Community Risk Reduction Division

Annual Report
CY2021

CY2021 ACCOMPLISHMENTS

- Restructured the Community Risk Reduction Division. This restructure encourages career development and allows staff to promote from an Intern position all the way to Fire Marshal.

- Implemented land management software (Accela) that tracks fire construction permits, CUPA Inspections and annual fire and life safety inspections.

- The CRR Division implemented a Fire Intern Program. The experience obtained from this program allowed two intern to obtain full time fire prevention positions with other fire departments.

- The HBFD partnered with the American Red Cross to join their Home Fire Campaign. This partnership has supplied the HBFD with smoke alarms and educational material used by fire personnel to install smoke alarms. The CRR Division installed 60 smoke alarms in 30 homes in 2021.

- In lieu of in-person Open House, CRR staff created educational content that was published throughout Fire Prevention Week. These videos reached 19,410 people during fire prevention week and an additional 4,153 people since their original publication.

- Performed 9,291 fire inspections and plan reviewed 2,234 development and fire protection/life safety plans.

- Exceeded plan review turn-around times, with an average of 7.49 days for all submittals.

2021 CRR PERFORMANCE METRICS

- **Plan Review Services**
  - 2,234 Plans Reviews Completed
    - AVG Turnaround
      - 1st Plan Check – 10.19 Days
      - 2nd Plan Check – 4.985 Days
      - 3rd+ Plan Check – 3.33 Days

- **Fire and Life Safety Inspections**
  - 9,281 Inspections Performed
    - 3,946 – General Life Safety Inspections
    - 2,625 – Residential Occupancy Inspections
    - 1,164 - Construction Inspections
    - 776 – Self Correction Follow Ups
    - 478 – CUPA Inspections
    - 237 – Other Inspections
    - 55 – Complaint Investigations

FY 2020-2021 OBJECTIVES

- **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)

* CRR Objectives are based on fiscal year.

3RD QTR FY20/21 COMPLETED

- **Great – We Delivered**

  - Key Result 1.2 CRR staff completed refresher training prior to Accela implementation.

  - Key Result 1.3 ACA Portal –100% of inspections have ACA directions .

  - Key Result 1.4 Portal – Complete Online Accela User Guide & Help Section.

  - Key Result 2.1   Reduce amount of fire protection systems that are more than 365 days overdue by 10%.

  - Key Result 2.2   Successfully complete inspector district reorganization

  - Key Result 3.1   Weekly team building activity. participation by 10% from the last quarter

- Key Result 4.1   Contact 100% of CUPA businesses for Mar 1 deadline

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

  - Key Result 1.1   Conduct 1:1 Station Training with All 30 Capts/Crews by end of January

- **Failed to Make Progress -** *none*

4TH QTR FY20/21 COMPLETED

- **Great – We Delivered**

    - **Key Result 1.2** Ensure Accela internal HBFD customers are supported and are happy with Accela inspection tools.

    - **Key Result 2.1** Complete ¼ of state mandated inspections.

    - **Key Result 2.4** Develop Red Cross program execution plan.

    - **Key Result 2.5** Elementary Schools: Establish stakeholder list and have 1 meeting.

    - **Key Result 2.6** Develop grant list for future CRR grants.

    - **Key Result 3.1** Increase the ratio of completed surveys to viewed surveys by 100% by April 30th. Receive 10 customer satisfaction survey results by Jun 30 2021.

    - **Key Result 4.1** Weekly team building activity 1 time a week

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

    - **Key Result 1.1** Complete 50 percent of tasks associated with developing/implementing a Self Inspection program.

    - **Key Result 2.2** Establish CUPA inspection plan for 18 months – to achieve 100% by Jun 30 2022

    - **Key Result 2.3** Update at least 4 CRR Manual Policies

- **Failed to Make Progress -** *none*

FY 2021-2022
1ST QTR OBJECTIVES

- **Objective 1 -** Achieve Community Risk Reduction Goals
- **Objective 2** – Improve Community Engagement by Advancing Community CRR Culture
- **Objective 3** – Provide World-Class Customer Service
- **Objective 4** – Meet Organizational Standards

1ST QTR FY21/22 COMPLETED

- **Great – We Delivered**

  - **Key Result 1.1** Perform 75% of total inspections in high risk, state-mandated occupancies.

  - **Key Result 1.2** Achieve 50% of overdue CUPA inspections.

  - **Key Result 1.3** Complete 37.5% of routine inspections

  - **Key Result 2.2** Use Social Media and Web Site to share CRR Message with Community, Demonstrate 10% growth in 'hits' from previous quarter.

  - **Key Result 3.1** Increase Achieve 9 of 10 customer service rating (public) from Customer Surveys.

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

  - **Key Result 4.1** Update 3 CRR Manuals

- **Failed to Make Progress**

  - **Key Result 4.2** Perform one large-scale Mobile Home Event

FY 2021-2022
2ND QTR OBJECTIVES

- **Objective 1 –** Implement Oil Well Wind Down Strategy
- **Objective 2** – Develop a Pre-Incident Plan
- **Objective 3** – Re-engage CRR Operations Committee
- **Objective 4** – Engage with the Community
- **Objective 5** – Develop CRR Metrics

2ND QTR FY21/22 COMPLETED

- **Great – We Delivered**

  - **Key Result 1.1**   Select a Project Manager for Oil Well Abandonment Project.

  - **Key Result 2.1**   Finalize Pre-Incident Plan Symbols.

  - **Key Result 4.2**   Update CRR website.

  - **Key Result 4.4**   Use Survey123 to track Home Safety Visits.

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

  - **Key Result 1.2** Publish RFP to select abandonment contractor.

  - **Key Result 2.2** Complete two pre-incident plans to present to Command Staff.

  - **Key Result 4.1** Complete 20 Red Cross Home Safety visits.

  - **Key Result 4.3** Finalize 3rd Grade Outreach Program.

- **Key Result 5.1**   Create reports to track CRR metrics.

- **Failed to Make Progress**

  - **Key Result 1.3** Submit Cal-GEM applications to obtain abandonment permits.

  - **Key Result 2.3** Select Pre-Incident Plan Software.

  - **Key Result 3.1** Re-engage the CRR Committee.

CY 2022
OBJECTIVES (CURRENT)

- **Objective 1 –** Execute Multi-Year Oil Well Wind Down Strategy

- **Objective 2** – Update Accela Workflows to Improve Processes

- **Objective 3** – Create Community Engagement Strategies to Promote CRR Programs

- **Objective 4** – Develop Public Education Program

- **Objective 5** – Implement Pre-Planning Software