

# CITY OF ROCKLIN FIRE DEPARTMENT



**ANNUAL REPORT**  
**JANUARY 1, 2018 –**  
**DECEMBER 31, 2018**





# CITY OF ROCKLIN FIRE DEPARTMENT

## MESSAGE FROM THE FIRE CHIEF

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On behalf of the men and women of the Rocklin Fire Department, I am proud to present the 2018 Annual Report. The Annual Report is a compilation of the successes of our department, a brief synopsis of our most significant accomplishments, and our vision for the future.

In 2019 the Rocklin Fire Department celebrates its 125<sup>th</sup> Anniversary as an Organized Department. Over those 125 years our Core Values haven't changed, but as our community, region, and industry change we must continually self-evaluate and respond. We look forward to meeting these challenges and opportunities head on, and continuing to be a leader in the fire service.



## YEAR IN REVIEW

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In 2018, the Fire Department continued to implement a proactive, progressive, forward looking, and resilient fire and disaster response model based on Community Risk Reduction, developing Mission Tasked Rapid Response Teams, and focusing on data drive and evidence based decisions. As Fire Chief, I am filled with pride at the work-ethic, dedication, and professionalism of all Rocklin Firefighters. They have proven time and time again that they are the Department's greatest asset.





# CITY OF ROCKLIN FIRE DEPARTMENT

## VISION FOR 2019

In 2018, the City of Rocklin voted to dissolve the Shared Fire Management Agreement with the City of Lincoln. One of the challenges that the department will face in 2019 is developing and transitioning into a Post Shared Service Model that is efficient, effective, proactive, progressive, resilient, yet fiscally prudent.

Our biggest focus remains improving service delivery based on current and future needs, while recognizing and managing the future costs. As Fire Chief, I recognize that service to the community is often difficult to measure and that the value of the services we provide must exceed and excel in comparison to the operational costs. In the next year, the Department will look to formalize and standardize key performance indicators and measured outcomes.

### Key Initiatives for 2019

- Develop and Implement a Rocklin-Only Fire Management Model
- Begin a Standards of Response Coverage Analysis and Strategic Plan, including establishing and codifying Performance Standards and Measured Outcomes.
- Implement a Comprehensive Business Inspection Program to Decrease Community Risk.
- Evaluate and Propose Options for Cost Recovery
- Begin Fire Department Accreditation Process
- Continue to Modernize the Training Program and Develop Regional Partnerships
- Continual Evaluation of Community Risk Assessment, including Wildland Urban Interface Challenges

As the City of Rocklin Fire Department celebrates its 125 year Anniversary, your fire department will continue to exceed customer expectations, provide exceptional service, and remain *In Omnia Paratus* – “Ready for all things.”

