



City of Palo Alto

City Council Staff Report

(ID # 11178)

Report Type: Informational Report

Meeting Date: 4/6/2020

Summary Title: PAFD Semi-Annual Performance Report FY20

Title: Palo Alto Fire Department Semi-Annual Performance Report for the First Half of Fiscal Year 2020

From: City Manager

Lead Department: Fire

Recommendation

Staff recommends the City Council review the First Palo Alto Fire Department Semi-Annual Performance Report for Fiscal Year 2020.

Background and Discussion

In Fiscal Year 2015 the Palo Alto Fire Department (PAFD) identified performance reporting as a key initiative, and began reporting on key performance measures quarterly. In Fiscal Year 2018 the Department began submitting reports twice each year.

The report provides overall calls for service information, as well as more detailed information on the key service areas, including Emergency Medical Services, Fire Suppression, Rescue and Hazardous Materials Response, and Fire Prevention. The report also provides information on mutual and automatic aid with our regional public safety partners and internal workforce planning efforts.

Performance measures include the following:

- **Calls for Service:** This data provides information on the final outcome of all emergency response calls. The data is tracked in the Fire Department's Record Management System, and uses standardized call type codes, which are defined by the National Fire Incident Reporting System (NFIRS). The report includes overall call volume by primary category, and a detailed listing of call type in the service type sections.
- **Response Times:** The time that an alert is received from the emergency dispatchers to the arrival of the fire resources at the scene of the emergency.

This information is tracked in the Computer Aided Dispatch (CAD) System, and the performance goals, or service levels, are set by Council in accordance with county and national standards.

- **Ambulance Transports:** The report provides the number of ambulatory transports to hospitals or other medical care facilities, and the proportion of Emergency Medical Calls that included transports. This information is tracked in the Fire Department's Emergency Medical Record Management System.
- **Fire Containment:** This measures the proportion of building and structure fires that are contained to the area or room of origin within Palo Alto and Stanford Campus.
- **Mutual and Automatic Aid:** This includes the number and proportion of all incidents that the PAFD provided aid to neighboring communities, as well as the aid received from neighboring Fire Departments. This information is tracked in the CAD System.
- **Permits:** This provides the total count of facility, electric vehicle, and solar permits issued by the Fire Prevention Bureau. This information is currently tracked in the Development Center's Records Management System.
- **Inspections:** A count of the total number of Hazardous Materials and State Mandated inspections is provided. In addition, an estimated number of inspections to be completed for the year is also provided to assess overall workload performance to date.
- **Fire and Life Safety Plans Reviewed:** This provides a total count of all plans reviewed, as well as the proportion of plans that were reviewed within the time guidelines.
- **Vacancies and Off-Line Employees:** This section provides the total number of budgeted full-time equivalent shift personnel, current vacancies, and employees that are off-line due to workers compensation or light duty. This information is obtained from the Fire Department's Staffing and Scheduling System (TeleStaff), as well as the City's Personnel Management System.
- **Succession Planning Metrics:** This provides the number and proportion of shift personnel that are eligible to retire, or will be eligible within the next five years. This information is tracked in the City's Personnel Management System. This report also provides the total number of hours that shift personnel spent in an acting capacity. Personnel serving in an acting capacity are a key component of the Department's overall succession planning efforts. Acting capacity allows junior officers to learn the responsibilities of higher ranks with guidance from

senior officers. This information is tracked in TeleStaff.

- Training hours: The total number of training hours completed by all shift personnel is provided, as well as the average number of hours per each shift personnel on staff. This information is tracked in the Fire Department's Record Management System. Local, State and Federal mandates require fire personnel to train a minimum of 20 hours per month.

Attachments:

- ATTACHMENT A_Coverletter FINAL
- ATTACHMENT B_Semi Annual Performance Report FY20.1 FINAL
- ATTACHMENT C_EMS Customer Report
- ATTACHMENT D_Letters of Appreciation

City of Palo Alto
Fire Department

Honorable Councilmembers,

I am pleased to provide the enclosed performance report for the first half of Fiscal Year 2020. This period saw a five percent (5%) increase in overall call volume. This is primarily from an increase in our Emergency Medical Services calls.

In 2018, the Department conducted a predictive analysis with subject matter expert consultants, Actionable Insights, that showed an expected increase to EMS call volume of 25-34% by 2030. This increase may be the beginning of this predicted growth. To strategically prepare for this expected surge in demand, the Department is convening a stakeholder group to work on a business plan for alternative service delivery models.

This February we graduated six new Palo Alto Firefighters from the Joint Fire Academy, and I am proud to welcome them to the Department. I have been impressed with their performance and appreciate the dedication of the Training Division with adequately preparing them. Although we over hired to reduce vacancies, we had a few retirements, and we are currently fully staffed for the first time.

Although we are fully staffed, we expect this to be temporary as forty-three percent (43%) of our line staff are eligible to retire in the next five years. To prepare for additional retirements, our Support Services division is working to conduct an entry-level hiring to establish a hiring list.

Sincerely,



Geo Blackshire
Fire Chief

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Palo Alto Fire Department First Semi-Annual Performance Report Fiscal Year 2020

Calls for Service

The Palo Alto Fire Department (PAFD) responded to a total of 4,499 calls for service in the first six-month period of Fiscal Year 2020. This includes responses within Palo Alto, Stanford, and neighboring cities to provide Auto and Mutual Aid. Approximately eighty-three percent (83%) of calls are generated from Palo Alto, sixteen percent (16%) from Stanford, and the remainder from neighboring cities or requests for regional fire deployment.

The majority of calls were for Rescue and Emergency Medical Services, making up sixty two percent (62%) of the responses. Table 1 below shows the main categories of the calls to which PAFD responded. Calls are classified based on the actual event occurred, rather than the initial call request.

