan Territory and the Tassajara Valley (all in Contra Costa County).
- Population of 167,500
  - Varies from dense in the urban core to sparse in rural areas.



# Jurisdiction

- ISO Class 2
- Bordered by two fire agencies and a state park
- Geographically diverse
- Significant growth
- 585-acre Business Park
  - Chevron, AT&T, Toyota



# Services

- Structure Firefighting
- Wildland Firefighting
- ALS Treatment and Transport
- Technical Rescue Team
- Hazardous Material Team
- Community Risk Reduction
- Dispatch Services



# Facilities

- 9 Career Stations
  - 1 Volunteer Station (FS37)
- Communications Center (FS31)
- Communications Center Annex
- Administration Building
- Essential Services Warehouse
- Training Site



# Companies

- 15 Career Companies
  - 10 Engines (Type 1/Type 3) 3/0 Staffing
  - 3 Trucks (T31, T34, T35) 3/0
  - 2 Ambulances (PM31, PM39) 2/0
  - (3) Rescue/Medic Units (Cross-staffed)
    - FS32, FS34, FS35
- Special Units
  - HM35, USAR34, CS131, BS31



# 2009 Incidents

• Fire & Explosion	255
• Overpressure/Rupture/Explosion	13
• Rescue & Emergency Medical	4,979
• Hazardous Condition	191
• Service Call	750
• Good Intent Call	816
• False Call	684
• Severe Weather	5
• Other	27
	<b>7,720</b>



# Governance

- Independent Special District
- Five-member Board of Directors
  - Elected at-large
  - Serve staggered four-year terms
- Monthly Meetings / Special Meetings
- Standing Sub-committees
- FC oversees day-to-day operations



# Budget FY09/10

- Revenue
  - \$52,042,709
    - Property Taxes (94%)
    - Ambulance Transport Fees (5%)
- Expenditures
  - \$53,663,469
    - Salaries and Benefits (84%)
    - Services and Supplies (9%)



# Management Process

- Planning
  - Strategic Plan
  - Standards of Cover
  - Self-Assessment Manual
- Control
  - Business Plan
  - Annual Operating Budget



# Goals and Performance Indicators

- Goal Development
  - Annually; fundamental to budgeting
  - Consistent with key District Documents
  - Include PI's from BP (derived from SAM)
- Goal Results
  - 6-month performance reviews
  - Results published in BP for Board review



# Management Team

- Fire Chief
- A/C Operations
  - Shift B/Cs (3), Special Ops B/C, Training D/C
- A/C Support Services
  - Communications Center Manager
  - Technology Systems Manager
- Fire Marshal
- Administrative Services Director
  - Finance Supervisor



# Technology

- Computer-aided Dispatch (CAD)
- Map-based Mobile Data Computers (MDC)
- Geographic Information System (GIS)
- ILM Records System
- Web Content Management System (WCMS)
- Public access to Live Dispatch
- iPhone Application



# Information-Led Management

- A consolidated District-wide framework designed to tightly integrate comprehensive records management with strong accountability management.
- Key organizational statistics are collected, compiled and made available to managers and employees in time for effective use.
- Response time metrics, controlled substance accountability, hydrant inspections, preplan activity, fleet status, training records, among many others.



# Fire Prevention

- Education, Information and Outreach
- Community Planning and Development
- New Construction: Plan Review/Inspection
- Code Compliance
- Exterior Hazard Abatement
- Emergency Preparedness
- Fire Investigation



# Water Supply

- Two Water Purveyors
  - 89% East Bay Municipal Utilities District
  - 11% Dublin San Ramon Services District
- Large, modern, sophisticated water distribution systems
- Rural areas
  - Local water sources
  - Water Tenders



# Accreditation History

- 2005 Business Plan (Pg. 14)
  - Evaluate current practices
  - Many were strong and continue today
- Best Practice Initiatives
  - Information-led Management (ILM)
  - Preplans; Risk Assessment
  - Company Performance Standards
  - Work Practices: Hose, Hydrants, Mapping
  - Standards of Cover



# Accreditation History

- 2008-2013 Strategic Plan
  - District-wide process involving all personnel
  - Five vision statements adopted by District Board
  - District accreditation was central theme
- Joint Management/Labor Initiative
- Honest, reflective process
- Framework for future direction of the District
- More than 150 volunteer participants