Respectfully submitted,

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

William R. Hack  
Fire Chief



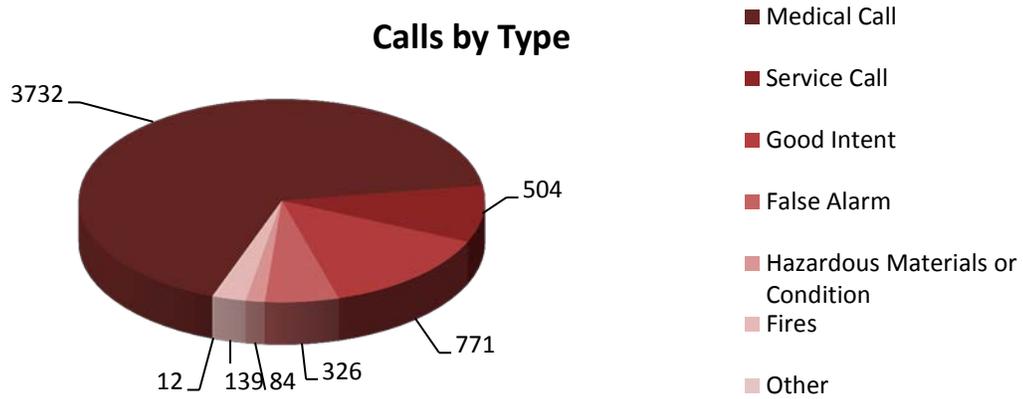
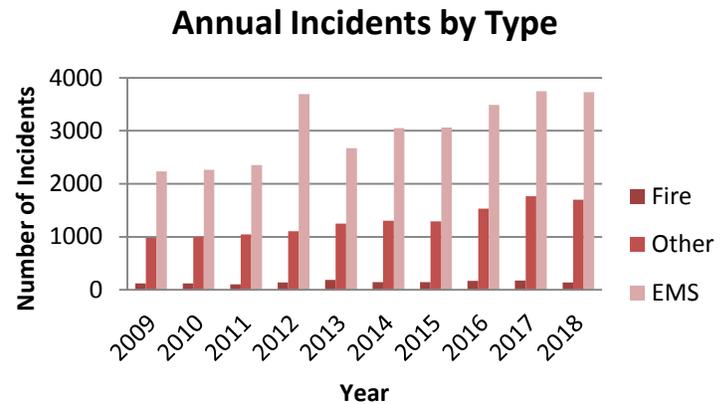
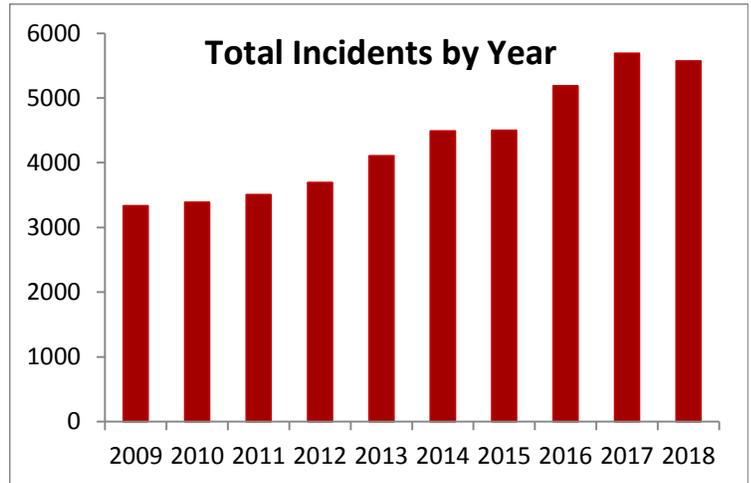


# CITY OF ROCKLIN FIRE DEPARTMENT

## ROCKLIN BY THE NUMBERS

In 2018, Rocklin Fire Department responded to 5,568 incidents, a 2.1% decrease from 2017. Specifically, calls for emergency medical service decreased 0.5% to 3,732 incidents and fire incidents decreased 19.2% to 139 incidents. Emergency medical incidents accounted for 67% of total calls and Fire incidents accounted for 2.5% of total incidents. The breakdown of incidents is similar to those experienced state-wide. The California State Fire Marshal reported that for 2014, of the reporting fire departments in the state, 3.1% of their responses were to fires and 64% were medical emergencies.

Rocklin Fire Department responds to a myriad of incidents including, but not limited to: medical emergencies, fires, hazardous materials and conditions, technical rescues, and public assistance. Refer to "A Closer Look" for a specific categorization and break-down of the Call-Types.