Call Type	FY19 JUL-DEC	FY20 JUL-DEC
Rescue and Emergency Medical Services Incidents	2,632	2792
Good Intent	620	666
False Alarm and False Call	620	601
Service Call	231	312
Fire	85	57
Hazardous Condition, No Fire	76	71
Grand Total	4,264	4,499

Good Intent and False Alarm calls make up the second largest types of responses. Most calls for service that may be a true threat of fire, gas or other emergency hazard are actually found to be something else after Firefighters investigate the situation. These calls are coded as Good Intent calls. As well, many fire alarm activations are from causes other than fire or emergency hazard. These situations are categorized as False Alarm calls.

Emergency Medical Services and Rescue

Emergency Medical Service (EMS) is the primary service that the Palo Alto Fire Department provides to Palo Alto and Stanford. While this shift toward EMS is being seen across the region, the Palo Alto Fire Department is the only Fire Department in the County that provides ambulance and transport services.

Of the 2,792 Emergency Medical Service calls the PAFD responded to in the first period of Fiscal Year 2020, the overwhelming majority were for medical, trauma and cardiac calls that did not involve a vehicle accident.

Rescue and EMS Performance Measures	FY19 JUL-DEC	FY20 JUL-DEC
Emergency Medical Service Incident	2,577	2,729
Extrication, Rescue	41	54
Lock-In	10	4
Rescue or EMS Standby	2	4
Water and Ice-Related Rescue	1	1
Search for Lost Person	1	-
Total	2,632	2,792
Transports		
Number of Transports	1,774	1958
Percent of EMS Calls resulting in transport	67%	70%
Response Times		
Percent of first responder arriving on scene to EMS calls within 8 minutes	93%	91%
Percent of paramedic responder arriving on scene to EMS calls within 12 minutes	99%	99%
Average response time for first responder arriving on scene to EMS calls	5:06	5:14

This period reflects a slight increase to the number of Rescue and EMS Incident calls. The number of EMS calls that resulted in an ambulance transport to a local hospital or care facility, accounted for seventy percent (70%) of all EMS calls. This is the primary source of revenue generated from emergency medical services, and the Department has seen a small increase to revenue from the surge of EMS calls over the last period.

- ★ **Response Time Goal Met:** At least 90% of first responder arriving on scene to EMS calls within eight minutes.

This period the PAFD first responder arrived on scene to EMS calls within eight minutes ninety-one percent (91%) of the time.

- ★ **Response Time Goal Met:** At least 99% of paramedic responder arriving on scene to EMS calls within 12 minutes.

This period the PAFD paramedic responder arrived on scene to EMS calls within 12 minutes ninety-nine percent (99%) of the time.

Fire Suppression

Very few of the potential fire calls coming into dispatch turn out to be a real fire once PAFD investigates the scene and cause of the concerning elements. This period PAFD responded to fifty-seven (57) calls where fire was present, with forty-three in Palo Alto and thirteen occurring in Stanford. There were seven (7) building fires that the Department responded to where five of which were contained to the area of origin.

Here are the descriptions of the significant fires for this period:

7/5/19

Units responded to find light brown smoke showing from Charlie side of portable classroom structure at rear of Cubberly complex. A 10 foot by 20 foot enclosed wood shed with smoke pushing out door seam and roof lines. Units made entry to the shed and found heavy brown smoke. The fire was extinguished. Overhaul was performed while attempting to maintain evidence for fire investigation.

8/26/19

On arrival smoke was showing from a downstairs apartment unit at the rear of the complex. Personnel entered and extinguished the fire. The main fire damage was in a closet immediately to the left of the front door, the hallway, and some damage in the kitchen.


12/5/19

PAFD crews responded to a structure fire. Crews arrived on scene to a working fire in the center occupancy of a multi-unit structure. The fire was confined to the living room of the unit of origin. Units on scene got a quick knock down, completed a primary search, checked for fire extension and performed salvage and overhaul. Red cross was also dispatched for the displaced residents.


12/25/19

PD responded to a Christmas tree on fire in a home. At that time the smoke seemed to be dissipating, which was due to the sprinklers being activated and putting out the fire. The fire had been found to be contained to the tree, which we removed from the residence. There was significant water damage and crews performed salvage and overhaul before turning over the scene to the building owners.

Fire Suppression Measures	FY19 JUL-DEC	FY20 JUL-DEC
Structure Fire	32	18
Special outside fire	2	14
Outside rubbish fire	19	8
Mobile property (vehicle) fire	12	6
Natural vegetation on fire	10	6
Fire, Other	10	5
Fire in mobile property used as a fixed structure	0	-
Total	85	57
Response Times		
Percent of first responder arriving on scene to Fire calls within 8 minutes	88%	86%
Average response time for first responder arriving on scene to Fire calls	5:43	5:48
Fire Containment		
Percent of building and structure fires contained to the room or area of origin	71%	71%

- 
Response Time Not Goal Met: At least 90% of first responder arriving on scene to Fire calls within eight minutes.

This period the PAFD first responder arrived on scene to Fire calls within eight minutes eighty six percent (86%) of the time.

- 
Fire Containment Goal Not Met: At least 90% of building and structure fires contained to the room or area of origin.

This period there were seven building or structure fires within Palo Alto or Stanford, of which seventy one percent (71%) was contained to the room or area of origin.

Hazardous Materials

The Fire Department responded to a total of 71 calls related to hazardous material incidents. The most common Hazardous Material call is spills and leaks of either natural or liquid petroleum gas (LPG) which totaled 44. This number accounted for sixty-two (62%) percent of all Hazardous Material calls.

The second highest Hazardous Material calls were related to electrical wiring or equipment problems. fifteen (15) of these calls account for twenty (20%) percent of all Hazardous Material calls.

