

CITY OF ROCKKLIN FIRE DEPARTMENT



**ANNUAL REPORT
JANUARY 1, 2020 –
DECEMBER 31, 2020**





CITY OF ROCKLIN FIRE DEPARTMENT

MESSAGE FROM THE FIRE CHIEF

The year 2020 presented many challenges for our community and the fire department. As a community, we worked to adjust to an ever-changing environment brought on by the impacts of COVID-19. The men and women of the Rocklin fire department worked diligently at providing high-quality customer service while maintaining resiliency in response readiness and adapting to the COVID-19 pandemic as fire service professionals. It is my pleasure to present the 2020 Annual Report, which will highlight many of our successes and challenges as the department carried out its mission to *Respond Quickly... Solve Problems... and Be Nice!*



RESPONSE TO COVID-19

Responding to the COVID-19 pandemic required the department to enhance its personal protective equipment (PPE), establish additional safety policies for firefighters, administrative staff, fire prevention personnel, and the community. It also provided the department an opportunity to augment responses to low acuity medical events using the Medical Priority Dispatch System (MPDS). Outcomes of these measures resulted in the department's ability to maintain adequate staffing levels and reduce exposures to the virus for first responders and the community.

EMS Uniform prior to COVID-19



EMS Uniform post COVID-19





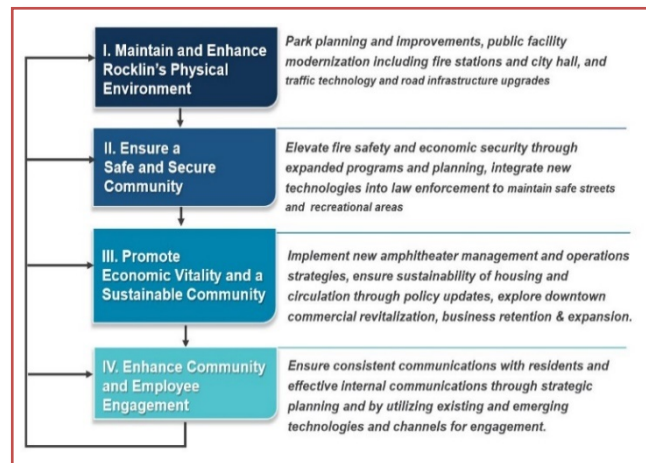
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VISION FOR 2021

In 2021, the fire department will complete its standards of coverage analysis and implement goals and objectives outlined in the strategic plan, which were developed in collaboration with internal and external stakeholders. The plan, along with the associated analysis will guide the department as we continue to support the City's second and fourth strategic goals to "Ensure a Safe and Secure Community" and "Enhance Community and Employee Engagement."

The 2021 Key Initiatives provide a framework that will increase customer service, decrease response times, and enhance public safety through prevention efforts. This will be achieved through innovation and the use of technology

that will allow fire personnel to be more effective and efficient in their day-to-day duties.



Key Initiatives for 2021

- Implement the comprehensive Strategic Plan and begin work on goals and objectives
- Formalize a department Fire Prevention Bureau to improve customer service
- Implement a Business Inspection Program at no cost to business owners
- Establish an inventory database of permitted suppression and detection systems
- Acquire Dual Network Connectivity for all fire apparatus
- Begin closest unit dispatching using Automatic Vehicle Location (AVL) technology
- Institute a mobile inspection platform to increase efficiency when conducting life/safety inspections