# Self-Assessment Process

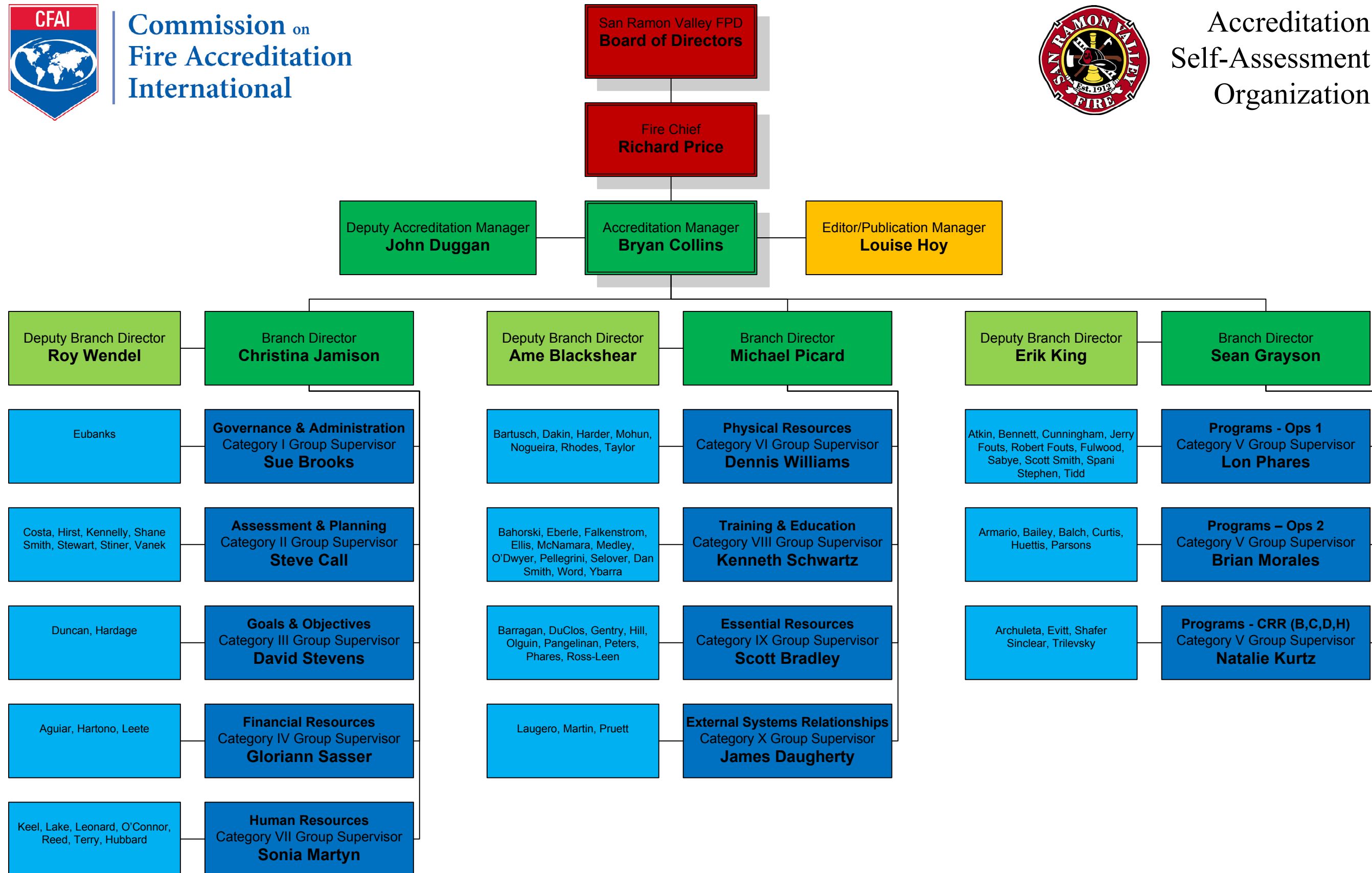
- District-wide Orientation and Involvement
- Writer's Workshops
- ICS Organization
- Clear workflow model
- Board reviewed
- District-wide follow-up training
- Public release; formal presentations
- Published, hyperlinked public copy



