

ANNUAL REPORT 2018

HUNTINGTON BEACH FIRE DEPARTMENT
FIRE PREVENTION DIVISION

*Annual report for calendar year 2018 on goals and accomplishments
from the Fire Prevention Division.*

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MESSAGE FROM THE FIRE MARSHAL



On behalf of the members of the Huntington Beach Fire Department (HBFD) Fire Prevention Division, I am honored to present our 2018 Annual Report.

I am extremely proud of our Fire Prevention Division and the quality services that we provide to the community. Our highly-trained staff provide Huntington Beach with the highest standard for plan review, fire code enforcement, public education, and fire investigation services.

Fire Prevention Division is focused on keeping the Huntington Beach community safe by applying fire codes and nationally recognized standards addressing hazards associated with new and existing buildings, structures and premises. The Division also provides support to emergency responders by ensuring adequate fire department access, safe entry, access to water, and verifying the installation and maintenance of fire protection systems.

This past year, 2018, was a productive year for Fire Prevention. Our team began a large number of projects aimed at significantly improving the future services to our community. Some examples of these activities include the involvement in the design, configuration, and testing of the new Enterprise Land Management System, Accela, and the complex re-write of the Fire Prevention Manual to meet current high standards of fire prevention processes with a focus on continuous improvement and quality.

Above all, I offer a sincere thank you to everyone on the HBFD team and to the men and women of the Fire Prevention Division.

A handwritten signature in blue ink that reads "William R. Reardon".

William R. Reardon
Division Chief/Fire Marshal

2/26/2019

Date

Approved for distribution.

A handwritten signature in blue ink that reads "David A. Segura".

David A. Segura
Fire Chief

2/26/2019

Date

GOALS AND ACCOMPLISHMENTS

Goals and Accomplishments

In December 2017, the Division staff established the following goals for calendar year 2018:

- Goal #1** **Test Accela.** Fire Prevention staff will dedicate time to the Accela project. The goal is to have 100% staff input on testing and 100% inspector input for operational permit inspection checklists.
- Accomplishments:** This goal was achieved through the dedicated effort of a multi-disciplined group of staff from Fire Prevention and Information Services spending time weekly in a team setting. The team was able to provide multiple presentations to all of the Fire Prevention staff and initiated a small team of Company officers to begin field testing.
- A major initiative in 2018 was to prepare for the migration from FireHouse to Accela by performing record cleanup. These including cleanup up home owner associations (HOAs), addressing, master files, units, and system information.
- Goal #2** **Teambuilding.** Fire Prevention staff elected to have more teambuilding activities in 2018. The goal is to plan lunch once a quarter. Other teambuilding ideas will be considered.
- Accomplishments:** Fire Prevention staff were able to celebrate multiple team-building meetings during the year including breakfast and lunches.
- Goal #3** **Open Violations.** Fire Prevention inspectors will decrease the average number of open violation from 2017. Specific reduction goal is TBD.
- Accomplishments:** This goal was not able to be quantified easily due to some challenges with the FireHouse software double-counting open violations. Open violation reports were run monthly and provided to Fire Inspection staff.
- Goal #4** **Public Education.** Fire Prevention staff will establish social media committee. Fire Prevention staff plan on doing more FP video outreach. *Specific goal and timeline is TBD.*
- Accomplishments:** Fire Prevention was not able to meet this goal. Social media is currently being managed by Fire Administration. Fire Prevention messages were launched through social media on a periodic basis, usually revolving around special events such as Fourth of July.
- Goal #5** **Cross Training.** Fire Prevention will cross train for backup and career advancement. For example, Fire Prevention inspectors have interest in receiving cross training on plan checks. Specific goal and timeline is TBD.
- Accomplishments:** Cross training was focused on the Senior Permit Technician in order to perform limited-scope plan reviews at the counter.