Hazardous Materials Response Measures	FY19 JUL-DEC	FY20 JUL-DEC
Combustible/Flammable spills and leaks	36	44
Electrical wiring/Equipment problem	15	15
Biological hazard	8	3
Chemical release, reaction, or toxic condition	4	5
Accident, potential accident	3	3
Attempted burning, illegal action	0	1
Hazardous Condition, Other	10	-
Total	76	71
Response Times		
Average response time for first responder arriving on scene to Rescue & Hazardous Materials calls	6:42	6:40

Mutual and Automatic Aid

The Fire Department previously held automatic aid agreements with five regional Fire Departments, including Mountain View, Menlo Park, and Santa Clara County Fire. At the request of the City of Mountain View, the automatic aid agreement was modified at the beginning of January 2018 resulting in a significant decrease in the number of calls compared to the prior fiscal year. The Palo Alto Fire Department continues to advocate for the closest unit response and collects objective data to support improved services to all of our communities under the previous automatic aid agreement.

Santa Clara County received the highest amount of aid from the department this period accounting for fifty-eight (58%) of all mutual and auto aid provided. The Department received the most aid from Mountain View with a total of 36 incidents.

Mutual Aid Performances		FY19 JUL-DEC	FY20 JUL-DEC
Mutual and Auto Aid Provided			
<u>Agency</u>			
Santa Clara County Fire		34	33
Mountain View Fire		21	15
Menlo Park Fire		5	4
San Mateo City		0	1
San Mateo County		1	2
Morgan Hill			1
Gilroy			1
	<i>All Mutual and Auto Aid Provided</i>	61	57
Mutual and Auto Aid Received			
<u>Agency</u>			
Mountain View Fire		28	36
Menlo Park Fire		16	16
Woodside Fire		-	10
Santa Clara County Fire		4	1
	<i>All Mutual and Auto Aid Received</i>	48	63

Fire Prevention

The Fire Prevention Bureau ensures compliance with the Fire Code for the safety of occupants and protection of property. Fire Inspectors perform fire sprinkler and fire alarm plan checks, permitting, and field inspections with the goal of ensuring all construction complies with local and national codes.

This period saw a significant increase in the number of plans reviewed compared the same period in the prior year. The reduction in the number of plans completed on-time is directly attributed to the increase in workload for the Bureau staff.

Prevention Bureau Performance Measures	FY19 JUL-DEC	FY20 JUL-DEC
Permits		
Fire Permits Issued	225	214
Sprinkler Permits Issued	136	157
Solar Permits Issued	46	93
Electric Vehicle Permits Issued	0	0
Inspections		
Fire Inspections	5,046	5,288
Hazardous Material Inspections Completed	241	139
Number of Hazardous Material Inspections for the year	565	700
Percent of Hazardous Material Facilities Inspections Complete	43%	20%
State Mandated Inspections Completed	228	332
Number of State Mandated Inspections for the year	574	517
Percent of State Mandated Facilities Inspections Complete	40%	62%
Fire and Life Safety Plan Review		
Plans Reviewed	860	1,000
Percent of Reviews Completed On-Time	95%	93%

Workforce Planning

The Department operates daily emergency response operations with a total of 86.00 FTE line personnel. This includes three battalions of crews that staff six stations in the City and Stanford 24 hours each day.

Over the last period, the department was fully staffed for the first time in over a decade. Six new firefighters were hired to complete a Joint Fire Academy and will graduate in February.

The Department continues to face massive turnover in the future with forty-three percent (43%) of all shift staff eligible to retire. To prepare for this, the Department is working on completing an entry-level hiring process to create a new list to hire from as more staff retire over the next two years.

The training division supported the Joint Fire Academy, conducting training and testing for Acting Captains, completed an Apparatus Operator handbook and hosted trainings on night drills and urban search and rescue this period.

Vacancies and Off-Line Employees FY20 JUL-DEC					
<u>Classification</u>	<u>Budgeted FTE</u>	<u>Vacancies</u>	<u>Off-Line Employees (Workers Comp/Light Duty)</u>	<u>Personnel On Line</u>	<u>Percent of Personnel On Line</u>
Battalion Chief	4	0	0	4	100%
Fire Captain	22	0	0	22	100%
Fire Apparatus Operator & Fire Fighters	60	0	2	58	97%
TOTAL	86	0	2	84	98%

Succession Planning		FY19 JUL-DEC	FY20 JUL-DEC
Personnel			
Number of Shift Staff Currently Eligible to Retire		25	22
Number of Shift Staff Eligible to Retire in Five Years		18	16
Percent of all Shift Staff Eligible to Retire within Five Years		51%	43%
Number of Acting Battalion Chief Hours		48	-
Number of Acting Captain Hours		1,681	2,278
Number of Acting Apparatus Operator Hours		8,107	8,162
Training			
Hours of Training Completed		17,464	23,917
Average Hours Per Line Personnel		253	310