Respectfully submitted,

Reginald O. Williams
Fire Chief

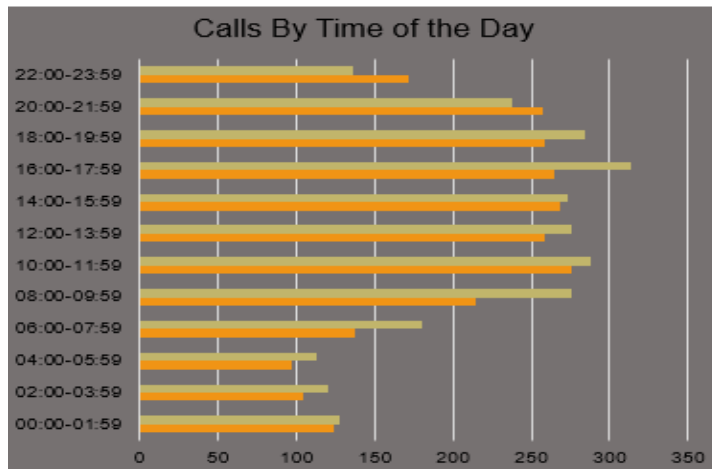
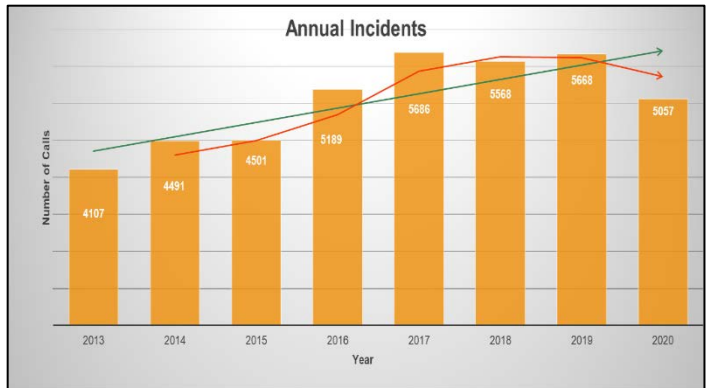


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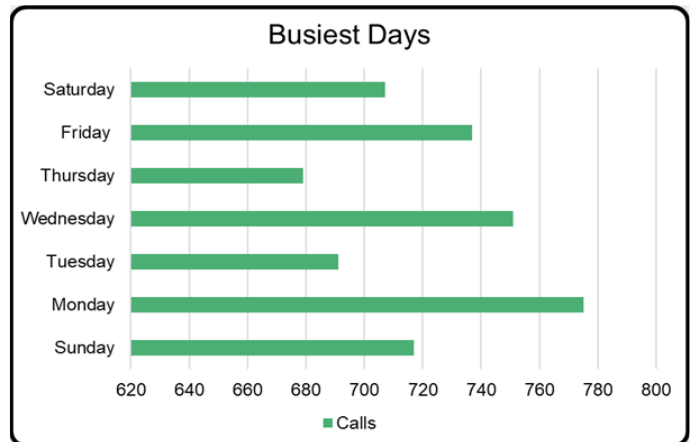
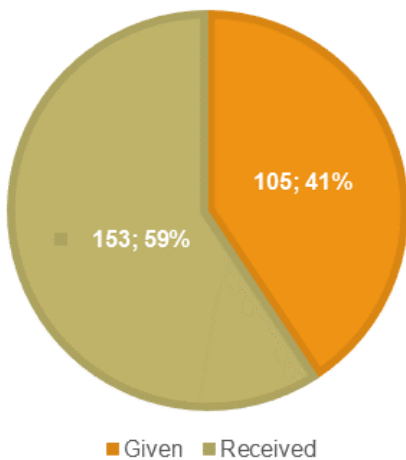
ROCKLIN BY THE NUMBERS

In 2020, the Rocklin fire department responded to 5,057 incidents, a 10.8% decrease from 2019. Specifically, calls for emergency medical service decreased 7.6% to 3,303 incidents and fire incidents decreased 16.5% to 147 incidents. Emergency medical incidents accounted for 65.3% of total calls and fire incidents accounted for 2.9% of total incidents.

The Rocklin fire department responds to a myriad of incidents including, but not limited to: emergency medical service (EMS), service calls, good intent, false alarms, hazardous materials or conditions, fires and public assistance. Refer to "A Closer Look" for a specific categorization and breakdown of the Call-Types.