GOALS AND ACCOMPLISHMENTS

- Goal #6 The Compliance Engine.** By end of 2018, have The Compliance Engine (TCE) available to accept all automatic extinguishing system reports.
- Accomplishments:** TCE launched September 1, 2018 and became mandatory January 1, 2019. During this phase, activities included large outreach programs (mail and email), updating web site with TCE information, preparing "System Checklist" to be filled out for all inspections, development of tools including self-adhesive "Post-It" style notes that were placed on fire systems by the inspection staff.
- Goal #7 Attend Training.** All staff will attend training. *Specific goal and timeline is TBD*
- Accomplishments:** All staff had many opportunities for training. We sent four staff to the California Fire Prevention Institute annual conference. Other staff were able to obtain training through Orange County FPOs, Southern California FPOs and other training outlets.
- Goal #8 Complete Annual Inspections by November 2018 -** The Fire Prevention Division will complete 100% of annual inspections by November 2018.
- Accomplishments:** This goal helped keep inspections on track and meet State mandates. Many of the fire companies were able to achieve this deadline. Those inspections that were not completed on time were able to be completed in the time remaining in the calendar year.

Other Division Accomplishments recorded at the Fire Prevention Strategic Meeting in December 2018:

- **Citations Issued** – In 2018, 52 citations were issued resulting in \$9,750 in citation fees invoiced. Of those, 9 remain open and will be tracking into 2019.
- **CUPA.** The Huntington Beach Certified Unified Program Agency (CUPA) program as a Participating Agency (PA) consists of the Hazardous Material Business Plan (HMBP) portion of the overall State CUPA programs. The Fire Prevention Division successfully reorganized to have four Fire Inspectors conduct the HMBP inspections and HMBP reviews on the California Environmental Reporting System (CERS). We received a successful CUPA audit by Orange County Health Care Agency.
- **Volunteer.** The Fire Prevention Division made progress on establishing a volunteer fire inspector program including the Fire Prevention Manual policy.
- **Staffing.** The Fire Prevention Division underwent a large number of staffing adjustments and improvements during 2018. These include:
 - New district assignments. New districts were drawn with the addition of a new Fire Inspector.

GOALS AND ACCOMPLISHMENTS

- Two positions were filled in 2018 (Fire Protection Analyst and Senior Permit Technician). All prevention positions have been staffed.
 - The Division retained two contract inspectors to accommodate additional work assignments (data cleanup and backfill) involving the Accela project.
- **Knox.** Significant progress was made on Knox key accountability. New work flows and documentation procedures were established.
- **New procedures.** The Fire Prevention Division established a number of new and/or improved workflows and procedures. These include:
 - Building code observations to the Building Official regarding potential building code violations.
 - Pre-inspection/clearance form (State Form 850) and new work flow to include Fire Prevention Analysts and other departments (Planning and Building).
 - Billing up to date.
 - Better management of citation process.
- **Huntington Beach Fire Department representation.** The Fire Prevention Division continued to support and be actively involved in both the Southern California and Orange County Fire Prevention Officers groups.
- **Goals/Metrics.** The Fire Prevention Division continued to work toward goal achievement and improving reporting metrics.
- **Unable to Inspect.** Major accomplishments were achieved with changes to the inspection process to get into businesses that have not been inspected due to their non-availability with inspectors. Rather than consider a business as 'unable to inspect' as complete, three attempts are now required and a new fee was added for businesses that do not respond to requests for inspection. This has resulted in the Fire Prevention Division conducting 106 inspections in businesses that had not been inspected in multiple years.
- **Special Events.** Fire Prevention provided significant support including event reviews and inspections at several large events including the Air show, Fourth of July, and US Open.
- **City Oil Wells.** Fire Prevention staff worked diligently on major challenges with city oil production. This included modifications to improve oil production such as lowering the pumps and managing several large equipment replacement projects.