PAFD VITAL SIGNS REPORT

SURVEYS RECEIVED 7-1-2019 THROUGH 12-31-2019

FILTERS: SURVEY: 1



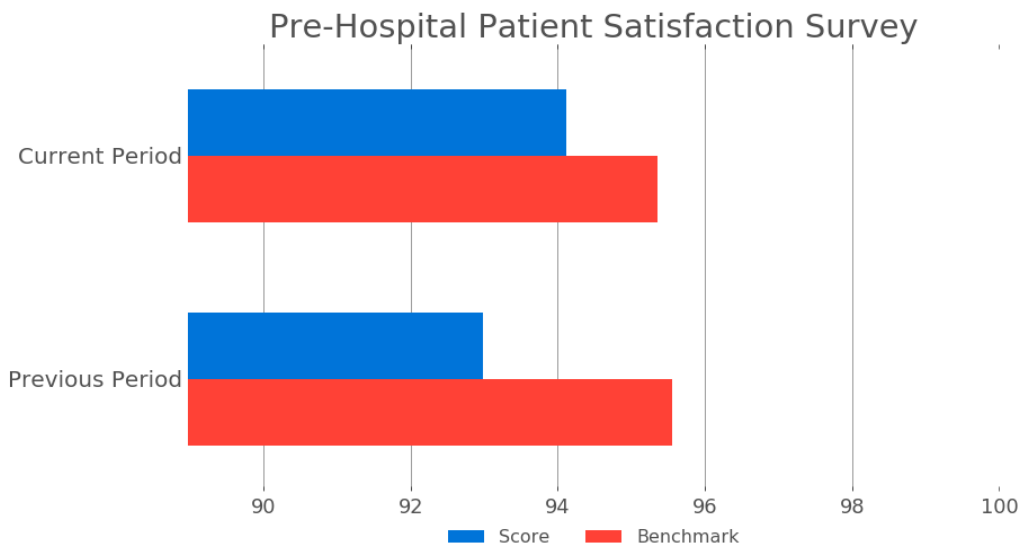
P.O. Box 100,
Andover MA 01810
(844) 340-6060
Feedback-Innovations.com

1.0 EXECUTIVE SUMMARY

PAFD received a total of 228 responses for this period. The highest rated section was *Communication*, with a total score of 96.05. The lowest rated section was *Billing*, with a total score of 88.73.

- The Communication section had a 1.2% increase in *Ambulance staff's concern for your privacy La preocupación del personal del ambulancia en cuanto a su privacidad*.
- The Billing section had a 1.8% increase in *Ability of billing personnel to meet your needs Capacidad del personal de facturación para satisfacer sus necesidades*. This may be a focus for further improvement.
- Percentile ranking this period is lower 31.91%.

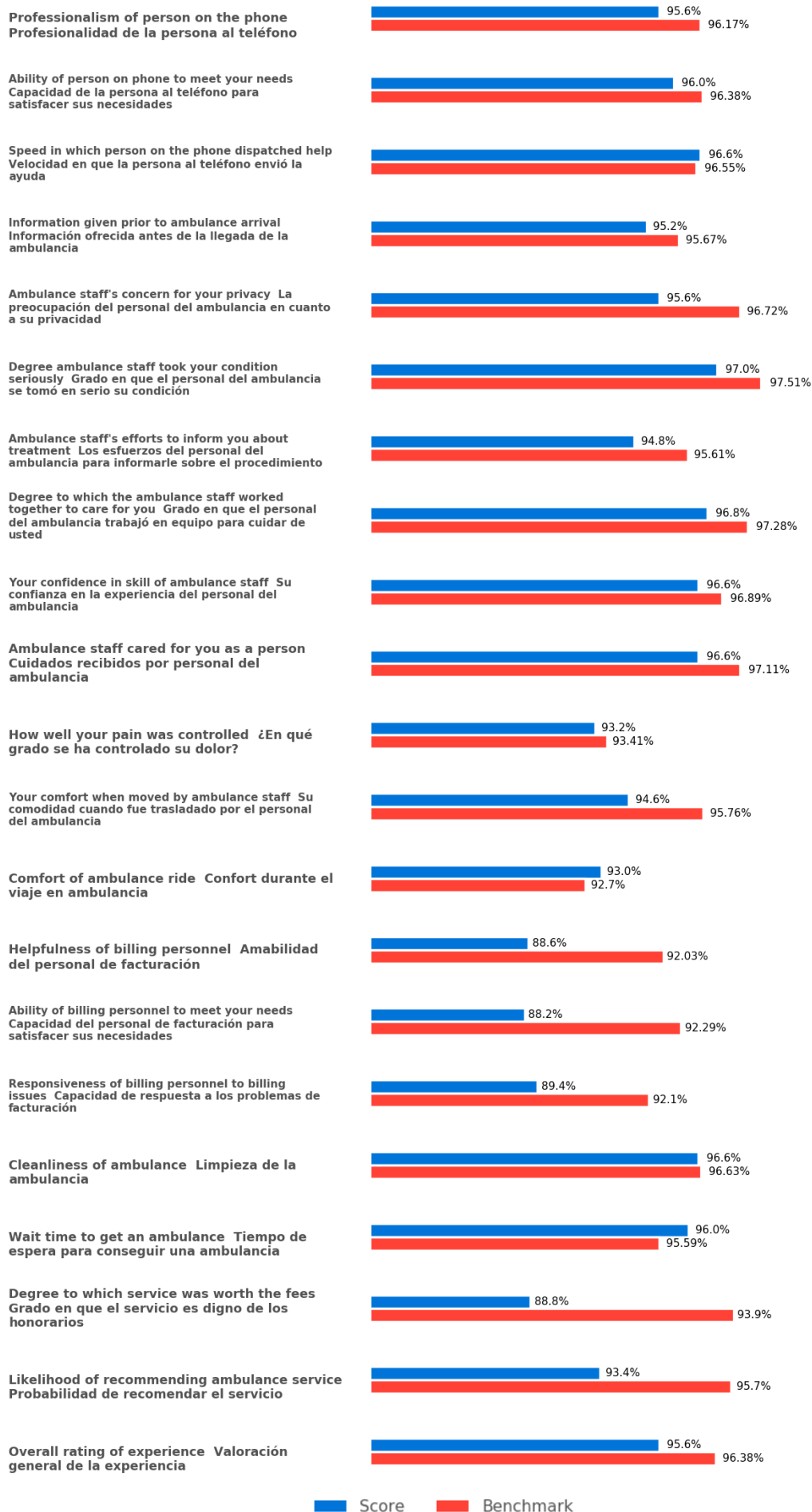
Cumulative Score: **94.12**



	Previous Period	Current Period
Score	92.98	94.12
Benchmark	95.56	95.35

The benchmark is the mean average of all responses for all services in the Feedback Innovations database.