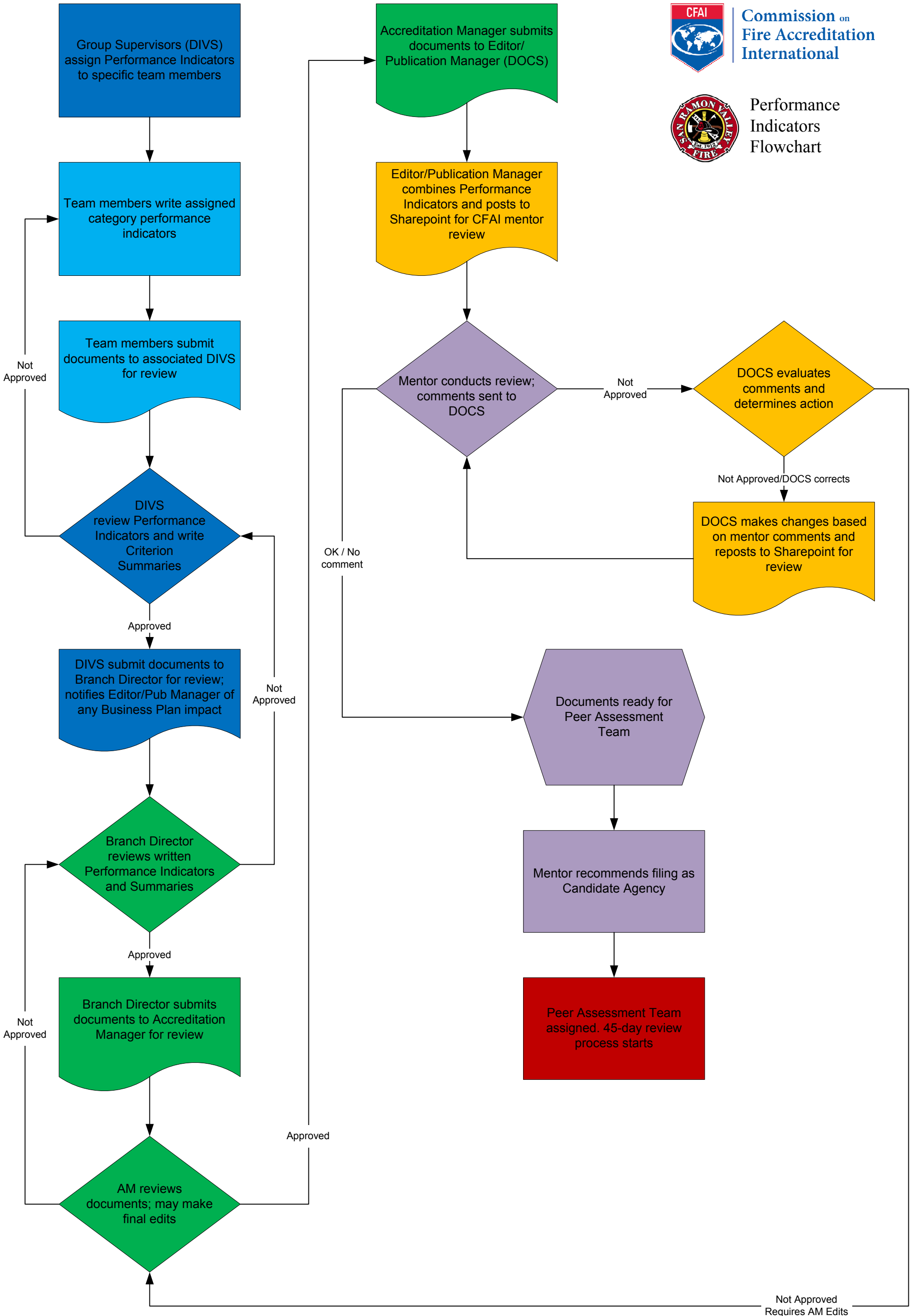
**Commission on  
Fire Accreditation  
International**



**Accreditation  
Self-Assessment  
Organization**



Start



# San Ramon Valley Fire Protection District

## Unofficial Incident Report

### Amendments

Amended By	267 - Stevens David Deputy Fire Marshal	04/15/2010
Amended By	183 - Eubanks Kathleene Senior Office Assistant	04/13/2010
Amended By	310 - Call Steve Technology Systems Manager	04/13/2010