# CITY OF ROCKLIN FIRE DEPARTMENT

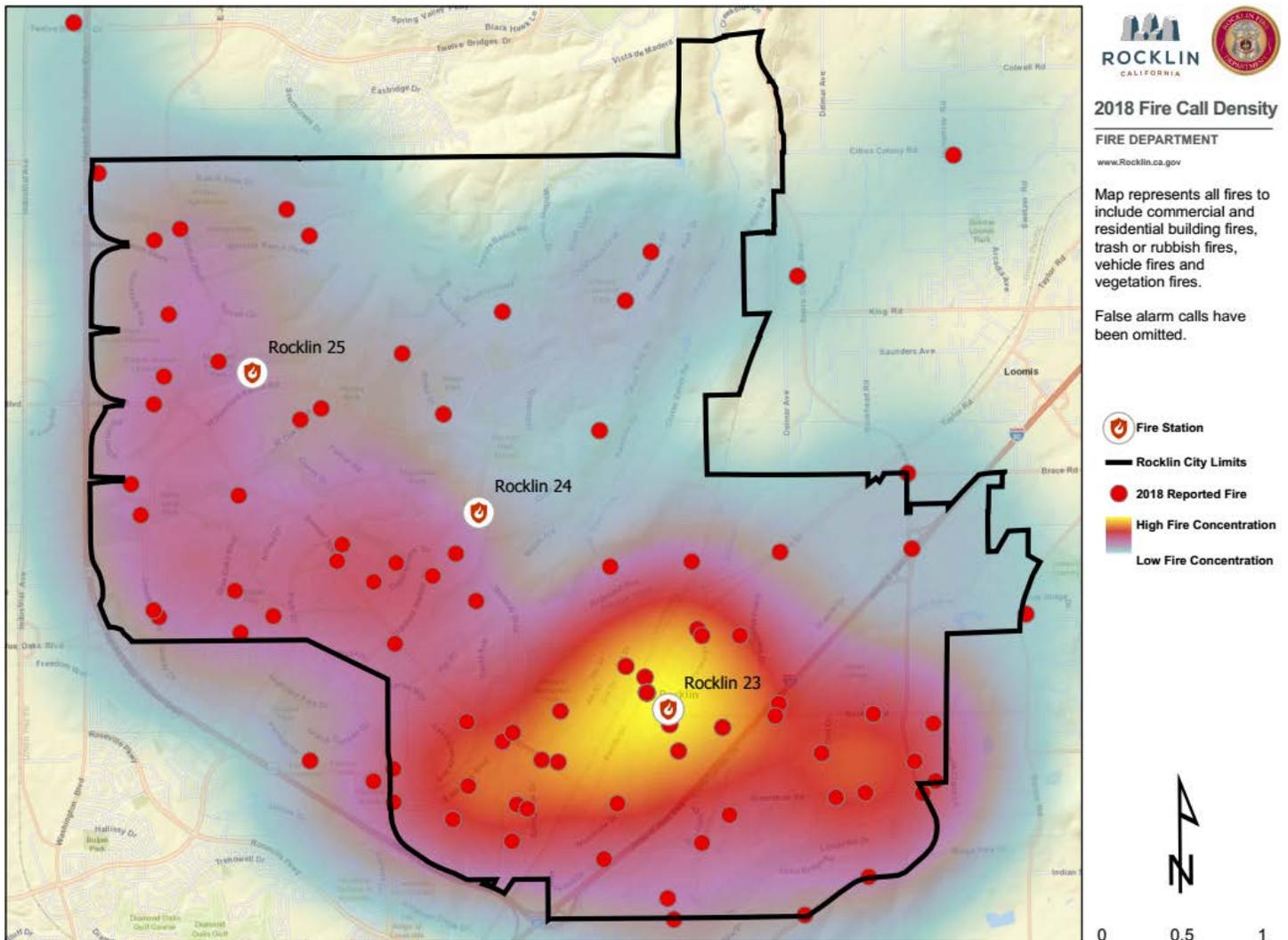
## A CLOSER LOOK

<b>TOTAL</b>		<b>5568</b>
<b>Medical Call</b>		<b>3732</b>
	Illness/Injury	3507
	Vehicle Accidents with injuries	133
	Vehicle Accidents with non-injury	92
<b>Service Call</b>		<b>504</b>
	Assist Invalid	205
	Cover assignment, standby, move-up	9
	Assist Police or other Governmental Agency	33
	Smoke or odor removal	14
	Other (water or steam leak, unauthorized burning, etc.)	243
<b>Good Intent</b>		<b>771</b>
	Dispatched and Cancelled En-route	535
	No Incident Found on Arrival at Address or Wrong Location	110
	Smoke scare, odor of smoke	43
	Other (Hazmat release investigation, no release, authorized control, etc.)	83
<b>False Alarm</b>		<b>326</b>
	Smoke detector activation due to malfunction or unintentional	151
	Alarm system sounded, activation due to malfunction or unintentional	111
	Other (CO detector activation due to malfunction, sprinkler activation – no fire)	64
<b>Hazardous Materials or Condition</b>		<b>84</b>
	Gasoline, oil or other flammable liquid spill	39
	Other (Electrical, Arcing equipment, Power line down, chemical spill, etc.)	45
<b>Fires</b>		<b>139</b>
	Structures	36
	Vehicle	18
	Grass, Wild Land	41
	Other (cooking, chimney, trash, etc.)	44
<b>Overpressure</b>		<b>2</b>
	Excessive heat, scorch burns with no ignition	1
	Overpressure rupture from steam, other	1
<b>Rescue</b>		<b>7</b>
	Extrication of victim from stalled elevator, vehicle or building/structure	7
<b>Other</b>		<b>3</b>