VITAL SIGNS PATIENT SATISFACTION REPORT



■ Score ■ Benchmark

2.0 IMPROVEMENT PRIORITY RANKING

Rank	Question
1	Professionalism of person on the phone Profesionalidad de la persona al teléfono
2	Ability of person on phone to meet your needs Capacidad de la persona al teléfono para satisfacer sus necesidades
3	Speed in which person on the phone dispatched help Velocidad en que la persona al teléfono envió la ayuda
4	Information given prior to ambulance arrival Información ofrecida antes de la llegada de la ambulancia
5	Helpfulness of billing personnel Amabilidad del personal de facturación
6	Ability of billing personnel to meet your needs Capacidad del personal de facturación para satisfacer sus necesidades
7	Responsiveness of billing personnel to billing issues Capacidad de respuesta a los problemas de facturación
8	Cleanliness of ambulance Limpieza de la ambulancia
9	Wait time to get an ambulance Tiempo de espera para conseguir una ambulancia
10	Degree to which service was worth the fees Grado en que el servicio es digno de los honorarios
11	Likelihood of recommending ambulance service Probabilidad de recomendar el servicio
12	Ambulance staff's concern for your privacy La preocupación del personal del ambulancia en cuanto a su privacidad
13	Degree ambulance staff took your condition seriously Grado en que el personal del ambulancia se tomó en serio su condición
14	Ambulance staff's efforts to inform you about treatment Los esfuerzos del personal del ambulancia para informarle sobre el procedimiento
15	Degree to which the ambulance staff worked together to care for you Grado en que el personal del ambulancia trabajó en equipo para cuidar de usted
16	Comfort of ambulance ride Confort durante el viaje en ambulancia
17	Your confidence in skill of ambulance staff Su confianza en la experiencia del personal del ambulancia
18	Ambulance staff cared for you as a person Cuidados recibidos por personal del ambulancia
19	How well your pain was controlled ¿En qué grado se ha controlado su dolor?
20	Your comfort when moved by ambulance staff Su comodidad cuando fue trasladado por el personal del ambulancia

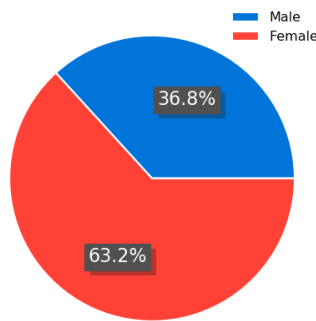
The Improvement Priority Ranking uses a combination of score and correlation to overall satisfaction to determine the most important areas for improvement. The closer to 1 the more important it is to your patients that this aspect of your service be improved upon.

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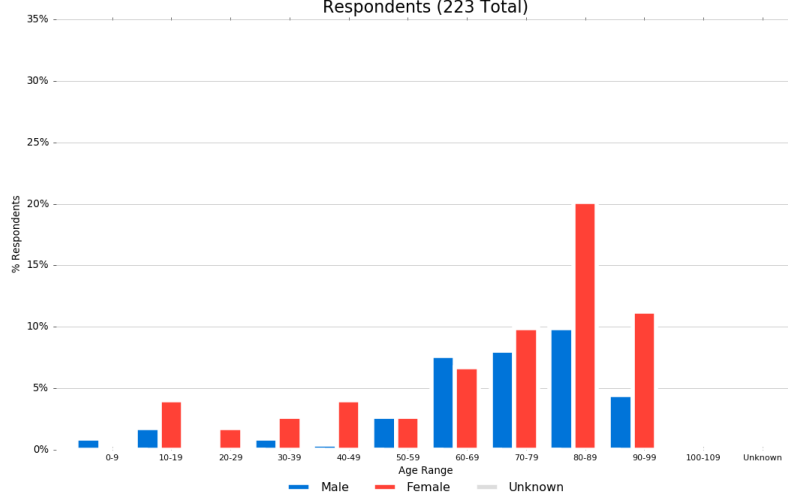
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3.0 DEMOGRAPHIC INFORMATION

Respondents (223 Total)



Respondents (223 Total)



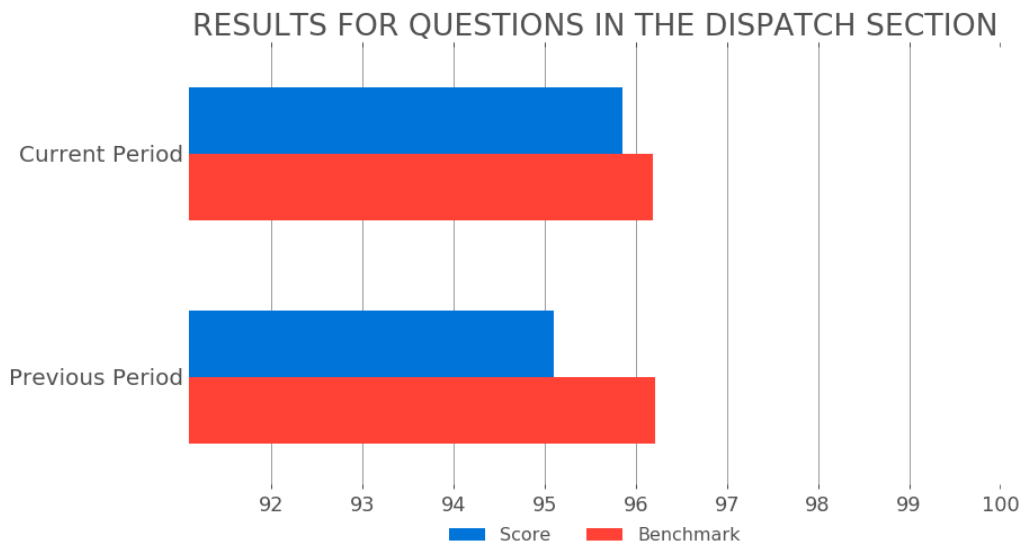
4.0 SECTIONS

4.1 Dispatch

Percentile ranking this period is lower 29.79%.