### Incident Reviewed By

Reviewer	183 - Eubanks Kathleene Senior Office Assistant
Date	04/30/2010

### Incident

Incident #	2010-0001910-000
Agency Incident #	010001910
Incident Type	111 - Building fire
Station	35
Address	3496 CAMINO TASSAJARA RD
City, State ZipCode	DANVILLE, CA 94506
Location	1 - Street address
Mutual Aid	N - None
Received Date/Time	04/06/2010 11:41:47
Dispatched Date/Time	04/06/2010 11:42:17
Enroute Date/Time	04/06/2010 11:43:44
Onscene Date/Time	04/06/2010 11:47:35
Closed Date/Time	04/06/2010 14:24:07
Received - Dispatched Elapsed Time	00:00:30 (Goal: 00:01:00; Performance: <b>-00:00:30</b> )
Dispatch - Enroute Elapsed Time	00:01:27 (Goal: 00:02:00; Performance: <b>-00:00:33</b> )
Enroute - Onscene Elapsed Time	00:03:51 (Urban Goal: 00:04:00; Performance: <b>-00:00:09</b> )
Received - Onscene Elapsed Time (Total)	00:05:48 (Urban Goal: 00:07:00; Performance: <b>-00:01:12</b> )
ERF Received - Onscene Elapsed Time (Total)	00:09:43 (Urban Goal: 00:11:00; Performance: <b>-00:01:17</b> )
Received - Closed Elapsed Time	02:42:20
Shift	A
Alarms	1
District	35002
Action Taken1	12 - Salvage & overhaul

2010-0001910-000

# San Ramon Valley Fire Protection District

## Incident Reports Not Started (Incident Type Blank)

Shift	Station	Incident #	Alarm Date	CAD Type	Address	Unit Status
A	30	0002314-000	04/24/2010 08:36:53	30A02	1432 IVYGLEN DR	E30: (Responsible) E30: (Incomplete) RM34: (Incomplete)
A	31	0002291-000	04/23/2010 12:51:48	AC	44 CHURCH ST	Responsible: (None) DISP: (Complete) E31: (Incomplete)
A	33	0002302-000	04/23/2010 17:30:05	VA	X1:RED WING DR , X2:GOLDEN MEADOW DR	E33: (Responsible) E33: (Incomplete) B31: (Complete) PM31: (Complete)
A	34	0002315-000	04/24/2010 09:39:57	06D02	2122 MYRTLE BEACH LN	RM34: (Responsible) RM34: (Incomplete)
A	34	0002318-000	04/24/2010 13:07:26	31C01	6151 LAKEVIEW CIR	RM34: (Responsible) RM34: (Incomplete)
A	38	0002290-000	04/23/2010 12:20:54	AC	1700 PROMONTORY LN	E38: (Responsible) E38: (Incomplete)
A	ALCO	0002312-000	04/24/2010 03:03:20	AA	3385 DUBLIN BLVD	Responsible: (None) E30: (Incomplete)
B	39	0001983-000	04/09/2010 07:09:05	ME	701 HUNTINGTON PL	E39: (Responsible) E39: (Incomplete) PM39: (Complete)
C	34	0002286-000	04/23/2010 07:03:30	06D02	826 SAINT GEORGE RD	RM34: (Responsible) RM34: (Incomplete)
C	34	0002310-000	04/24/2010 00:24:15	06D04	607 NORRIS CANYON TER	RM34: (Responsible) RM34: (Incomplete)
C	ALCO1 8	0002270-000	04/22/2010 12:38:35	AA	3091 MAGUIRE WY	Responsible: (None) E30: (Incomplete)