MUTUAL AID





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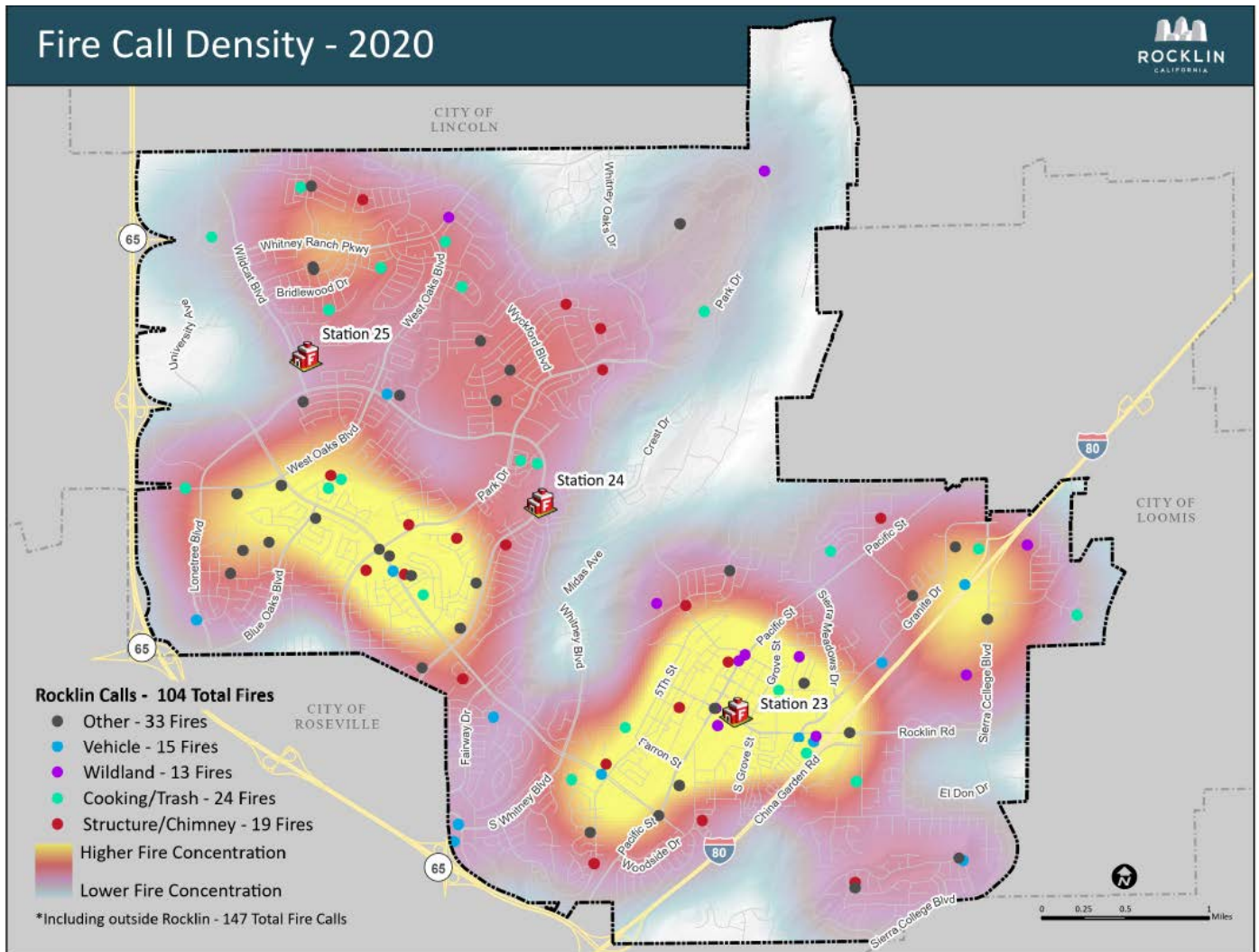
A CLOSER LOOK

TOTAL	5057
Medical Calls	3303
Illness/Injury	3102
Vehicle Accidents with injuries	111
Vehicle Accidents with non-injury	59
Medical Assists	31
Service Calls	511
Assist Invalid	251
Cover assignment, standby, move-up	22
Assist Police or other Governmental Agency	16
Smoke or odor removal	7
Other (water or steam leak, unauthorized burning, etc.)	215
Good Intent	693
Dispatched and Cancelled En-route	460
No Incident Found on Arrival at Address or Wrong Location	92
Smoke scare, odor of smoke	29
Other (Hazmat release investigation, no release, authorized control, etc.)	112
False Alarms	299
Smoke detector activation due to malfunction or unintentional	78
Alarm system sounded, activation due to malfunction or unintentional	58
Other (CO detector activation due to malfunction, sprinkler activation-no fire)	163
Hazardous Materials	85
Gasoline, oil or other flammable liquid spill	42
Other (Electrical, Arcing equipment, Power line down, chemical spill, etc.)	33
Carbon Monoxide Incidents	10
Fires	147
Structures	35
Vehicle	15
Grass, Wild Land	36
Other (cooking, chimney, trash, etc.)	61
Rescues	9
Extrication of victim from stalled elevator, vehicle, or building/structure	7
Animal rescue	2
Other	10