GOALS AND ACCOMPLISHMENTS

- **Large Construction Projects.** Fire Prevention successfully completed complex construction inspections at two large projects: Luce and Hilton.
- **Uniform Change.** The Fire Prevention Division uniformed staff received new uniforms in 2018, replacing the old white uniforms with Navy blue.
- **Senior Home Inspection Program (SHIP).** The SHIP program successfully trained six new volunteer inspectors (SHIP Academy). SHIP received 400 new smoke alarm/carbon monoxide detectors from a generous donation from California Resources Corporation. SHIP volunteer inspectors conducted 101 resident inspections and volunteered 190 hours to reduce risk to the vulnerable senior population.
- **Fire Prevention Manual Update.** Major progress was made with the Fire Prevention Manual updates. After rescinding most of the manual in December 2017, a new Manual structure was created to meet the requirements of NFPA 1730, *Standard on Organization and Deployment of Fire Prevention Inspection and Code Enforcement, Plan Review, Investigation, and Public Education Operations* and ICC/IAS AC426, *Accreditation Criteria for Fire Prevention and Life Safety Departments*. Work on the manual will continue into 2019.
- **Hard File Scanning.** Forty-one (41) boxes of records that were set aside were scanned. These scanned files will undergo a quality check before being imported into the new Laserfiche record system. Petrochem historical files were reduced by 13 boxes.
- **Spark of Love.** Fire Prevention managed the Spark of Love Toy drive including publication, distributing supplies, and helping answer questions from the public for a second year. As a result, Huntington Beach community collected an estimated \$100,000 in donated toys (5,000 cubic feet).
- **Pub Ed Door Hangars.** Fire company inspectors successfully distributed door hangars with message regarding smoke alarms, CO alarms, and fire extinguishers in both English and Spanish to multi-family housing dwelling units.
- **CERT.** CERT volunteers donated 3,137 hours to the City this year. This is roughly 500 hours more than last year because of a few special trainings and 9 new people reported hours. CERT staffed First Aide tents for three events: the 4th of July Parade, US Open of Surfing, and the HB Great Pacific Airshow. At those tents, a combined total of 301 people were cared for which freed up the professional first responders – EMTs were needed for just 5 of those incidents. CERT provided sandbags to handicapped and elderly during the winter rains. 11 residents had a combined total of 175 sandbags delivered and installed.

SERVICE DELIVERY OBJECTIVES

Service Delivery Objectives

CODE ENFORCEMENT & INSPECTIONS

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Grand Total
BUREAU	86	137	216	195	126	111	184	315	273	289	188	229	2,349
COMPANY	288	579	813	629	597	487	810	871	793	983	475	372	7,697
OILWELLS			2	5	29	2	9	7	14	8	8	4	88
Grand Total	374	716	1031	829	752	600	1,003	1,193	1,080	1,280	671	605	10,134

**includes re-inspections*

1. State mandated inspections annually – 100% **Achieved**
2. CUPA inspections – 100% within 3 years (of last inspection)..... **Achieved**
 - a. Achieved 225 inspections of 676 CUPA occupancies (115% of goal)
3. All other Fire Life Safety/permit and Oil Well inspection – 95%..... **Achieved**
4. Bureau Permit Inspections 100% of goal..... **Achieved**
 - a. Oil Inspections 100% of goal
5. Open violations/follow up inspections (average) –# days open, 90 day or less... Not tracked
 - a. Metrics not available with FireHouse
6. Self-correct violations within 90 days..... Not tracked
 - a. Metrics not available with FireHouse
7. Complaint investigation – 2 business days or less for initial response Not tracked
 - a. Metrics not available with FireHouse

PLANS REVIEW

1. Turn-around times
 - a. 1st review – 20 days..... **Achieved**
 - b. 2nd Review – 10 days..... **Achieved**
 - c. 3+ Review – 5 days..... **Achieved**

SERVICE DELIVERY OBJECTIVES

2018 Statistics

	# of plan checks	Avg turnaround (days)	Target turnaround	% Plans within target
Overall	1,868	4.75		
1st submittal	912	6.61	20	100%
2nd submittals	517	3.43	10	100%
3rd or more submittals	439	2.45	5	100%

2017 Statistics

	# of plan checks	Avg turnaround (days)	Target turnaround	% Plans within target
Overall	1,904	5.19		
1st submittal	906	7.26	20	100%
2nd submittals	505	3.23	10	100%
3rd or more submittals	469	3.16	5	100%

Source: CityView Reports

Fire Protection Analysts also performed 57 planning application development reviews.