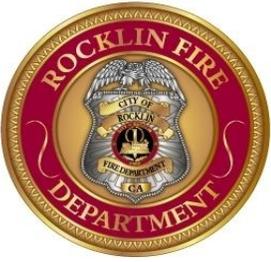


# CITY OF ROCKLIN FIRE DEPARTMENT

## MAP OF FIRE CALL DENSITY

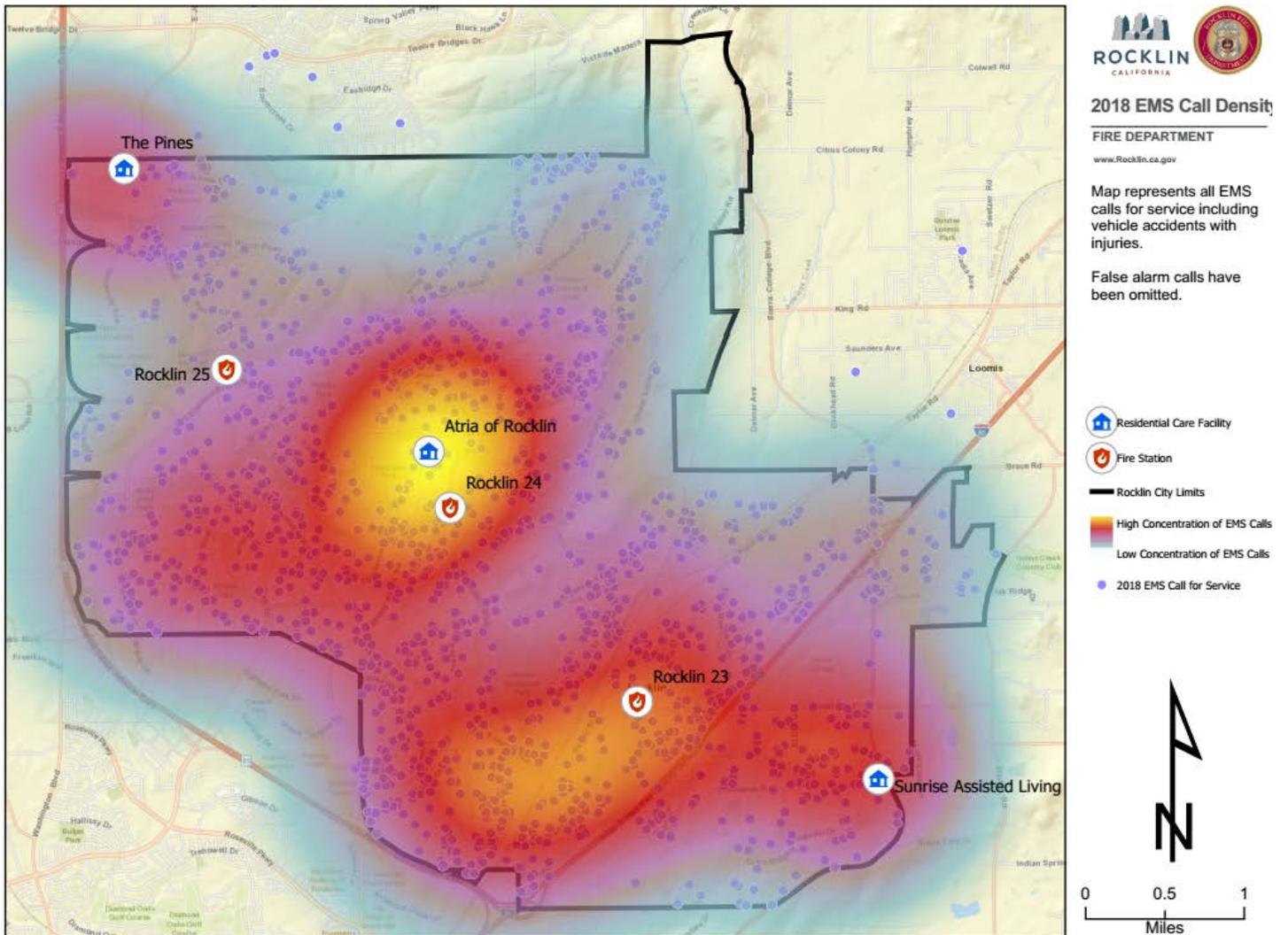


In 2018, Fire Incidents decreased by 19.2%. It is too early to determine if this success was due to improvements in our Community Risk Reduction activities, statistical anomalies, or other causal or correlated factors. Fires account for 2.4% of our annual calls, only slightly lower than the California average of 3.1%. Residential structure fires accounted for the majority of property loss for the year and the highest risk for fire-related injury. The National Average is 5.5 deaths and 26.2 injuries per 1,000 structure fires. The map represents all calls to include: medical, service, good intent, false alarms, hazardous materials or conditions, and fires.