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MAP OF FIRE CALL DENSITY

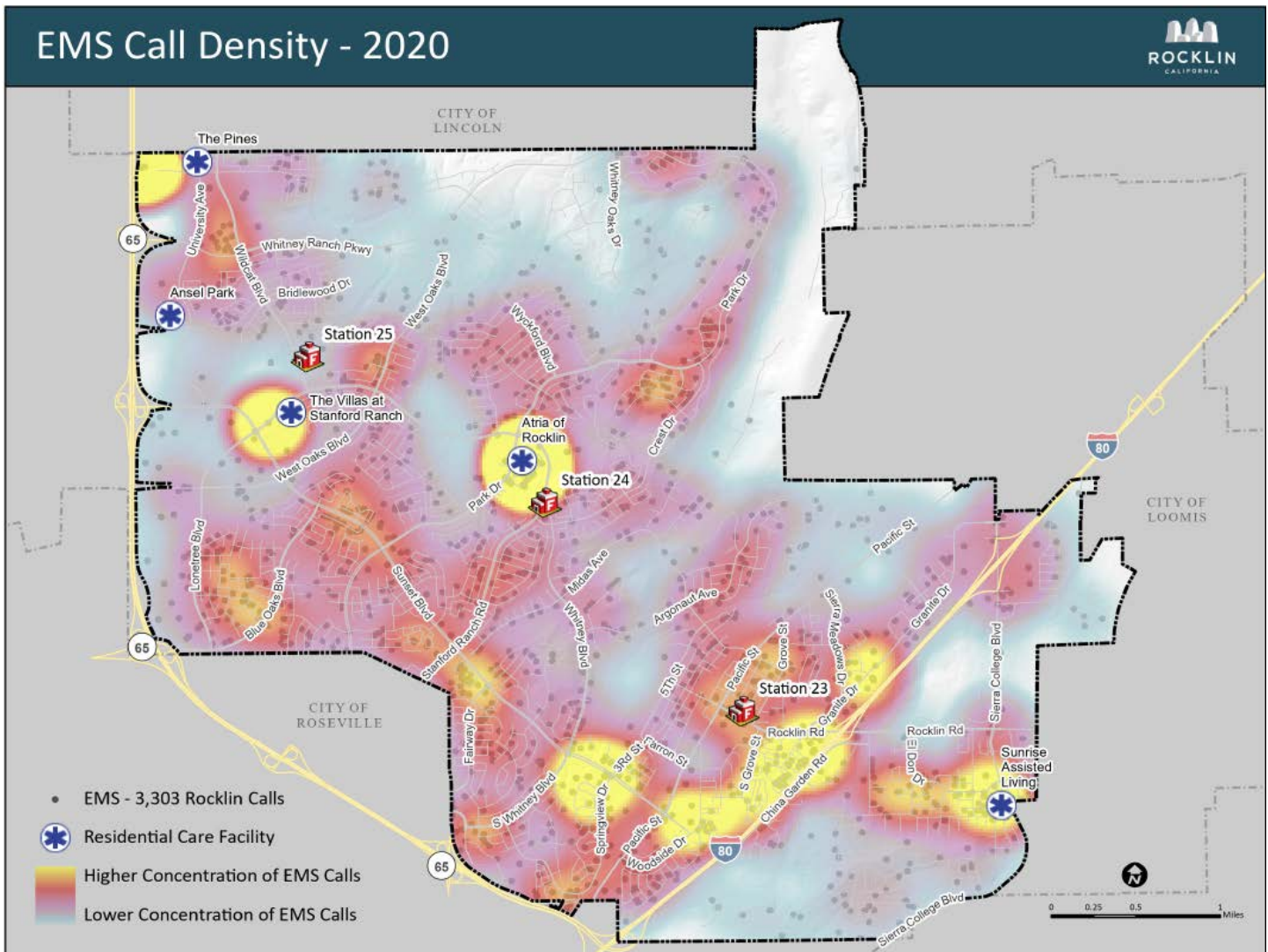


In 2020, fire incidents decreased by 16.5% from 2019. In total, fires accounted for 2.9% of our annual calls with residential structure fires accounting for the majority of property loss for the year and highest risk for fire-related injury. The fire department experienced two civilian injuries and no fire related deaths in 2020, however, there were six firefighter injuries reported during this period.