The Dispatch section showed a 0.75% increase overall from Previous Period to Current Period, with a total score of **95.85**. Drilling down by question for the Dispatch section:

- There was a 0.6% increase for *Professionalism of person on the phone Profesionalidad de la persona al teléfono*, with a score of 95.6.
- There was a 0.8% increase for *Ability of person on phone to meet your needs Capacidad de la persona al teléfono para satisfacer sus necesidades*, with a score of 96.0.
- There was a 0.6% increase for *Speed in which person on the phone dispatched help Velocidad en que la persona al teléfono envió la ayuda*, with a score of 96.6.
- There was a 1.0% increase for *Information given prior to ambulance arrival Información ofrecida antes de la llegada de la ambulancia*, with a score of 95.2.



	Previous Period	Current Period
Score	95.1	95.85
Benchmark	96.21	96.19

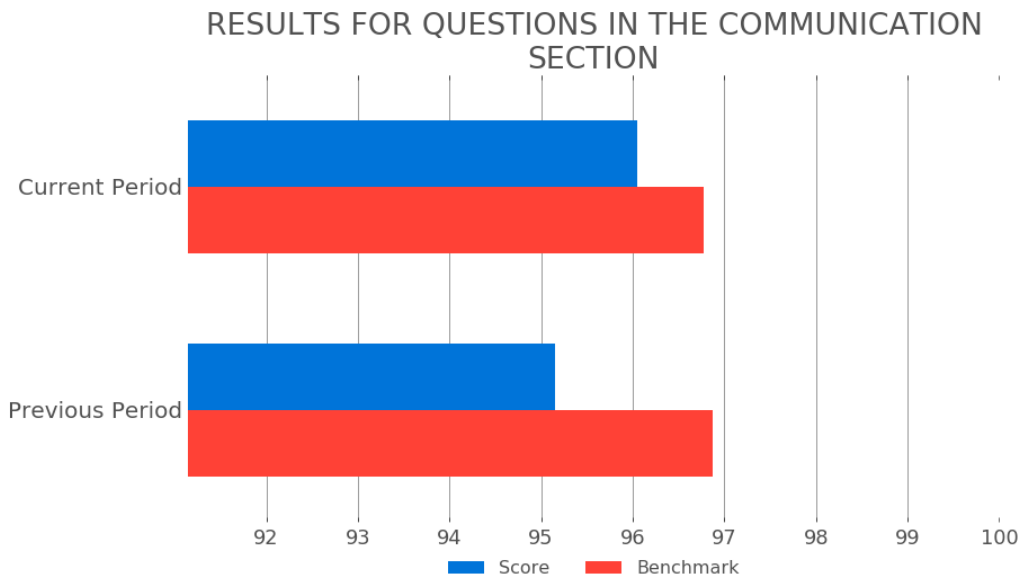
4.2 Communication

Percentile ranking this period is lower 32.98%.

The Communication section showed a 0.9% increase overall from Previous Period to Current Period, with a total score of **96.05**

. Drilling down by question for the Communication section:

- There was a 1.2% increase for *Ambulance staff's concern for your privacy La preocupación del personal del ambulancia en cuanto a su privacidad*, with a score of 95.6.
- There was a 1.0% increase for *Degree ambulance staff took your condition seriously Grado en que el personal del ambulancia se tomó en serio su condición*, with a score of 97.0.
- There was a 0.4% increase for *Ambulance staff's efforts to inform you about treatment Los esfuerzos del personal del ambulancia para informarle sobre el procedimiento*, with a score of 94.8.
- There was a 1.0% increase for *Degree to which the ambulance staff worked together to care for you Grado en que el personal del ambulancia trabajó en equipo para cuidar de usted*, with a score of 96.8.



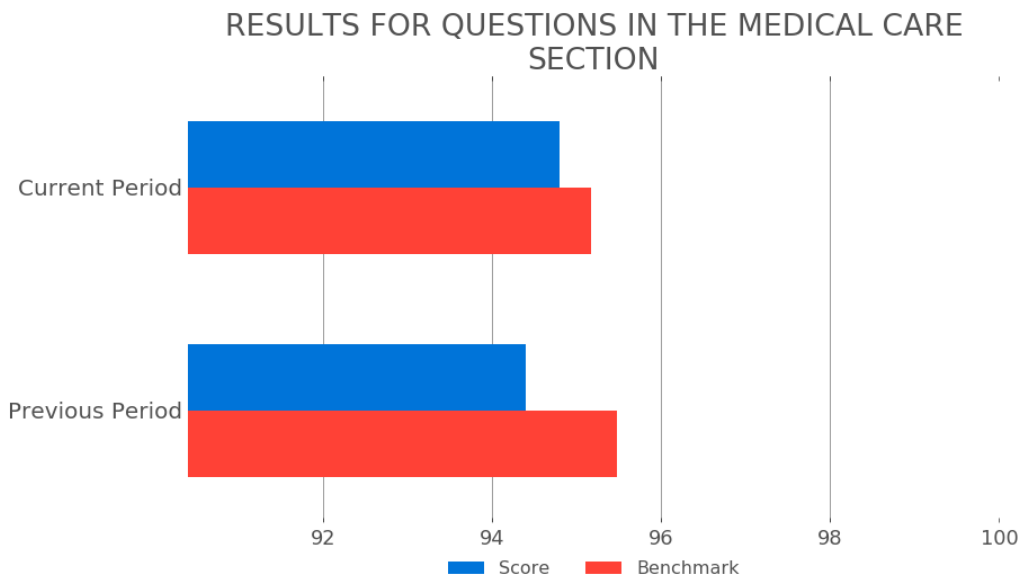
	Previous Period	Current Period
Score	95.15	96.05
Benchmark	96.87	96.78

4.3 Medical Care

Percentile ranking this period is lower 38.3%.