# CITY OF ROCKLIN FIRE DEPARTMENT

## MAP OF EMS CALLS



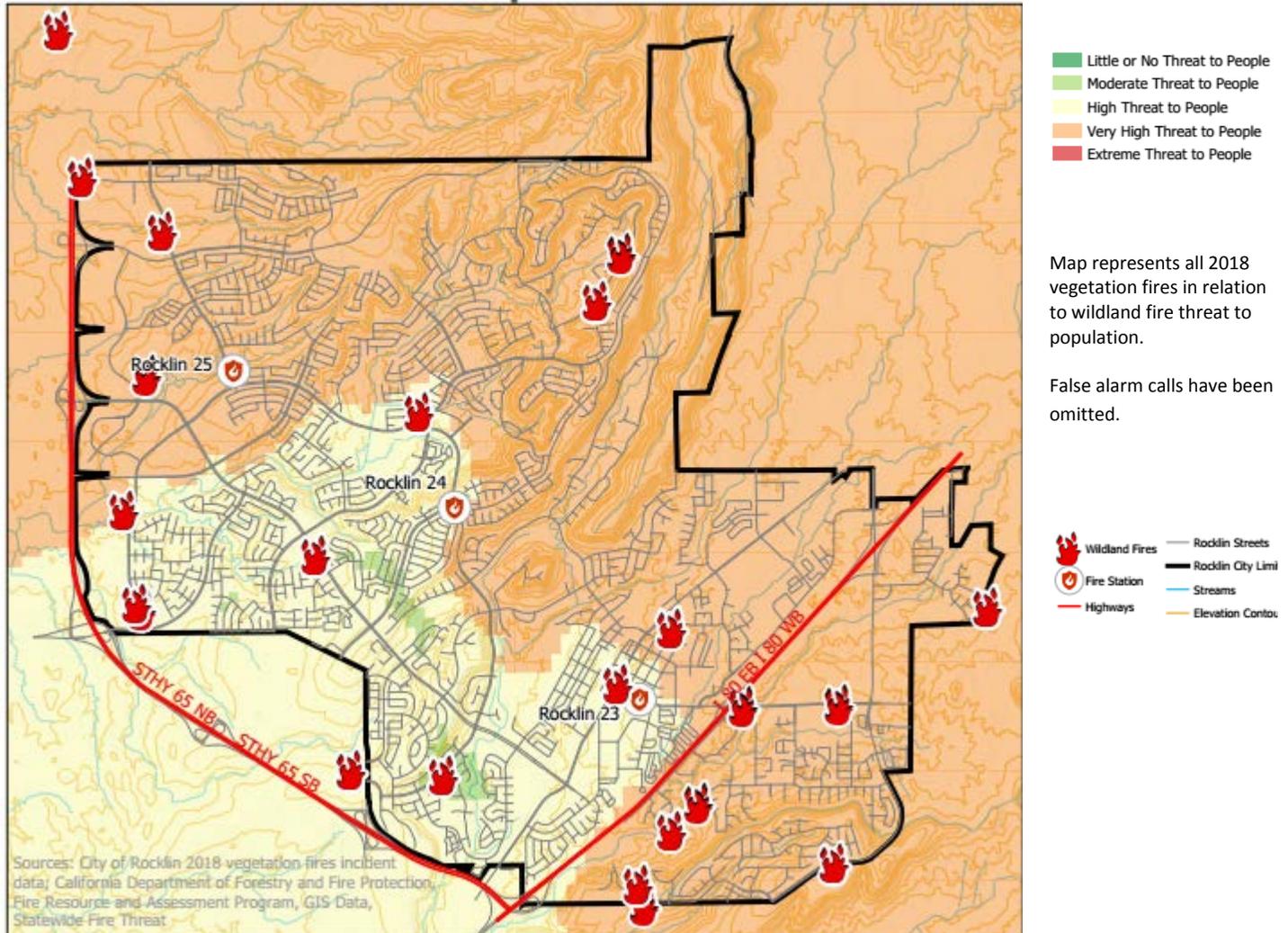
Emergency medical calls account for the largest percentage of response from the Fire Department. Rocklin Fire responds to all medical emergencies with at least one paramedic/firefighter on each apparatus. According to an American Heart Association study, early access to EMS, CPR, and defibrillation dramatically increase a person's chance of survival. More specifically, a recent study showed an increase in patient survivability of 59 percent when they are treated immediately by a paramedic, as compared to just an EMT, and trauma patients specifically had an increase in survivability from 27% with just an EMT to 73% with a paramedic. The map represents all EMS calls for service, including vehicle accidents with injuries. False alarm calls have been omitted.



# CITY OF ROCKLIN FIRE DEPARTMENT

## WILDLAND URBAN INTERFACE FIRES AND POPULATION THREAT

### 2018 WUI Fires and Population Threat



The map represents all 2018 vegetation fires in relation to the “wildland threat to population.” 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 State of California combined these two factors to create 5 threat classes, ranging from “Little or No Threat to People” or “Extreme Threat to People.” **As the map depicts, approximately two-thirds of the City of Rocklin is rated in the “Very High Threat to People” category.** In 2018, California experienced another destructive fire season to include the Carr Fire and Camp Fire, some of the most destructive wildland-urban interface fires in the state’s history. The annual Wildland Fire Summary report released early March by the National Interagency Coordination Center said 1.8 million acres burned in 2018 in the Golden State, more than in any other state.



# CITY OF ROCKLIN FIRE DEPARTMENT

## PERFORMANCE MEASUREMENT

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Most of the “Key Initiatives for 2018” revolve around improving data analysis, data validity, and performance measurement. The Community and the Fire Department would benefit greatly by formalizing modern high-level indicators of performance that evaluate the efficiency and effectiveness of multiple levels and disciplines.