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MAP OF EMS CALLS

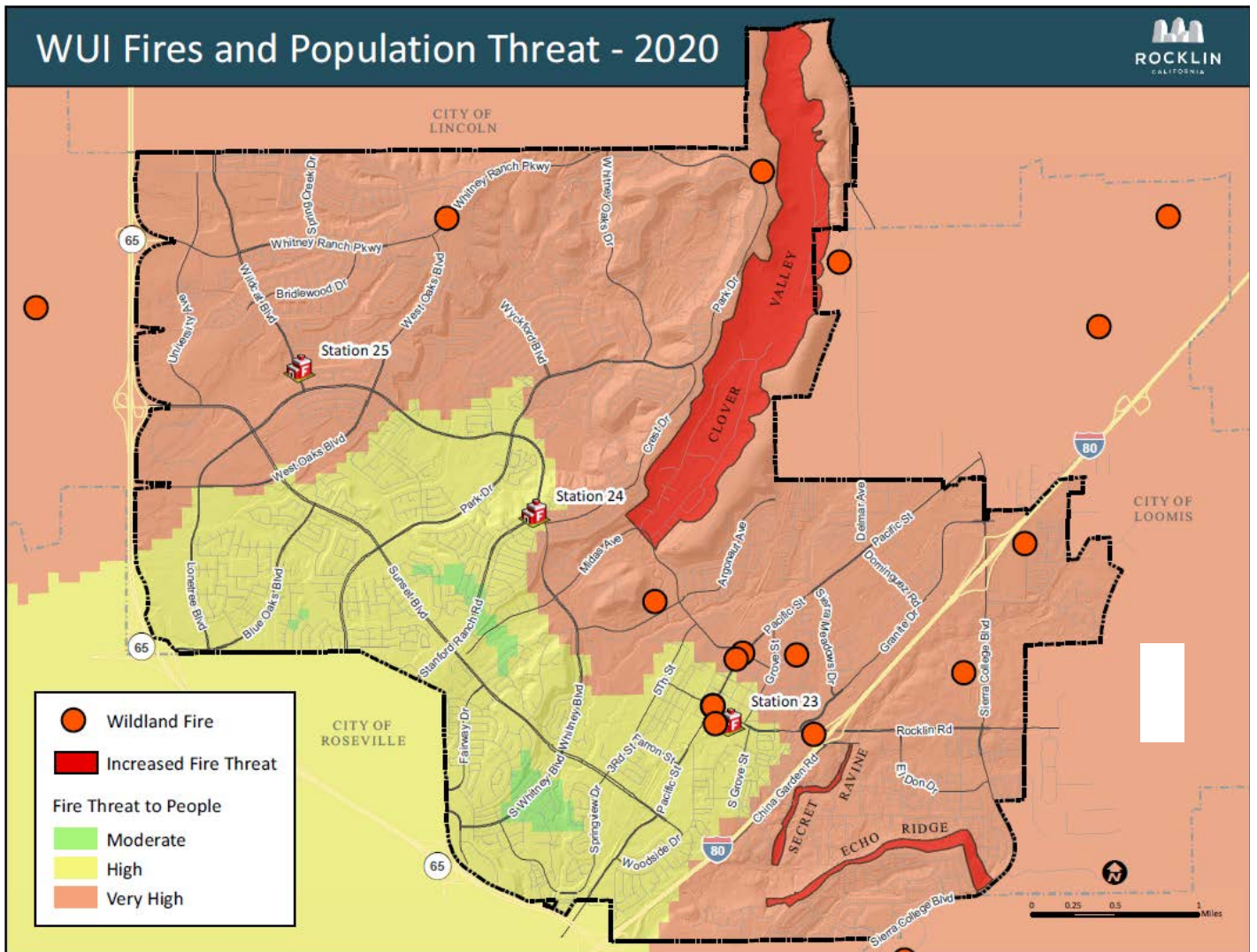


The map above represents all EMS calls for service, including vehicle accidents with injuries. Emergency medical calls account for the largest percentage of response from the fire department. Rocklin responds to all medical emergencies with at least one paramedic/firefighter on each apparatus, providing a higher level of service and documented improved patient outcomes. In 2020, Rocklin achieved return of spontaneous circulation (ROSC) in fourteen (14) patients suffering from cardiac arrest, increasing their chance for survival. There were thirteen (13) reported cases of ROSC in 2019.



