



City of Palo Alto

City Council Staff Report

(ID # 10165)

Report Type: Informational Report

Meeting Date: 3/18/2019

Summary Title: PAFD Semi-Annual Performance Report FY19

Title: Palo Alto Fire Department Semi-Annual Performance Report for the First Half of Fiscal Year 2018

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 2019.

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 a call is received by 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 FY19.1 DRAFT_030419
- ATTACHMENT C_EMS Customer Report
- ATTACHMENT D_Kudos FY19.1

City of Palo Alto
Fire Department

Honorable Councilmembers,

I am pleased to provide the enclosed performance report for the first half of Fiscal Year 2019. This period saw an eight percent (8%) reduction in overall call volume. This is primarily from a reduction in false alarms and good intent calls.

With the beginning of the new contract with Stanford University, the terms outline changes and proactive work to reduce the instance of false alarms. The initial decrease seen this period is from the Department no longer providing response to supervisory fire alarms. Supervisory alarms are merely advisory alarms and do not indicate that there is an emergency. Over the next year, we can expect a continued decrease in false alarms as the contract also requires that the Department and Stanford collaborate to implement a false alarm reduction program.

This period also marked the deadliest and most destructive wildfire in California history. The Camp Fire in Butte County spanning almost 240 square miles took seventeen days to contain. The Department deployed a strike team for eleven days from November 11th through the 22nd to aide in the firefighting efforts. The strike team crew included Fire Captain Sean MacDonald, Apparatus Operator Sarah Wallace, Firefighter Antoine Trader, and Firefighter Jesse Wooton. Apparatus Operator, Chris Mosko, responded to the Camp Fire with FEMA's Task Force 3 for recovery efforts. I give my heartfelt gratitude and acknowledgement to these firefighters and their families that stepped up to serve in the most significant fire in California history.

Sincerely,



Geo Blackshire
Interim Fire Chief

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Palo Alto Fire Department First Semi-Annual Performance Report Fiscal Year 2019

Calls for Service

The Palo Alto Fire Department (PAFD) responded to a total of 4,264 calls for service in the first six-month period of Fiscal Year 2019. 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, fifteen percent (15%) 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	FY18 JUL-DEC	FY19 JUL-DEC
Rescue and Emergency Medical Services Incidents	2,692	2,632
Good Intent	804	620
False Alarm and False Call	695	620
Service Call	264	231
Fire	105	85
Hazardous Condition, No Fire	77	76
Grand Total	4,637	4,264

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 2,632 Emergency Medical Service calls the PAFD responded to in the first period of Fiscal Year 2019, the overwhelming majority were for medical, trauma and cardiac calls that did not involve a vehicle accident.

Rescue and EMS Performance Measures	FY18 JUL-DEC	FY19 JUL-DEC
Emergency Medical Service Incident	2,643	2,577
Lock-In	13	10
Extrication, Rescue	32	41
Rescue or EMS Standby	3	2
Water and Ice-Related Rescue	1	1
Search for Lost Person	0	1
Total	2,692	2,632
Transports		
Number of Transports	1,703	1,774
Percent of EMS Calls resulting in transport	63%	67%
Response Times		
Percent of first responder arriving on scene to EMS calls within 8 minutes	95%	93%
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	4:48	5:06

This period reflects a slight dip in 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 sixty seven percent (67%) of all EMS calls. This is the primary source of revenue generated from emergency medical services, and the Department has seen the revenue flatten out 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-three percent (93%) of the time.

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

This quarter 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 85 calls where fire was present, with 74 in Palo Alto or Stanford. There were seven building fires that the Department responded to in Palo Alto and Stanford, five of which were contained to the area of origin.

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

July 20, 2018

Fire Units responded to the report of a fire in the bathroom of a single family residence. Units arrived to find light smoke in the house. The fire investigator found that the fire was caused by a bathroom fan that burned into the attic, where the fire was extinguished.

August 14, 2018

There was a report of smoke and flames seen inside of a single family residence. There was also a report that a child may still be in the house. The fire was in one of the bedrooms and quickly extinguished. The child was found outside of the house. Based on the investigation, the fire was caused by a furnace that was recently serviced, located in the attic. The extent of the damage was limited to the attic and the bedroom.