# San Ramon Valley Fire Protection District

## Open Incident Report (Inprogress)

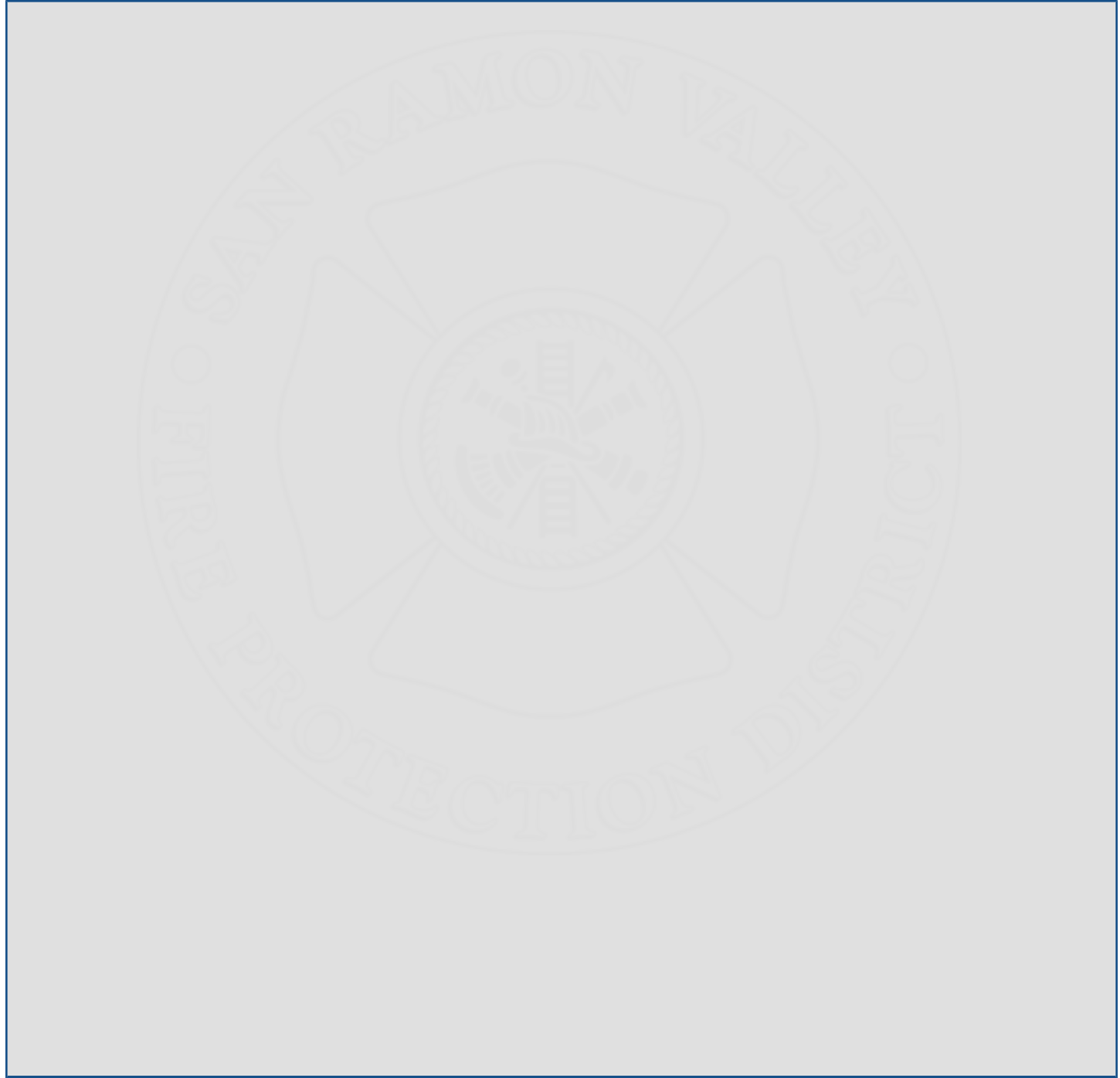
Shift	Station	Incident #	Alarm Date	Incident Type	Address	Unit Status
A	31	0002327-000	04/24/2010 23:14:12	321 - EMS call, excluding vehicle accident with injury	1207 GREENBROOK DR	E31: (Responsible) E31: (Complete) RM34: (Incomplete)
A	32	0002295-000	04/23/2010 14:10:44	321 - EMS call, excluding vehicle accident with injury	330 LAKEVIEW PL	E32: (Responsible) E32: (Complete) PM31: (Complete) RM34: (Incomplete)
A	33	0002296-000	04/23/2010 14:43:00	321 - EMS call, excluding vehicle accident with injury	950 DIABLO RD	E33: (Responsible) E33: (Incomplete) RM35: (Complete)
A	34	0002316-000	04/24/2010 11:38:44	322 - Motor vehicle accident with injuries	X1:BOLLINGER CANYON RD , X2:SAN RAMON VALLEY BLVD	RM34: (Responsible) RM34: (Incomplete) E34: (Complete) T34: (Complete)
A	38	0002309-000	04/23/2010 22:10:24	321 - EMS call, excluding vehicle accident with injury	2670 DERBY DR	E38: (Responsible) E38: (Complete) RM34: (Incomplete)
A	38	0002322-000	04/24/2010 15:54:48	321 - EMS call, excluding vehicle accident with injury	2701 HOOPER DR	E38: (Responsible) E38: (Complete) RM34: (Incomplete)
A	38	0002323-000	04/24/2010 17:22:09	321 - EMS call, excluding vehicle accident with injury	2415 SAN RAMON VALLEY BLVD	E38: (Responsible) E38: (Complete) RM34: (Incomplete)
A	38	0002324-000	04/24/2010 17:33:55	321 - EMS call, excluding vehicle accident with injury	X1:TWIN CREEKS DR , X2:NORRIS CANYON RD	E38: (Responsible) E38: (Complete) PM31: (Incomplete)
A	38	0002325-000	04/24/2010 20:52:21	321 - EMS call, excluding vehicle accident with injury	2626 MEADOW GLEN DR	E38: (Responsible) E38: (Complete) RM34: (Incomplete)
A	39	0002298-000	04/23/2010 15:57:07	322 - Motor vehicle accident with injuries	X1:ALCOSTA BLVD , X2:BROADMOOR DR	E39: (Responsible) E39: (Incomplete) PM39: (Complete)
A	40	0002304-000	04/23/2010 17:43:48	324 - Motor vehicle accident with no injuries.	X1:MORGAN TERRITORY RD , X2:DOUBLETREE LN	E437: (Responsible) E437: (Incomplete)
B	30	0002222-000	04/20/2010 02:35:46	321 - EMS call, excluding vehicle accident with injury	3025 TAMBURLAINE DR	E30: (Responsible) E30: (Complete) PM39: (Incomplete)