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WILDLAND URBAN INTERFACE (WUI) FIRES AND POPULATION THREAT



Fire threat is a combination of two factors: 1) fire frequency, or the likelihood of a given area burning, and 2) potential fire behavior (hazard). The map above represents all vegetation fires in 2020 and relation to the “wildland threat to population.” The department strives to prevent and reduce wildland fires through annual mailers that remind our community of the importance for creating defensible space. The department also oversees grazing permits within the city, ensuring mitigation of our most hazardous locations.

Although the department staffs three wildland firefighting apparatus, it does depend on assistance from neighboring agencies for large events. In 2020, the Rocklin fire department fulfilled many requests for assistance to wildland fires including Single Resource, Strike Teams, and Assistance by Hire throughout California.

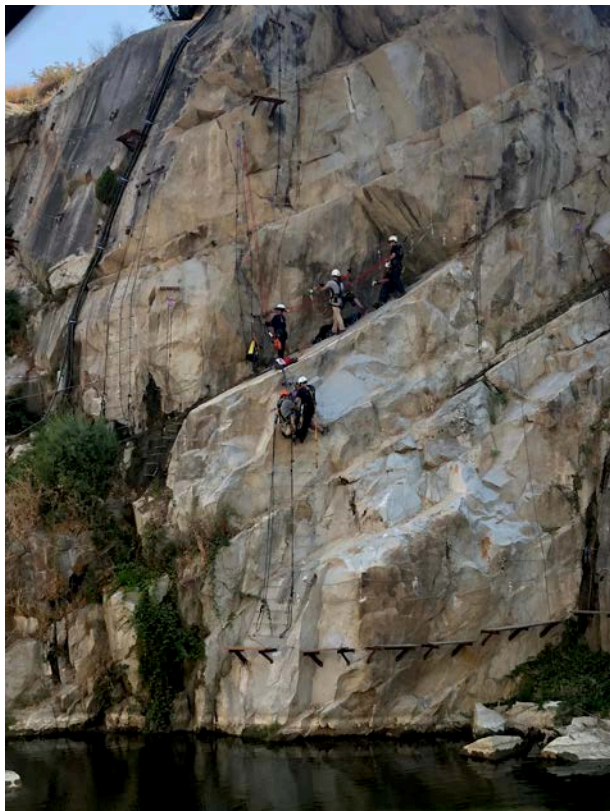


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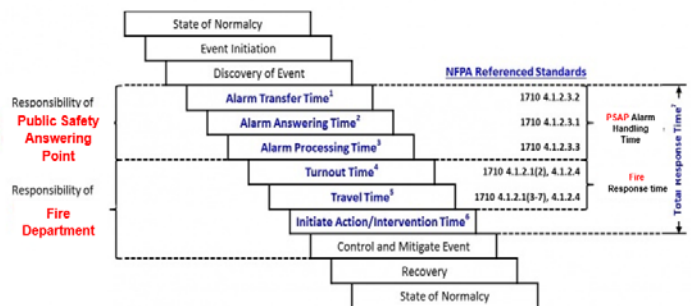
PERFORMANCE MEASUREMENT

One of the most common fire department performance measures is total response time, measured at the ninetieth percentile. Total response time measurement starts with the initial notification to 9-1-1 and ends with the arrival at scene of the first apparatus. In 2020, the total response time was 10 minutes 38 seconds (10:38) or less, 90% of the time for fire incidents and 7 minutes 25 seconds (7:25) for EMS incidents within the City of Rocklin. The aggregate average response time for fire and EMS incidents was 7 minutes 53 seconds (7:53). The fire department’s 2021 Strategic Plan and Standards of Coverage evaluation will provide data that will allow the Department to establish response performance standards. Examples of performance standards include the City of Roseville fire department who strives to arrive at emergencies within 8 minutes (8:00) and the National Fire Protection Association (NFPA) who recommends a total response time of 6 minutes and 31 seconds (6:31).