October 21, 2018

Fire units were dispatched to a water flow alarm at a multiple unit student housing occupancy. There were reports of water flowing out of a room, typically indicative of a fire sprinkler activation. The first due engine arrived to find the building being evacuated and smoke rolling down the hallway. The fire crews, with the assistance of the fire sprinkler, were able to fully extinguish the fire and confine the damage to the room of origin. The fire was caused by a pot that was left on the stove.


November 11, 2018

Palo Alto Fire Engine 65 was dispatched to join a Santa Clara County strike team to assist with the Camp Fire in Butte County, the deadliest and most destructive fire in California history. For 11 days, fire crews were responsible for constructing fire lines, structure preparation and defense, and overhaul. The crew returned safely without any injuries.


November 16, 2018

Fire crews were dispatched to smoke coming from a single family residence. When the crews made entry, the house was full of smoke with zero visibility, and a fire sprinkler was activated. Eventually, the crews made it to the bathroom and quickly extinguished the fire. Based on the investigation, the fire was caused by a faulty exhaust fan in the bathroom.

Fire Suppression Measures	FY18 JUL-DEC	FY19 JUL-DEC
Structure Fire	46	32
Outside rubbish fire	22	19
Mobile property (vehicle) fire	12	12
Natural vegetation on fire	20	10
Fire, Other	0	10
Special outside fire	4	2
Fire in mobile property used as a fixed structure	1	0
Total	105	85
Response Times		
Percent of first responder arriving on scene to Fire calls within 8 minutes	90%	87%
Average response time for first responder arriving on scene to Fire calls	5:27	5:46
Fire Containment		
Percent of building and structure fires contained to the room or area of origin	83%	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 seven percent (87%) 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 five were contained to the room or area of origin. In both cases the fire had spread beyond the original area despite a response time under eight minutes.

Hazardous Materials

The Fire Department responded to a total of 76 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 36. This number accounted for forty-seven (47%) 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	FY18 JUL-DEC	FY19 JUL-DEC
Combustible/Flammable spills and leaks	42	36
Electrical wiring/Equipment problem	26	15
Hazardous Condition, Other	0	10
Biological hazard	4	8
Chemical release, reaction, or toxic condition	1	4
Accident, potential accident	3	3
Attempted burning, illegal action	1	0
Total	77	76
Response Times		
Average response time for first responder arriving on scene to Rescue & Hazardous Materials calls	5:50	6:42

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-six (56%) of all mutual and auto aid provided. The Department received the most aid from Mountain View with a total of 28 incidents.

Mutual Aid Performances		FY18 JUL-DEC	FY19 JUL-DEC
Mutual and Auto Aid Provided			
<u>Agency</u>			
Santa Clara County Fire		37	34
Mountain View Fire		221	21
Menlo Park Fire		7	5
San Mateo City		1	0
San Mateo County		2	1
Out of Area		3	0
	<i>All Mutual and Auto Aid Provided</i>	271	61
Mutual and Auto Aid Received			
<u>Agency</u>			
Mountain View Fire		147	28
Menlo Park Fire		27	16
Santa Clara County Fire		13	4
Woodside Fire		15	0
Moffett Fire		2	0
Sunnyvale		2	0
Cal-Fire		2	0
	<i>All Mutual and Auto Aid Received</i>	208	48

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 decrease in the number of electric vehicle permits issued compared the same period in the prior year. The number of Fire Inspections and Hazardous Material inspections increased, and the number of plans to review remained steady.

Prevention Bureau Performance Measures	FY18 JUL-DEC	FY19 JUL-DEC
Permits		
Fire Permits Issued	230	225
Sprinkler Permits Issued	114	136
Solar Permits Issued	26	46
Electric Vehicle Permits Issued	7	0
Inspections		
Fire Inspections	4,617	5,046
Hazardous Material Inspections Completed	219	241
Number of Hazardous Material Inspections for the year	563	565
Percent of Hazardous Material Facilities Inspections Complete	39%	43%
State Mandated Inspections Completed	137	228
Number of State Mandated Inspections for the year	397	574
Percent of State Mandated Facilities Inspections Complete	35%	40%
Fire and Life Safety Plan Review		
Plans Reviewed	853	860
Percent of Reviews Completed On-Time	94%	95%

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 has operated with 7.0 positions vacant and 10.0 employees off-line creating a total of 17.00 FTE positions that require backfill.