Open Incident Report: (Inprogress)

Shift	Station	Incident #	Alarm Date	Incident Type	Address	Unit Status
B	33	0002221-000	04/19/2010 22:50:42	321 - EMS call, excluding vehicle accident with injury	950 DIABLO RD	E33: (Responsible) E33: (Complete) PM31: (Incomplete)
B	38	0002223-000	04/20/2010 05:56:34	322 - Motor vehicle accident with injuries	X1:S I680 , X2:CROW CANYON ONR W	E38: (Responsible) E38: (Complete) B31: (Complete) RM34: (Complete) T34: (Incomplete)
C	31	0002007-000	04/09/2010 22:42:25	440 - Electrical wiring/equipment problem, other	1169 SAN RAMON VALLEY BLVD	E31: (Responsible) E31: (Complete) B31: (Complete) E32: (Complete) E33: (Complete) PM31: (Incomplete) T31: (Complete) T34: (Complete)
C	31	0002147-000	04/16/2010 09:45:57	321 - EMS call, excluding vehicle accident with injury	218 EL DORADO AVE	E31: (Responsible) E31: (Complete) PM31: (Complete)
C	31	0002157-000	04/16/2010 17:15:47	321 - EMS call, excluding vehicle accident with injury	37 BOWER PL	E31: (Responsible) E31: (Complete) PM31: (Complete)
C	32	0002254-000	04/21/2010 18:22:55	321 - EMS call, excluding vehicle accident with injury	3240 STONEGATE DR	RM32: (Responsible) RM32: (Complete) B31: (Complete) E32: (Complete)
C	32	0002282-000	04/22/2010 17:51:27	611 - Dispatched & canceled en route	1505 DANVILLE BLVD	Responsible: (None) E32: (Complete) RM32: (Complete) T31: (Complete)
C	33	0001986-000	04/09/2010 08:44:32	321 - EMS call, excluding vehicle accident with injury	950 DIABLO RD	E33: (Responsible) E33: (Complete) PM31: (Incomplete)
C	33	0002006-000	04/09/2010 21:38:29	321 - EMS call, excluding vehicle accident with injury	5 BUCKEYE LN	E33: (Responsible) E33: (Complete) PM31: (Incomplete)
C	33	0002259-000	04/22/2010 06:36:42	321 - EMS call, excluding vehicle accident with injury	950 DIABLO RD	E33: (Responsible) E33: (Complete) PM31: (Complete)
C	33	0002261-000	04/22/2010 08:00:55	322 - Motor vehicle accident with injuries	X1:DIABLO RD , X2:ALAMATOS DR	E33: (Responsible) E33: (Complete) PM31: (Complete)
C	34	0002009-000	04/09/2010 23:38:58	324 - Motor vehicle accident with no injuries.	X1:EL CAPITAN DR , X2:CLARIDGE DR	PM31: (Responsible) PM31: (Incomplete) E34: (Complete) T34: (Complete)

Open Incident Report: (Inprogress)