The Medical Care section showed a 0.4% increase overall from Previous Period to Current Period, with a total score of **94.8**. Drilling down by question for the Medical Care section:

- There was a 0.4% increase for *Your confidence in skill of ambulance staff Su confianza en la experiencia del personal del ambulancia*, with a score of 96.6.
- There was a 0.6% increase for *Ambulance staff cared for you as a person Cuidados recibidos por personal del ambulancia*, with a score of 96.6.
- There was a 1.8% increase for *How well your pain was controlled ¿En qué grado se ha controlado su dolor?*, with a score of 93.2.
- There was a 0.4% decrease for *Your comfort when moved by ambulance staff Su comodidad cuando fue trasladado por el personal del ambulancia*, with a score of 94.6.
- There was a 0.4% decrease for *Comfort of ambulance ride Confort durante el viaje en ambulancia*, with a score of 93.0.



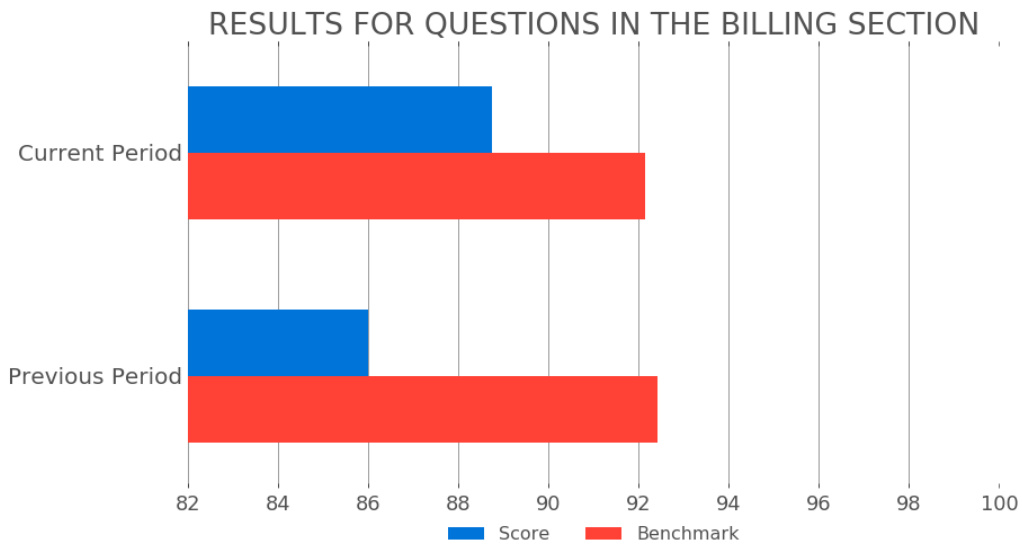
	Previous Period	Current Period
Score	94.4	94.8
Benchmark	95.47	95.17

4.4 Billing

Percentile ranking this period is lower 10.64%.

The Billing section showed a 2.73% increase overall from Previous Period to Current Period, with a total score of **88.73**. Drilling down by question for the Billing section:

- There was a 2.6% increase for *Helpfulness of billing personnel Amabilidad del personal de facturación*, with a score of 88.6.
- There was a 1.8% increase for *Ability of billing personnel to meet your needs Capacidad del personal de facturación para satisfacer sus necesidades*, with a score of 88.2.
- There was a 3.8% increase for *Responsiveness of billing personnel to billing issues Capacidad de respuesta a los problemas de facturación*, with a score of 89.4.



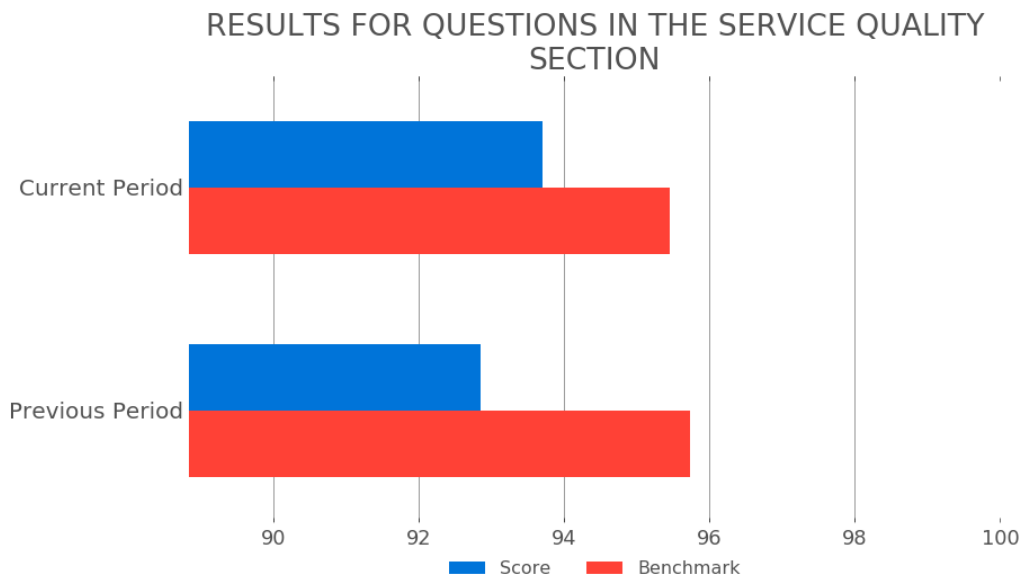
	Previous Period	Current Period
Score	86.0	88.73
Benchmark	92.42	92.14

4.5 Service Quality

Percentile ranking this period is lower 25.53%.