The vacant positions are primarily within the Firefighter and Apparatus Operator Classifications, since a promotional process for Fire Captain was conducted last fiscal year there are no permanent vacant Fire Captain positions.

The proportion of shift staff eligible to retire within the next five years continues to remain steady, currently making up more than half of all shift staff. The Department hired 9.0 FTE Entry Level Firefighters in November in order to fill these vacancies after receiving approval to over-hire in anticipation of future retirements. These new hires are currently in a Fire Academy and are anticipated to graduate in March.

The Department will be focusing on succession planning efforts to fill the current Battalion Chief vacancy. The Department will hold a promotional exam, and those that pass will be given the opportunity to serve as Acting Battalion Chiefs.

Vacancies and Off-Line Employees FY19 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	1	0	3	75%
Fire Captain	22	0	2	20	90%
Fire Apparatus Operator & Fire Fighters	60	6	8	46	76%
TOTAL	86	7	10	69	80%

Succession Planning		FY18 JUL-DEC	FY19 JUL-DEC
Personnel			
Number of Shift Staff Currently Eligible to Retire		24	25
Number of Shift Staff Eligible to Retire in Five Years		19	18
Percent of all Shift Staff Eligible to Retire within Five Years		51%	51%
Number of Acting Battalion Chief Hours		0	48
Number of Acting Captain Hours		3,045	1,681
Number of Acting Apparatus Operator Hours		7,053	8,107
Training			
Hours of Training Completed		14,748	17,464
Average Hours Per Line Personnel		202	253



PAFD VITAL SIGNS REPORT

SURVEYS RECEIVED 7-1-2018 THROUGH 12-31-2018

FILTERS: SURVEY: 1



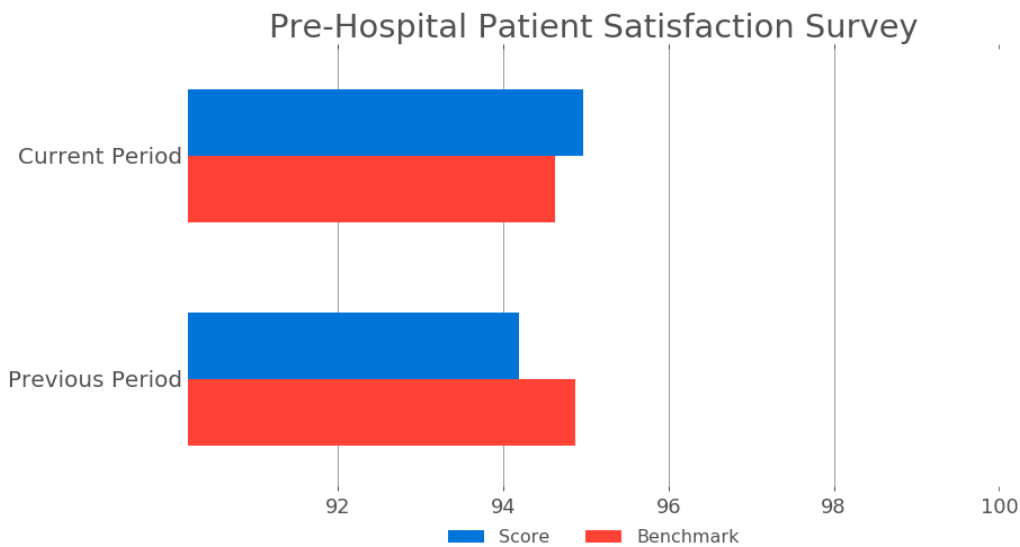
P.O. Box 100,
Andover MA 01810
(844) 340-6060
Feedback-Innovations.com

1.0 EXECUTIVE SUMMARY

PAFD received a total of 159 responses for this period. The highest rated section was *Dispatch*, with a total score of 96.75. The lowest rated section was *Billing*, with a total score of 89.47.

- The Dispatch section had a 2.6% increase in *Professionalism of person on the phone* *Profesionalidad de la persona al teléfono*.
- The Billing section had a 0.6% decrease in *Ability of billing personnel to meet your needs* *Capacidad del personal de facturación para satisfacer sus necesidades*. This question and section may represent specific areas for improvement.
- Percentile ranking this period is lower 44.9%.

