ANNUAL REPORT 2019

HUNTINGTON BEACH FIRE DEPARTMENT
FIRE PREVENTION DIVISION

Annual report for calendar year 2019 on goals and accomplishments from the Fire Prevention Division.

TABLE OF CONTENTS

Goals and Accomplishments 1
Service Delivery Objectives 7
Code Enforcement & Inspections 7
Plans Review 7
Arson Investigation 8
Public Education 9
Goals for 2020 10

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 2019Annual 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, 2019, 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.

Janice Van Mullem
Fire Marshal

10.28.2020
Date

Approved for distribution.

Scott M. Haberle
Fire Chief

10.28.2020
Date

Goals and Accomplishments

In December 2018, the Division staff established the following goals for calendar year 2019:

Goal #1 **Achieve all Service Delivery objectives.** Specific objectives were established for the following services:

- Code enforcement and inspections
- Plan review
- Investigation
- Public Education
- Emergency Management

Accomplishments: See below, Service Delivery Objectives.

Goal #2 **Fire Prevention Manual.** Complete Fire Prevention Manual by December 2019.

Accomplishments: Despite having an aggressive plan and schedule, the Division was not able to accomplish the goal of completing the Fire Prevention Manual. Due to major changes in staffing and leadership, this project will continue into the next calendar year with less aggressive expectations.

Goal #3 **Quality Assurance.** This goal had two objectives:

- Establish a Quality Program (part of Fire Prevention Manual)
- Increase number of customer satisfaction surveys

Accomplishments: The Fire Prevention Manual Policy A-05, Quality Assurance Plan was signed on 2/17/19. Customer satisfaction surveys were not pursued.

Goal #4 **Focus on Additional Metrics.** There were three objectives as part of this goal:

- Reduce number of open violations
- Decrease self-correct inspection turnaround times
- Continue early capturing of unable to inspects

Accomplishments: The Fire Prevention staff visited the open violation reports approximately monthly, and metrics were shared at the monthly staff meeting. Significant decreases were observed by the end of the calendar year. Major efforts were made to capture businesses that were unable to inspect in the past; an aggressive program to reach out to these businesses to ensure that they received an inspection was implemented resulting in a significant increase in inspection revenue. In order to decrease self-inspection turnaround times, the

new FP Volunteers were used to physically inspect businesses with minor violations.

Goal #5 **Extend Over the Counter Capabilities.** The Fire Prevention Division desired extending OTC plan reviews to competent Fire Inspectors and the Permit Technician.

Accomplishments: Due to staffing needs, the training of the Senior Permit Technician on plan reviews was stalled, and re-initiated in late 2019. The Division anticipates Senior Permit Technician to perform OTC by June 30, 2020.

Goal #6 **Continue Fire Prevention Support for City events.**

Accomplishments: Fire Prevention Division supported major city events including the Surf City Marathon, Fourth of July Celebration, US Open Surfing Contest, AVP Volleyball Tournament, Premier Fastpitch National Softball Tournament, and the Great Pacific Air Show, and assisted in the review and set-up of over 100 other special and specific events in 2019.

Goal #7 **Continue growth of Prevention/Engine Company relationships.**

Accomplishments: One Fire Prevention Friday class was conducted in the field as a joint inspection. This was met with a lot of enthusiasm by the Company trainees. We believe this was a successful activity in development the Fire Prevention Division/Engine Company relationship.

Goal #8 **Volunteer Program Implementation.**

Accomplishments: A functioning, trained and outfitted Volunteer program was accomplished. Initially four Fire Prevention Volunteers were trained through a successful skill development and on-the-job training program. One volunteer initially had to withdraw, and one additional was not able to meet their commitment. The two remaining volunteers continue to contribute toward the Fire Prevention mission by conducting follow up visits to businesses that were issued 'self-correction notices' but did not follow up with the proper paperwork. Due to its success, Fire Prevention Division will continue to grow and develop this resource.

Goal #9 **Accela Implementation.**

Accomplishments: Fire Prevention staff continued to configure, test, and develop SOPs and training materials for Accela 'go-live'. Fire Prevention staff have invested in weekly meetings to continue to address the needs of the Fire Department in the new integrated record management system.

Goal #10 **The Compliance Engine (TCE) Implementation**

Accomplishments: TCE was implemented in September 2018, with full implementation in January 2019. To date, TCE is tracking 1,868 premises with fire systems such as fire alarms, sprinklers, fire pumps, and Class I cooking hood suppression systems.

In 2019, 1,751 inspection reports were submitted to TCE for fire systems in Huntington Beach. Of those, 1,605 were compliant and 146 were deficient.