Shift	Station	Incident #	Alarm Date	Incident Type	Address	Unit Status
C	35	0002279-000	04/22/2010 16:23:50	700 - False alarm or false call, other	3454 BLACKHAWK PLAZA CIR	T35: (Responsible) T35: (Complete) 3121: (Incomplete) 3125: (Incomplete) E35: (Complete)
C	36	0002287-000	04/23/2010 07:29:38	321 - EMS call, excluding vehicle accident with injury	400 KINGSWOOD LN	E36: (Responsible) E36: (Complete) RM35: (Incomplete)



# San Ramon Valley Fire Protection District

## Controlled Substance Accountability

### 04/30/2010

Due Date	Unit #	Unit	Compliance	Accountability	Status
04/30/2010	512	RES-TRUCK: #512 to Hi Tech		Incomplete	Open
04/30/2010	548	RES-ENG-T1: At Glolden State Communications in Dublin		Incomplete	Open
04/30/2010	580	RES-ENG-T1: annual service and pump test		Incomplete	Open
04/30/2010	581	RES-ENG-T1		Incomplete	Open
04/30/2010	744	RES-AMB: All equipment removed		Incomplete	Open
04/30/2010	500	E38	Passed	Completed	Closed
04/30/2010	508	E35	Passed	Completed	Closed
04/30/2010	509	E33	Passed	Completed	Closed
04/30/2010	520	E34	Passed	Completed	Closed
04/30/2010	521	E39	Passed	Completed	Closed
04/30/2010	522	E32	Passed	Completed	Closed
04/30/2010	523	E31	Passed	Completed	Closed
04/30/2010	524	T31	Passed	Completed	Closed
04/30/2010	525	T34	Passed	Completed	Closed
04/30/2010	526	T35	Passed	Completed	Closed
04/30/2010	531	E30	Passed	Completed	Closed
04/30/2010	545	RES-ENG-T1	Passed	Completed	Closed
04/30/2010	546	E32A	Passed	Completed	Closed
04/30/2010	547	E36	Passed	Completed	Closed
04/30/2010	589	RES-ENG-T1	Passed	Completed	Closed
04/30/2010	600	E336	Passed	Completed	Closed
04/30/2010	601	E335	Passed	Completed	Closed
04/30/2010	602	E339	Passed	Completed	Closed
04/30/2010	603	E334	Passed	Completed	Closed
04/30/2010	604	E332	Passed	Completed	Closed
04/30/2010	605	E331	Passed	Completed	Closed
04/30/2010	632	E330	Passed	Completed	Closed
04/30/2010	660	E338	Passed	Completed	Closed

Controlled Substance Accountability Report for: 04/30/2010

Due Date	Unit #	Unit	Compliance	Accountability	Status
04/30/2010	661	E661	Passed	Completed	Closed
04/30/2010	662	RES-ENG-T3	Passed	Completed	Closed
04/30/2010	679	E333	Passed	Completed	Closed
04/30/2010	700	RM32	Passed	Completed	Closed
04/30/2010	701	RM35	Passed	Completed	Closed
04/30/2010	702	RES-AMB	Passed	Completed	Closed
04/30/2010	703	RM30	Passed	Completed	Closed
04/30/2010	704	PM31	Passed	Completed	Closed
04/30/2010	705	RM34	Passed	Completed	Closed
04/30/2010	733	PM39	Passed	Completed	Closed
04/30/2010	803	USR134	Passed	Completed	Closed
04/30/2010	807	HM35	Passed	Completed	Closed



Pre-Incident Survey Summary Report Due By: 06/30/2010

Plan #	Location	Assign	Officer	Assigned	Surveyed	Duration	Stage	Stage Date
326	Rolling Hills Community Church, 1565 Green Valley Road	33/B		12/22/2009			Survey Planned	01/01/2010
327	Saint Timothy's Church, 1550 Diablo Road	33/B		12/22/2009			Survey Planned	01/01/2010
328	Danville Congregational Church Starlight School, 989 San Ramon Valley Blvd.	31/B		12/22/2009			Survey Planned	01/01/2010
329	Acorn Learning Center, 5075 Crow Canyon Road	35/B		12/22/2009	01/25/2010	02:00	Filed	02/12/2010
330	Peace Lutheran Church Stratford School, 3201 Camino Tassajara	35/B		12/22/2009	01/25/2010	02:00	Out to Fire Prevention	03/19/2010
331	Messiah Lutheran Church, 2305 Camino Tassajara, Danville Childrens academy of Danville, 2425	35/B		12/22/2009	03/15/2010	01:00	Filed	03/22/2010
333	SRVUSD/Gale Ranch Middle School, 6400 Main Branch Road	30/B		12/22/2009			Survey Planned	01/01/2010
343	Twin Creeks Gardens Condominiums, 2711-2731 Morgan Drive	34/B		12/22/2009	02/07/2010	01:00	Filed	03/19/2010
344	Fairway Village Apartment Homes, 9200 Alcosta Blvd.	39/B		12/22/2009			Survey Planned	01/01/2010
345	Union Bank of California, 3223 Crow Canyon Road	34/B		12/22/2009	02/24/2010	01:00	Filed	03/19/2010

