

Community Risk Reduction Division

Annual Report CY2020



CY2020 GOALS

- **Goal #1** **Achieve all Service Delivery objectives.** Specific objectives were established for the following services:
 - Code enforcement and inspections
 - 100% state mandated inspections **ACHIEVED**
 - 95% all other (risk based) inspections **NOT ACHIEVED - COVID**
 - One third of CUPA inventory inspections **NOT ACHIEVED - COVID**
 - Plan review **ACHIEVED**
 - Turn-around times (20 days first submittal, 10 days second submittal, 5 days third and subsequent submittal)
 - Investigation **INCONCLUSIVE**
 - 100% complete reporting in NFIRS and Final Reports (within 90 days, 90% of incidents)
 - Public Education **ACHIEVED**
 - One open house

CY2020 GOALS

- **Goal #2** Re-engage the Fire Prevention/Community Risk Reduction Task Force.
NOT ACHIEVED - COVID
- **Goal #3** Implement Accela
ACHIEVED
- **Goal #4** Volunteer Program Implementation
NOT ACHIEVED – RE-EVALUATE
- **Goal #5** Integrate Community Risk Reduction into Fire Investigation
PARTIALLY ACHIEVED
- **Goal #6** Records
NOT ACHIEVED – NOT PRIORITY
- **Goal #7** Training
ACHIEVED
- **Goal #8** Team building
ACHIEVED

SPOTLIGHT CY2020 SPARK OF LOVE TOY DRIVE



The CRR Division in partnership with the HB Fire Outreach Foundation (HBFOF) ran a successful toy campaign for 2020. Despite the pandemic, the Spark of Love team collected toy and purchased toys through cash donations to the HBFOF. Nine local organizations received 1,740 toys and we were able to distribute another 5,200 toys to other cities participating in Spark of Love toy drive. An additional 7,000 toys will be distributed after the holiday to local organizations. The toy warehouse remains well organized and ready for next season. The entire CRR Division stepped up to help sort, collect, and distribute toys. The success of the Spark of Love toy drive is based on the extreme generosity of the HB Community.

SWITCH TO OKRS – FY20/21

- **Objective 1** – Have a successful go live for Accela
- **Objective 2** – Achieve community risk reduction goals in regulated business community
- **Objective 3** – Excellent Customer service
- **Objective 4** – Enjoy work & have fun (added 2nd QTR)

IST QTR FY20/21 COMPLETED

• **Great – We Delivered**

- Key Result 1.2 Training (video/manual) prepared 100%
- Key Result 1.3 Training for Bureau staff up to 50% skill certified
- Key Result 2.1 Complete 10% of state mandate (high rise, E, Is) and 50% of R2
- Key Result 2.3 Meet turnaround goals 100%
- Key Result 2.4 Achieve 90% electronic plan review
- Key Result 2.5 Issue one public education message via social medial per week
- Key Result 2.6 75% of all videos for Open House completed
- Key Result 3.1 Reduce the amount of past due system

by 10% from the last quarter

- Key Result 3.2 Reduce the amount of deficient fire protection systems by 10% from the previous quarter
- Key Result 4.1 Create 2 of 12 FAQs

• **Made Progress – Fell Short of Goal**

- Key Result 1.1 25% admin skill certified for payments, billing adjustments by GoLive ** learn & master
- Key Result 2.2 Perform 1 inspection a week (remote)

• **Failed to Make Progress - none**

2ND QTR FY20/21 COMPLETED

• Great – We Delivered

- **Key Result 1.2** Knowledge for all staff @ 100% by Dec 31 – Bureau Staff
- **Key Result 2.1** Reduce amount of fire protection systems that are >365 days overdue by 10%
- **Key Result 2.2** Complete 100% of state mandates
- **Key Result 2.3** Publish weekly social medial posts
- **Key Result 2.4** Host a successful Virtual Open House
- **Key Result 2.5** Investigation – Response to fires (arrived at location 8-5pm M-F, 100%)
- **Key Result 3.1** FAQs on web for 90% of call topics
- **Key Result 3.2** Customer service survey receiving >8/10 overall customer satisfaction – build survey and develop marketing plan
- **Key Result 4.1** Weekly teambuilding activity 1 time a week