Goal #11 **Integrate Fire Investigation into Fire Inspection.**

Accomplishments: Dialog in beginning to integrate fire prevention/risk reduction concepts into Fire Investigation processes. More work will be done in 2020.

Goal #12 **Improve Recordkeeping.** There were two objectives for this goal:

- Verify through quality control check all petro-chemical and Fire Marshal archive files
- Transfer archive records into Laserfische

Accomplishments: Fire Prevention Division continued to conduct quality control reviews of scanned items. Progress was hampered to convert existing records into Laserfische, but this will continue to remain as a goal to eliminate paper records.

Goal #13 **Training.** There were two objectives for this goal:

- Continue staff training
- All inspectors attend CUPA Conference

Accomplishments: All staff were able to participate in continued staff training including attendance at numerous SoCal Fire Prevention Officers (FPO), Orange County FPOs, and California Fire Prevention Institute sponsored trainings. All fire inspectors were able to attend the 2019 CUPA Conference.

Goal #14 **Teambuilding.** The FP Division established the goal of having more teambuilding events in 2019.

Accomplishments: The FP Division is still working on development teambuilding activities. Of notes, the Fire Marshal sponsored a team event a local escape room for all members of the FP Division which was well attended and received.

Other Division Accomplishments recorded at the Fire Prevention Strategic Meeting in December 2019:

- **Fire Marshal position filled.** After former Chief Reardon's retirement in April 2019, the Fire Chief appointed a new Fire Marshal.

GOALS AND ACCOMPLISHMENTS

- **FPA Position Filled** – The Fire Prevention Division ran two recruitments for the Fire Prevention Analyst position. Upon the second recruitment, FP was able to promote Jake Worthy from Fire Inspector to Fire Prevention Analyst.

- **Volunteer program** – The Fire Prevention Division made progress on establishing a volunteer fire inspector program including the Fire Prevention Manual policy. Three fire prevention volunteers were hired to assist with a variety of tasks, including conducting follow up on open violations.

- **Code adoption.** Fire prevention was successful in adopting the 2019 California Fire Code.

- **Company FP Training.** Fire Prevention staff conducted multiple trainings for company staff:

    - New Recruit Academy, May 2019 and December 2019

    - Captains Academy, March 2019

    - Fire Prevention Friday, June 2019 and October 2019

- **Data cleanup (P/T staff)**

- **TCE in full effect.** To date, TCE is tracking 1,868 premises with fire systems such as fire alarms, sprinklers, fire pumps, and Class I cooking hood suppression systems.

    - In 2019, 1,751 inspection reports were submitted to TCE for fire systems in Huntington Beach.

        - 1,605 were compliant

        - 146 were deficient

GOALS AND ACCOMPLISHMENTS

- **Largest attended Open House.** The 2019 Open House included 1,543 attendees. Fire Prevention maintained a Fire prevention booth including a static display of home fire sprinklers and the always-popular Safety Doll House. This year's Open House included a home fire sprinkler demonstration with a live burn.

- **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.

- **Spark of Love.** Fire Prevention oversaw the Spark of Love toy drive, including collection and distribution of toys within the City of Huntington Beach. . The HBFD was able to fill requests by local charities including Saint Vincent de Paul, Saint Bonaventure, and Colette's Children's Home. FP and Suppression staff had the opportunity to deliver gifts to a local Headstart Schools with Santa and Sparky.

Figure 1 Spark of Love at Headstart School, Dec 2019

- **Digital Fire (scan)**

- **Risk Assessment.** The Fire Prevention Division updated the HBFD's Risk Assessment to the current NFPA 1300 standards. The analysis of risk identified new risk profile that will be considered for the Fire Prevention/Community Risk Assessment Task Force which is provided below.

	IMPACT	LIKELIHOOD	RISK PROFILE
Operational permit – *repair garage, CO2, hot works*	MEDIUM	MEDIUM	MEDIUM
Operational permit – *Assembly, hazardous material, lp-gas, flam/comb, compressed gas, all others*	HIGH	MEDIUM	HIGH
A	HIGH	MEDIUM	HIGH
I	HIGH	LOW	HIGH (State-mandated)
H (control areas)	HIGH	MEDIUM	HIGH
E	HIGH	LOW	MEDIUM
R	HIGH	HIGH	HIGH (R2 State-mandated)
High Rise	HIGH	MEDIUM	HIGH (State-mandated)
Oil well	MEDIUM	LOW	HIGH (HB Oil Code)
F1	MEDIUM	MEDIUM	MEDIUM
S1	MEDIUM	MEDIUM	MEDIUM
F2	LOW	LOW	LOW
S2	LOW	LOW	LOW
B	LOW	LOW	LOW
B – office	LOW	LOW	LOW - EXTRA
M	MEDIUM	LOW	LOW
B or M with occupant load >100	MEDIUM	MEDIUM	MEDIUM
B or M with cooking hood	MEDIUM	MEDIUM	MEDIUM
Master files	HIGH	MEDIUM	HIGH (Admin – TCE only)
Master file (Mobile Home Parks)	HIGH	MEDIUM	HIGH
Vulnerable Facilities	MEDIUM	HIGH	HIGH