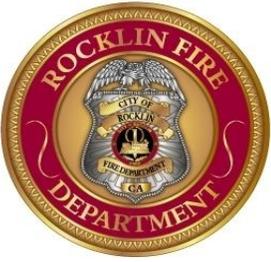
One of the most common fire department Performance Measures is Total Response Time, measured at the ninetieth percentile. Total Response Time measurement starts with the Initial Notification to 911 and ends with the Arrival At Scene of the first apparatus. On Fire Incidents within the City of Rocklin, the Total Response Time was 8 minutes 53 seconds (8:53) or less, 90% of the time. Rocklin has not formally adopted a performance standard for Total Response Time, but examples include: Roseville (CA) 7:55, National Fire Protection Association (NFPA) Recommendation 6:30, Commission on Fire Accreditation International (CFAI) 7:42, and Chico (CA) 8:30. The Total Response Time for the First Arriving Apparatus at Fires in the City of Rocklin exceeded National Recommendations, Industry Best Practice, and locally adopted performance standards of cooperating agencies. The Total Response Time is comprised of several components: Alarm Handling + Turnout Time + Travel Time = Total Response Time. In 2018, the Fire Department began a comprehensive evaluation of each component to validate the data, identify areas for improvement, implement a corrective action plan, and make recommendations on future needs.