The total response time is comprised of alarm handling and response time. The fire department is currently conducting a comprehensive evaluation of each component to identify areas for improvement, implement a corrective action plan and make recommendations on future needs.



Overview of Response Time Performance Measures (NFPA Standard 1710)



TOTAL RESPONSE TIME

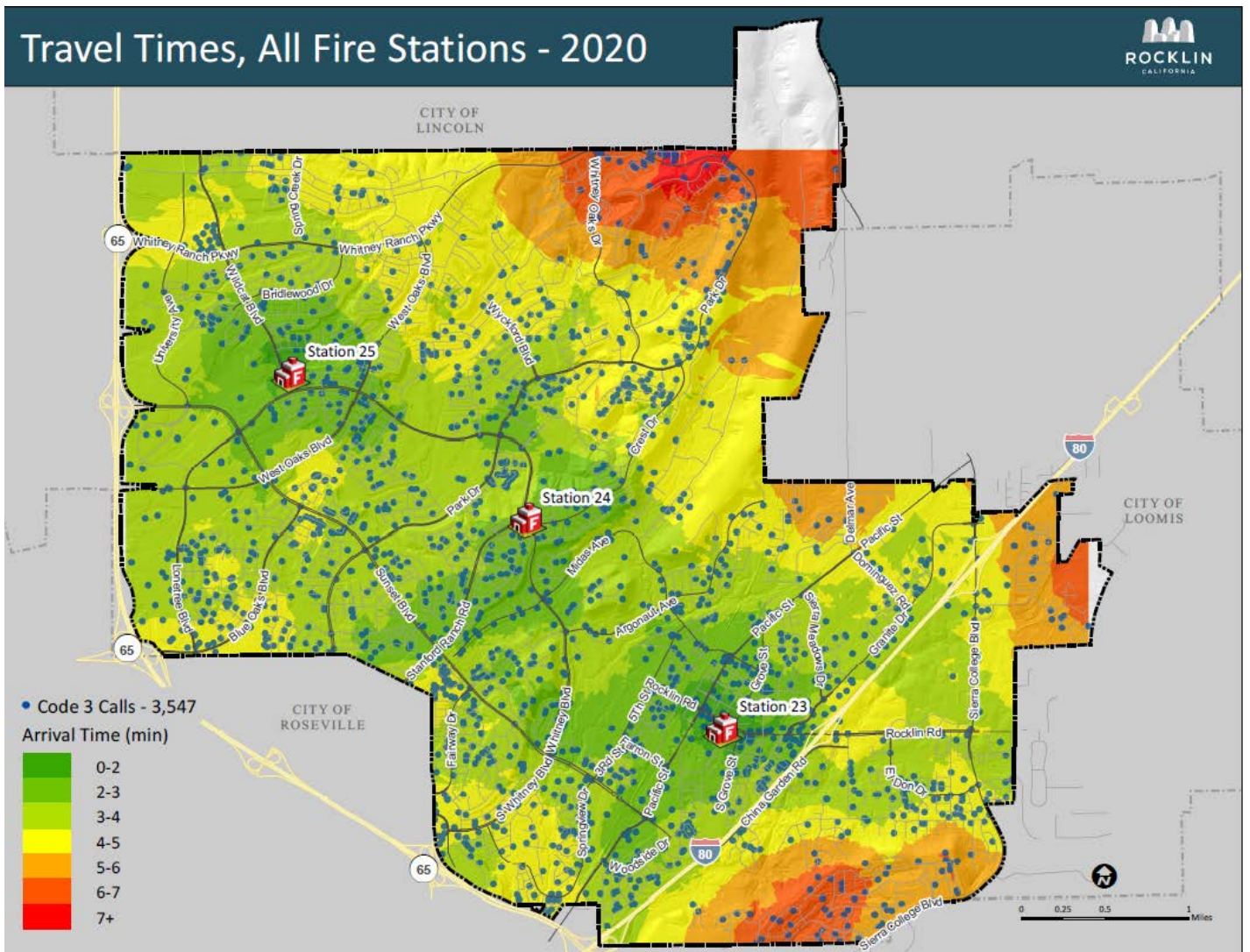
90th Percentile Data

Fire Calls Only	10:38
EMS Calls Only	7:25
Total Calls	7:53



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MAP OF TRAVEL TIMES



This map represents travel time for emergent calls (Code 3) in the City of Rocklin in 2020. Code 3 calls require the use of lights and sirens to expedite response to save lives and property. The data is derived from one of the department’s record management systems (ImageTrend), which uses unit data provided by the City’s Computer Aided Dispatch (CAD) system. The travel time intervals vary from zero to two (0-2) minutes to greater than seven minutes (>7), not accounting for alarm handling or turnout time.

Note: Fire crews obtain a zero minute travel time when reporting new incidents or arriving prior to being dispatched by the Police/Fire Communications Center.



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NEIGHBORS: COMMUNITY HELPING COMMUNITY



Rocklin Fire Responded to 13 Community Aid Request's:

4 – Single Resource Deployments

(Consists of: 1-Expert Trained Fire Personnel)

8 – Strike Team Deployments

*(Consists of: 1-Chief Officer/1-Captain/1-Engineer/
1-Firefighter)*

1 - Assistance By Hire (ABH) Request

(Consists of: 1-Captain/1-Engineer/1-Firefighter)



<u>Single Resource</u>	A single increment of any resource, considered fully operational when it has minimum numbers of personnel, equipment, etc. Example: A single crew member, engine, dozer, etc.
<u>Strike Team</u>	A group composed of five (5) same Apparatus type from a neighboring community, with common communications and a leader. Strike Teams may be assembled by a Regional Fire and Rescue Coordinator, Operational Area Fire and Rescue Coordinator, agency dispatch centers, or at the incident.
<u>Assistance By Hire (ABH)</u>	An ABH authorizes the Nevada-Yuba-Placer Unit(s) to enter into local agreements for services between counties and local fire agencies.



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Frequently Asked Questions

Q. How do I prepare my home and surrounding property to be fire safe?