The Service Quality section showed a 0.85% increase overall from Previous Period to Current Period, with a total score of **93.7**. Drilling down by question for the Service Quality section:

- There was a 1.2% increase for *Cleanliness of ambulance Limpieza de la ambulancia*, with a score of 96.6.
- There was a 1.0% increase for *Wait time to get an ambulance Tiempo de espera para conseguir una ambulancia*, with a score of 96.0.
- There was a 1.0% increase for *Degree to which service was worth the fees Grado en que el servicio es digno de los honorarios*, with a score of 88.8.
- There was a 0.2% increase for *Likelihood of recommending ambulance service Probabilidad de recomendar el servicio*, with a score of 93.4.



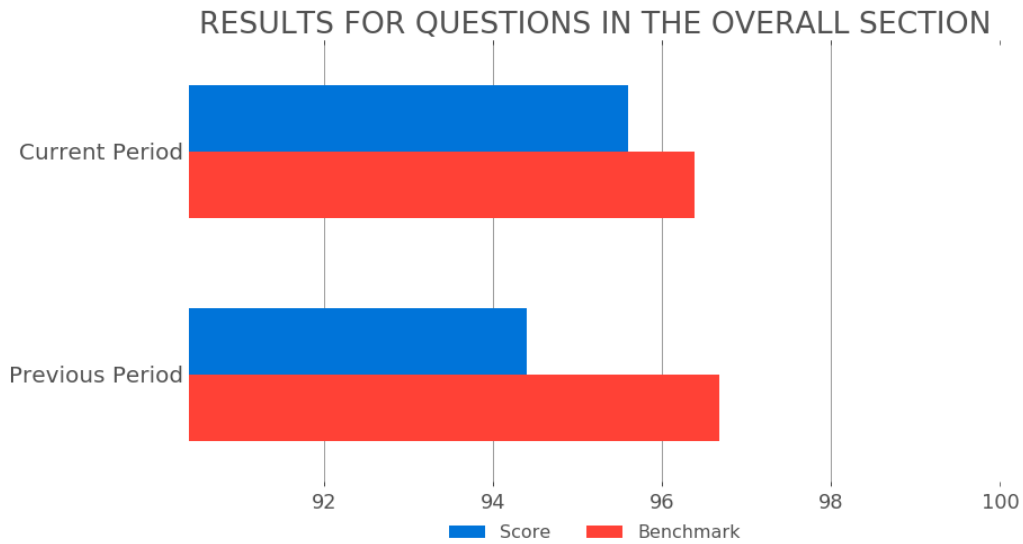
	Previous Period	Current Period
Score	92.85	93.7
Benchmark	95.73	95.46

4.6 Overall

Percentile ranking this period is lower 31.91%.

The Overall section showed a 1.2% increase overall from Previous Period to Current Period, with a total score of **95.6**. Drilling down by question for the Overall section:

- There was a 1.2% increase for *Overall rating of experience Valoración general de la experiencia*, with a score of 95.6.



	Previous Period	Current Period
Score	94.4	95.6
Benchmark	96.67	96.38

From: Mark [REDACTED]
Sent: Monday, July 15, 2019 9:10 AM
To: Blackshire, Geoffrey <Geoffrey.Blackshire@CityofPaloAlto.org>
[REDACTED]
Subject: staff recommendation/commendation

CAUTION: This email originated from outside of the organization. Be cautious of opening attachments and clicking on links.

Dear Fire Chief Blackshire,

Recently one of your staff, Brent White, came to our campus to do our annual fire/life safety inspection. From the very beginning of meeting Brent White, his professionalism and knowledge was very evident. He was clear in his communicating what we needed to provide and helped us through the very lengthy inspection of over 850,000 square feet of space. Continually, through the process we were amazed at his knowledge and insight to buildings fire systems and life safety. His expertise and guidance helped us through a very thorough inspection. When we had questions, Brent responded quickly and concisely with remedies and ideas on how to go about solutions.

In all my years, working in facilities management and working for the City of Palo Alto, I have not come across someone so absolutely professional and adept at his work. This example of competency is truly a breath of fresh air. Please place our recommendation and commendation for a job well done in Brent's personnel file. We expect to see Brent in the coming years here at campus and look forward to working with him.

If you have any questions, please feel to contact us at any time.

Kind regards,

[REDACTED]

From: [REDACTED]
Sent: Sunday, August 04, 2019 4:17 PM
To: Blackshire, Geoffrey <Geoffrey.Blackshire@CityofPaloAlto.org>
Subject: Commendation

CAUTION: This email originated from outside of the organization. Be cautious of opening attachments and clicking on links.

Good Afternoon Fire Chief Blackshire -

On behalf of the San Jose Fire Department, I'd like to express my appreciation for the exemplary work performed by Palo Alto Firefighters Scott Woodfin and Tom Hamilton.

My office recently investigated a mobile home fire and it was determined that two juveniles were responsible for this fire. I reached out Scott Woodfin for assistance, knowing that he is our local expert on juvenile firesetter matters. Without hesitation, Scott scheduled a Youth Firesetter Intervention Program that catered to the specific needs of these two young boys.

I had an opportunity to speak with the parents of these two boys and they were both impressed by and thankful for the education and care that Scott and Tom provided to their children. I know that the training provided by your personnel will have a positive impact on these two boys.

Please pass along my congratulations and thanks for a job well done, to Scott Woodfin and Tom Hamilton.

Respectfully yours,

[REDACTED]

Captain/Supervisor
San Jose Fire Department
Arson Unit