### TOTAL RESPONSE TIME

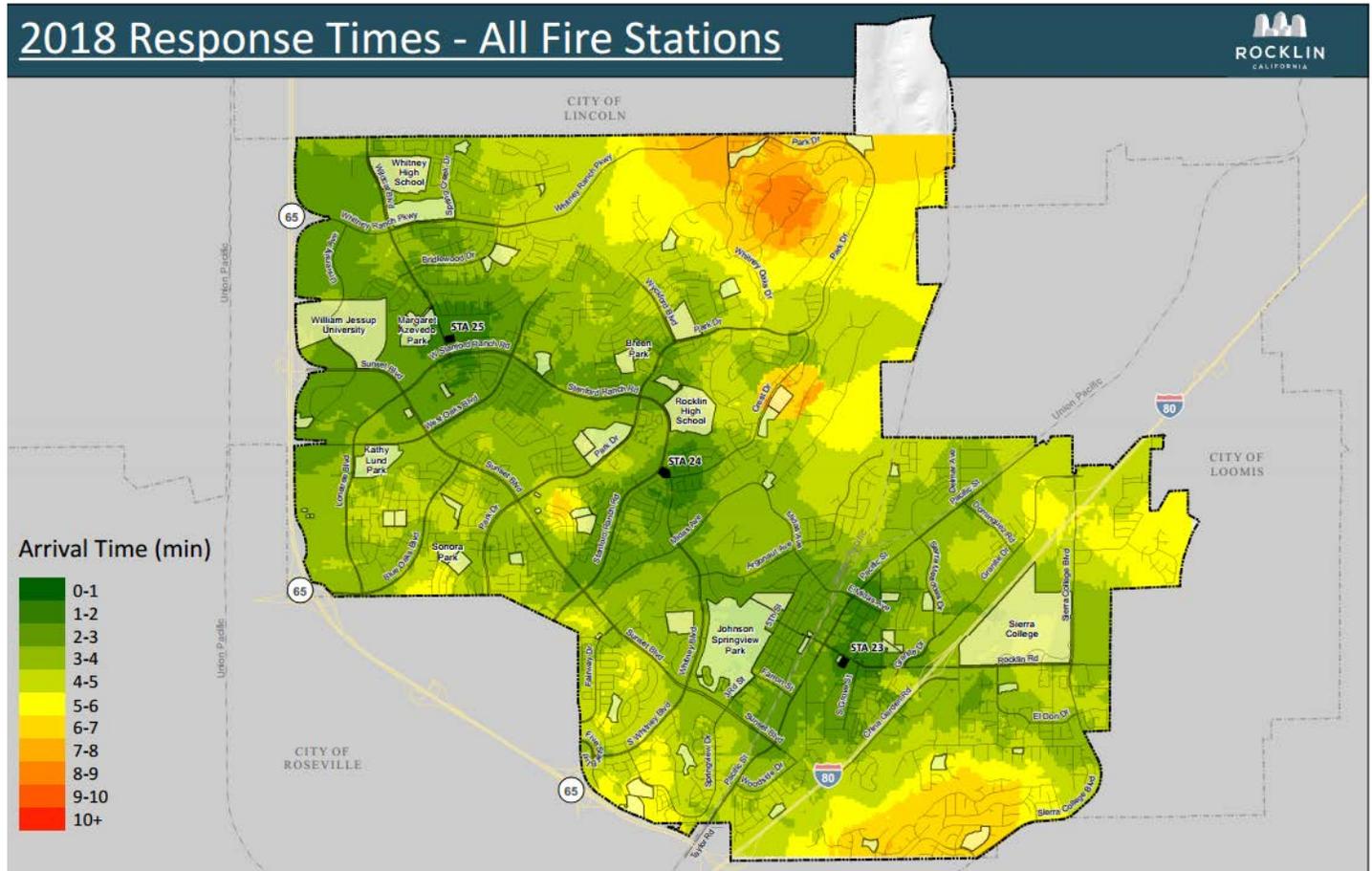
#### 90th Percentile Data

Fire Calls Only	10:47
EMS Calls Only	8:49
Total Calls	8:53



# CITY OF ROCKLIN FIRE DEPARTMENT

## MAP OF TRAVEL TIMES



This map represents the travel time for all calls in the City of Rocklin in 2018. Travel time is measured from the time an apparatus begins responding to a call until it arrives at scene. The color gradient, color coded point map shows times from one minute to ten minutes. Lower times are represented in green and the color ramp terminates in yellow and orange.



# CITY OF ROCKLIN FIRE DEPARTMENT

## NEIGHBORS: COMMUNITY HELPING COMMUNITY



### Strike Team Deployments in 2018

#### June

Stoll Fire, Tehama County  
County-1 Fire, Napa County

#### July

County-2 Fire, Napa County  
Klamathon Fire, Siskiyou County  
Ferguson-1 Fire, Sierra National Forest  
Horse Creek Fire, Sequoia-Kings Canyon

#### August

Ferguson-2 Fire, Sierra National Forest  
Mendocino Fire, Mendocino County

#### September

North Fire, Tahoe National Forest  
Kerlin Fire, Shasta/Trinity National Forest  
Delta Fire, Shasta/Trinity National Forest

#### December

Camp Fire, Butte County  
Camp Fire-Cal Fire Station Coverage,  
Nevada-Yuba-Placer County





# CITY OF ROCKLIN FIRE DEPARTMENT

## FAQs

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

**A.** Before a detector activates, we encourage our community to review the directions on the back of the device. Most devices have additional information with descriptions of what each sounding notification chirp means (for example: faulty detector, low battery, or service detector). Many devices are reaching their service life of 10 years (manufacturer's may have different requirements listed on the instructions for replacement suggestions). In the event of a true emergency exit the home and request the assistance of your Fire Department.