Figure 2 Risk Profile Summary

Service Delivery Objectives

CODE ENFORCEMENT & INSPECTIONS

1. State mandated inspections annually – 100% goal
    a. I occupancies – 6 of 7 (85%)..... Did not meet goal
    b. R1 occupancies – 22 of 22 (100%) ..... Achieved
    c. R2 occupancies – 2547 of 2547 (100%)..... Achieved
    d. E occupancies (schools only) – 32 of 32 (100%) ..... Achieved
    e. High Rise – 8 of 8 (100%) ..... Achieved
2. CUPA inspections – 100% within 3 years (of last inspection)..... Did not meet goal
    a. Achieved 198 inspections of 690 CUPA occupancies (86%)
3. All other inspections – 95% goal
    a. Company Inspections – 5,454 of 5,485 (99%) ..... Achieved
    b. Bureau Permit Inspections – 471 of 514 (92%)..... Did not meet goal
    c. Oil Inspections 100% of goal – 32 of 32 well sites (100%) ..... Achieved

PLANS REVIEW

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

2019 Statistics

	# of plan checks	Avg turnaround (days)	Target turnaround	% Plans within target
Overall	2,186	6.99		
1st submittal	1119	10.5	20	92.51%
2nd submittals	532	4.29	10	97.02%
3rd or more submittals	467	3.21	5	97.18%

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	97.49%
3rd or more submittals	439	2.45	5	95.90%

2017 Statistics

	# of plan checks	Avg turnaround (days)	Target turnaround	% Plans within target
Overall	1,904	5.19		
1st submittal	906	7.26	20	98.68%
2nd submittals	505	3.23	10	98.93%
3rd or more submittals	469	3.16	5	91.04%

Source: CityView Reports

Fire Protection Analysts also performed 105 planning application development reviews and 83 over the counter reviews.

	2017	2018	2019
Development Reviews	121	115	105

	2017	2018	2019
Over the Counter Reviews	n/a	41	83

Note: OTC program implementation June 2018

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 –Goal: 100% NFIRS/final report ..... *Metric insufficient*

a. 26 of 30 NFIRS reports completed in CY2019 (87%)
b. 19 of 30 final reports completed in CY2019 (63%)

This goal is problematic for annual metrics reporting without a timeframe reference. For 2020, the annual goal will include a 90-day timeframe for 90% of all incidents (to allow for those with long term criminal investigations).

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 30 incidents in CY2019 which included:

- Residential – 11 fires
- Dumpster, rubbish, trash– 4
- Outdoor (miscellaneous) - 3
- Commercial/industrial– 2
- Vehicle – 2
- All others - 8

Of these fires, eight (8) were determined to be arson, eleven (11) accidental, three were NFIRS or supplemental only, the rest (8) undetermined or unknown.

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

Goals for 2020

- 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 and Final Reports (within 90 days, 90% of incidents)
  - Public Education
    - One open house
- Re-engage the Fire Prevention/Community Risk Reduction Task Force.
  - Establish goals and objectives, and operating parameters.
  - Focus on CRA impact on fire inspection program to establish new service delivery strategies such as Self-Inspection Program.
  - Complete the Community Risk Reduction Plan by June 30, 2020.
- Implement Accela.
  - Complete field-testing with Fire Inspectors and all Fire Company staff.
  - Develop training materials for HBFD.
  - Complete staff training by "Go-Live" date.
- Volunteer program implementation
  - Grow the volunteer program to eight (8) inspectors by December 31, 2020.

  - Establish routine inspection programs and assignments (e.g., self-correct re-inspections).
- Integrate Fire Prevention into Fire Investigation by including Fire Prevention review and inclusion, as needed, for all incidents requiring an investigator.
- Records
  - Complete quality control check all petro-chemical and Fire Marshal archive files
  - Begin scanning occupancy files.
  - Transfer archive records into Laserfische
- Training
  - Encourage participation in citywide training and networking opportunities (Andre)
  - Hot topic training breaks (15min) created within the Division with alternating lead personnel (Andre)
  - Continue staff training
  - All inspectors attend CUPA Conference, February 2021
- Team building
  - Weekly late afternoon "catch-up" in the inspector desk area (Andre)
  - Continue efforts at team building activities
  - Desire to explore opportunity for flexible work schedules including 4-10 schedules.