• Made Progress – Fell Short of Goal

- **Key Result 1.1** Knowledge for all staff @ 100% by Dec 31 – Company Staff
- **Key Result 1.3** Knowledge for all staff @ 100% by Dec 31 – Admin Staff
- **Key Result 1.4** Community Education KR – Reach 80% of Businesses on ACA
- **Failed to Make Progress** - none

3RD QTR FY20/21 IN PROCESS

- **Objective 1 – Have a successful go live for Accela**
 - **Key Result 1.1** Conduct 1:1 Station Training with All 30 Capts/Crews by end of January
 - **Key Result 1.2** All FP staff to complete 4 refresher training of Civic Platform by Go-Live (1 per week, 5 up to Accela)
 - **Key Result 1.3** ACA Portal – 100% of inspections have ACA directions
 - **Key Result 1.4** ACA Portal – User Guide & Help Section, 100% Ready by Go Live
- **Objective 2 – Achieve community risk reduction goals in regulated business community**
 - **Key Result 2.1** Reduce amount of fire protection systems that are >365 days overdue by 10%
 - **Key Result 2.2** Successful inspector district reorganization

3RD QTR FY20/21 IN PROCESS

- **Objective 3 – Integrate Learning with Fun**
 - **Key Result 3.1** – Weekly teambuilding activity 1 time a week, 100% participation

- **Objective 4 - Compliant CUPA Program (New)**
 - **Key Result 4.1** Contact 100% of CUPA businesses for Mar 1 deadline

OKRS FY21/22

- **Objective 1: Achieve Community Risk Reduction Goals**
 - **Key Result 1.1** Perform 100% inspections in high risk, state-mandated occupancies (Is, Es, R2s, R1s, Jail) with high quality inspections with customer valued-added rating of 4/5
 - **Key Result 1.2** Achieve 100% CUPA inspection mandates with high quality inspections with customer valued-added rating of 4/5
 - **Key Result 1.3** Complete a Community Risk Assessment in accordance with NFPA 1730
 - **Key Result 1.4** CRR Analysis with each Fire Investigation for 100% of incidents assigned an investigator

OKRS FY21/22

- **Objective 2: Improve Community Engagement by Advancing Community CRR Culture**
 - **Key Result 2.1** Develop, implement 'self-inspection' program for 80% of all B occupancies
 - **Key Result 2.1** Use Social Media and Web Site to share CRR Messages with Community, demonstrate 10% growth in "hits" each quarter

- **Objective 3: Support Community Economic Development**
 - **Key Result 3.1** Improve plan review turnaround times (goal to decrease by 10% each quarter)

OKRS FY21/22

- **Objective 4: Provide world-class Customer Service**

- **Key Result 4.1** Achieve a 9 of 10 customer service rating (public) from Customer Surveys; make results transparent.
- **Key Result 4.2** Ensure Accela internal HBFD customers are supported and are happy with Accela inspection tools (8 of 10 internal rating of satisfaction on Accela)

- **Objective 5: Meet Organizational Standards**

- **Key Result 5.1** Update 12 CRR Manual policies and/or SOPs to meet NFPA 1730 and other accreditation requirements.

OKRS FY21/22

- **Stretch Objective 6: Improve Community Engagement by Advancing Community CRR Culture**
 - **Key Result 6.1** Create HBCOne “safe community” program/Business Emergency Response Team (with EMS) – goal for 10 businesses to join.
 - **Key Result 8.2** Install 500 smoke alarms in the community (HBFD and Red Cross Smoke Alarm Program partnership).
- **Stretch Objective 7: Develop CRR program for K-12 education.**
 - **Key Result 8.1** Educate all public 2nd Grade School Children with in-school CRR program.