Please also visit: [http://www.fire.ca.gov/communications/communications\\_firesafety\\_carbonmonoxide](http://www.fire.ca.gov/communications/communications_firesafety_carbonmonoxide)

**Q.** How do I reset a smoke detector that won't stop chirping?

**A.** Please visit: [www.consumerreports.org/smoke-alarms/how-to-reset-a-smoke-alarm-that-wont-stop/](http://www.consumerreports.org/smoke-alarms/how-to-reset-a-smoke-alarm-that-wont-stop/)

**Q.** How can I get a copy of a fire report?

**A.** Call our Fire Administration Office at (916) 625-5300.

**Q.** How do I report a leaking fire hydrant?

**A.** Contact the Placer County Water Authority at (800) 464-0030.

**Q.** How do I find out about City grazing?

**A.** Please visit: <https://www.rocklin.ca.us/node/1332>

**Q.** Does the Fire Department check or install car seats?

**A.** Unfortunately our personnel are not trained on this service; however, the Roseville Fire Department has staff that are certified. Please contact them at (916) 772-6300. Additionally, the California Highway Patrol sub-station in Newcastle also provides car seat safety inspections; contact them at (916) 663-3344.

**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, 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 Animal Control Officers at (916) 625-5434 (*Animal related non-emergency*), or (916) 625-5400 (*for an Animal related emergency*).

**Q.** Who do I contact with general fire related questions?

**A.** Please contact the Fire Administration Office at (916) 625-5300 and we'll be happy to assist you.