A. Please visit: www.rocklin.ca.us/rocklin-ready for helpful guidelines, worksheets, and checklists to aide in fuel reduction, weed abatement, and creating a family action plan in case of a home or wildland fire.

Q. How do I diagnose a faulty smoke detector or carbon monoxide detector?

A. We encourage our community to review the directions on the back of the device. Many devices reach their service life of 10 years and are in need of being replaced. In the event of a true emergency exit the home and request the assistance of your fire department.

Please also visit: www.fire.ca.gov/communications/communications_firesafety_carbonmonoxide

Q. How do I reset a smoke detector that will not stop chirping?

A. Please visit: www.consumerreports.org/smoke-alarms/how-to-reset-a-smoke-alarm-that-wont-stop

Q. How do I request a copy of an incident report?

A. Please call the Fire Administration Office at (916) 625-5300.

Q. How do I report a leaking fire hydrant?

A. Contact the Placer County Water Agency (PCWA) at (800) 464-0030. Please also visit: www.pcwa.net or email at: customerservices@pcwa.net

Q. How do I learn more about City grazing?

A. Please visit: www.rocklin.ca.us/grazing to learn more about managed grazing including regulations and permit conditions.

Q. Does the fire department check or install car seats?

A. Unfortunately, Fire personnel are not trained on this service; however, the Roseville fire department (916) 772-6300 and the California Highway Patrol sub-station in Newcastle (916) 663-3344 provide car seat safety inspections.

Q. Does the fire department offer CPR classes with certification to the community?

A. Certification courses for community members are offered through the American Red Cross, you can contact them at (800) 733-2767.

Q. Does the fire department take expired fire extinguishers?

A. Unfortunately, we no longer collect expired or old fire extinguishers at the fire stations, however, please contact the Western Placer Waste Management Authority at (916) 543-3960 for the proper disposal of hazardous materials.

Q. Does the fire department really receive calls to rescue cats from trees?

A. Yes, we certainly do. Pets are family members to many in our community; however, the best way to aide in the safety of the animal is to contact the City's Community Service Officers at (916) 625-5400 (*for emergency or non-emergency animal related concerns*).