Due By: 06/30/2010

# San Ramon Valley Fire Protection District

## Unit Status

### 04/30/2010

Date	Unit #	Unit ID	Status	Location	Comment
04/30/2010	513	E37	Available	Station 37	
04/30/2010	506	E37A	Available	Training Site	
04/30/2010	661	E661	Available	Station 33	
04/30/2010	864	FLAT-BED	Available	Administration	Utilizing for hose testing
04/30/2010	788	MCU	Available	Station 39	repair complete 4/28
04/30/2010	883	PSNGR-VAN	Available	Administration	
04/30/2010	702	RES-AMB	Available	Station 38	
04/30/2010	336	RES-BC	Available	Station 31	
04/30/2010	545	RES-ENG-T1	Available	Station 30	
04/30/2010	580	RES-ENG-T1	Available	Station 36	
04/30/2010	581	RES-ENG-T1	Available	Training Site	
04/30/2010	589	RES-ENG-T1	Available	Station 39	
04/30/2010	662	RES-ENG-T3	Available	Station 33	
04/30/2010	867	RESCUE-TLR	Available	Station 34	
04/30/2010	703	RM30	Available	Station 30	
04/30/2010	810	ROUNDS-VAN	Available	Administration	
04/30/2010	882	SAL35	Available	Station 35	
04/30/2010	387	UTIL-VEH	Available	Station 34	
04/30/2010	805	BS31	In Service	Station 31	
04/30/2010	856	CS131	In Service	Station 31	
04/30/2010	531	E30	In Service	Station 30	
04/30/2010	523	E31	In Service	Station 31	
04/30/2010	522	E32	In Service	Station 32	
04/30/2010	546	E32A	In Service	Station 32	
04/30/2010	509	E33	In Service	Station 33	
04/30/2010	632	E330	In Service	Station 30	
04/30/2010	605	E331	In Service	Station 31	
04/30/2010	604	E332	In Service	Station 32	
04/30/2010	679	E333	In Service	Station 33	
04/30/2010	603	E334	In Service	Station 34	
04/30/2010	601	E335	In Service	Station 35	

Date	Unit #	Unit ID	Status	Location	Comment
04/30/2010	600	E336	In Service	Station 36	
04/30/2010	659	E337	In Service	Station 37	
04/30/2010	660	E338	In Service	Station 38	
04/30/2010	602	E339	In Service	Station 39	
04/30/2010	520	E34	In Service	Station 34	
04/30/2010	508	E35	In Service	Station 35	
04/30/2010	547	E36	In Service	Station 36	
04/30/2010	551	E36A	In Service	Station 36	
04/30/2010	500	E38	In Service	Station 38	
04/30/2010	521	E39	In Service	Station 39	
04/30/2010	628	E437	In Service	Station 37	
04/30/2010	618	E440	In Service	Station 40	
04/30/2010	807	HM35	In Service	Station 35	
04/30/2010	704	PM31	In Service	Station 31	
04/30/2010	733	PM39	In Service	Station 39	
04/30/2010	700	RM32	In Service	Station 32	
04/30/2010	705	RM34	In Service	Station 34	
04/30/2010	701	RM35	In Service	Station 35	
04/30/2010	524	T31	In Service	Station 31	
04/30/2010	525	T34	In Service	Station 34	
04/30/2010	526	T35	In Service	Station 35	
04/30/2010	803	USR134	In Service	Station 34	
04/30/2010	658	WT130	In Service	Station 30	
04/30/2010	678	WT135	In Service	Station 35	
04/30/2010	615	WT238	In Service	Station 38	
04/30/2010	744	RES-AMB	Not Available	Station 30	All equipment removed
04/30/2010	755	RES-AMB	Not Available		sold
04/30/2010	548	RES-ENG-T1	Not Available		At Gloden State Communications in Dublin
04/30/2010	512	RES-TRUCK	Not Available		#512 to Hi Tech