	2016	2017	2018
Development Reviews	93	42	57

Source: CityView Reports

2. Response for requests for inspection Not tracked
 - a. This is a future goal with Accela implementation e.g., Inspection scheduled within "x" days of requested inspection, where "x" is still to be determined.

ARSON INVESTIGATION

1. Fire investigation report – time to complete –7 days (average) Not tracked
 - a. This was determined not to be a good metric. The Division will find a better metric for next reporting year.

Fire Department Arson Investigators are sworn Peace Officers and State Fire Marshal certified Fire Investigators who conduct cause and origin investigations for fires within City limits and work with Huntington Beach Police Department for further investigation and arrests. Arson Investigators responded to 39 incidents in FY2018 which included:

SERVICE DELIVERY OBJECTIVES

- Residential – 10 fires, including one with a vehicle
- Contents fire – 1 fire
- Cooking fire – 1 fire
- Vehicle – 8 fires
- Commercial/industrial– 5 fires
- Marine – 2 fires
- Dumpster, rubbish, trash, outside – 8
- Non fire – 4 (burn injury, animal injury)

Of these fires, thirteen (13) were determined to be arson, one incendiary and the rest accidental.

Fire Department Investigators participate in bi-monthly firearms qualification training, monthly investigation training and annual conferences. Investigators are members of the Orange County Arson Task Force and the California Conference of Arson Investigators (CCAI).

PUBLIC EDUCATION

1. Open House – Fire Prevention managed the overall event Achieved

EMERGENCY MANAGEMENT

1. EOC training- one (1) time annual Achieved
 - a. Conducted two EOC training courses
2. Full scale EOC activation exercise – 1 time annual Postponed
 - a. Did not conduct in CY2018. Pushed to January 2019.
3. 20 Hour CERT Basic course – 1 time annual Achieved
 - a. Conducted two CERT basic courses
4. Recruit additional 30 CERT volunteers Partially achieved
 - a. Trained 120 new citizens of which 19 have been vetted.

GOALS FOR 2019

Goals for 2019

- Service Delivery – *data driven metrics*
 - Code enforcement and inspections
 - 100% state mandated inspections; include Council Resolution
 - 95% all other (risk based) inspections
 - One third of CUPA inventory inspections
 - Plan review
 - Turn-around times (20 days first submittal, 10 days second submittal, 5 days third and subsequent submittal)
 - Investigation
 - 100% complete reporting in NFIRS
 - Public Education
 - One open house
 - Emergency Management
 - One Emergency Operations Center (EOC) training
 - One EOC full activation exercise
 - One basic CERT class
 - Recruit additional 30 CERT volunteers
- Complete Fire Prevention Manual by December 2019
 - Meet all timelines for Fire Prevention Manual
- Quality assurance
 - Establish a Quality Program (part of Fire Prevention Manual)
 - Increase number of customer satisfaction surveys
- Prepare for additional metrics in Accela
 - Reduce number of open violations
 - Decrease self-correct inspection turnaround times

GOALS FOR 2019

- Continue early capturing of unable to inspect
- Extend Over the Counter capabilities through staff training
- Continue Fire Prevention Support for City events
- Continue growth of prevention/engine company relationships
 - Schedule joint inspections and station training with Fire Prevention Division staff
- Volunteer program implementation
- Accela
 - Integrate Accela into plan review and inspection program
 - By end of 2019, implement all records of Accela
 - Implement e-plan review with Accela
- The Compliance Engine
 - Capture all Fire Systems in TCE
 - Develop metrics for compliance
- Integrate Fire Prevention into Fire Investigation
- Records
 - Verify through quality control check all petro-chemical and Fire Marshal archive files
 - Transfer archive records into Laserfische
- Training
 - Continue staff training
 - All inspectors attend CUPA Conference
- Team building
 - Continue efforts at team building activities