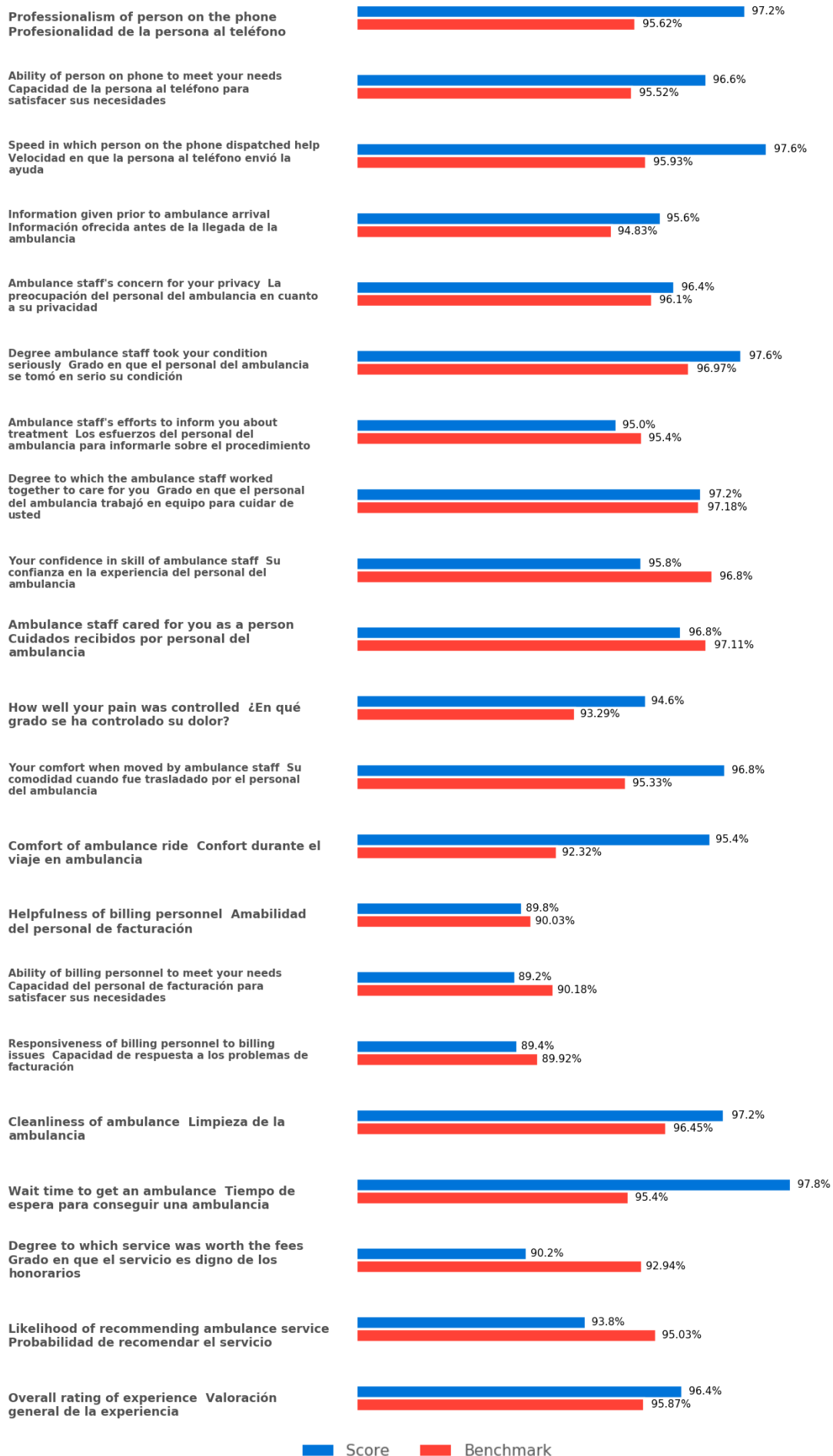
Cumulative Score: **94.97**



	Previous Period	Current Period
Score	94.19	94.97
Benchmark	94.87	94.62

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

VITAL SIGNS PATIENT SATISFACTION REPORT



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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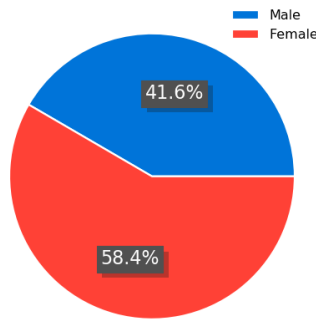
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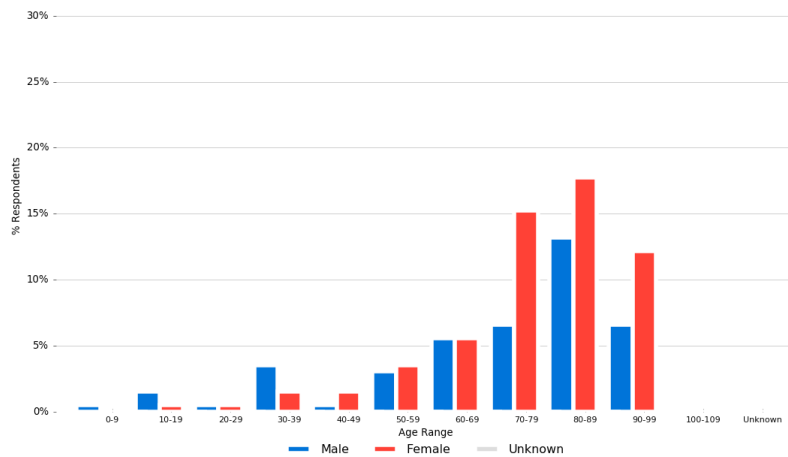
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3.0 DEMOGRAPHIC INFORMATION

Respondents (197 Total)



Respondents (197 Total)



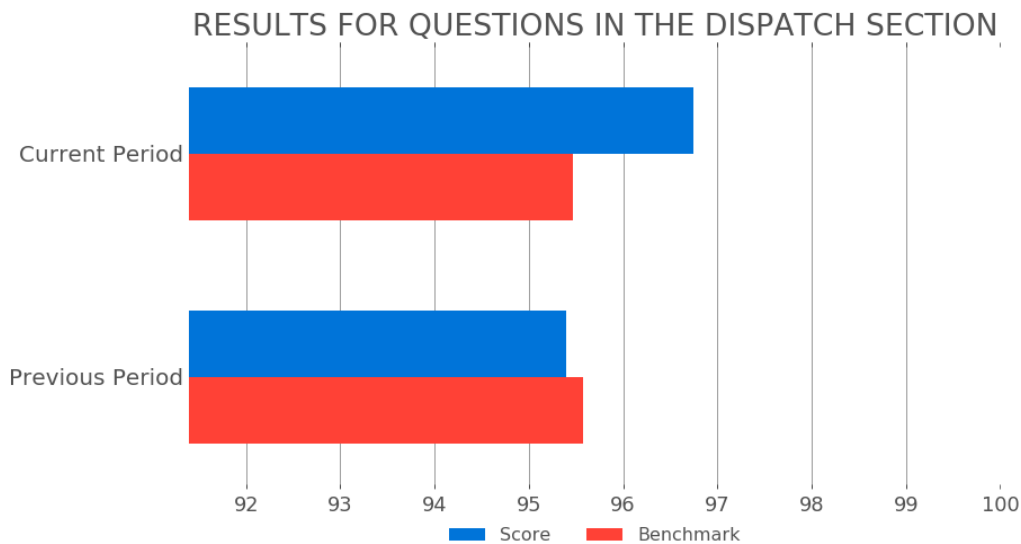
4.0 SECTIONS

4.1 Dispatch

Percentile ranking this period is upper 46.81%.

The Dispatch section showed a 1.35% increase overall from Previous Period to Current Period, with a total score of **96.75**. Drilling down by question for the Dispatch section:

- There was a 2.6% increase for *Professionalism of person on the phone Profesionalidad de la persona al teléfono*, with a score of 97.2.
- There was a 1.4% 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 96.6.
- 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 97.6.
- There was a 0.8% increase for *Information given prior to ambulance arrival Información ofrecida antes de la llegada de la ambulancia*, with a score of 95.6.



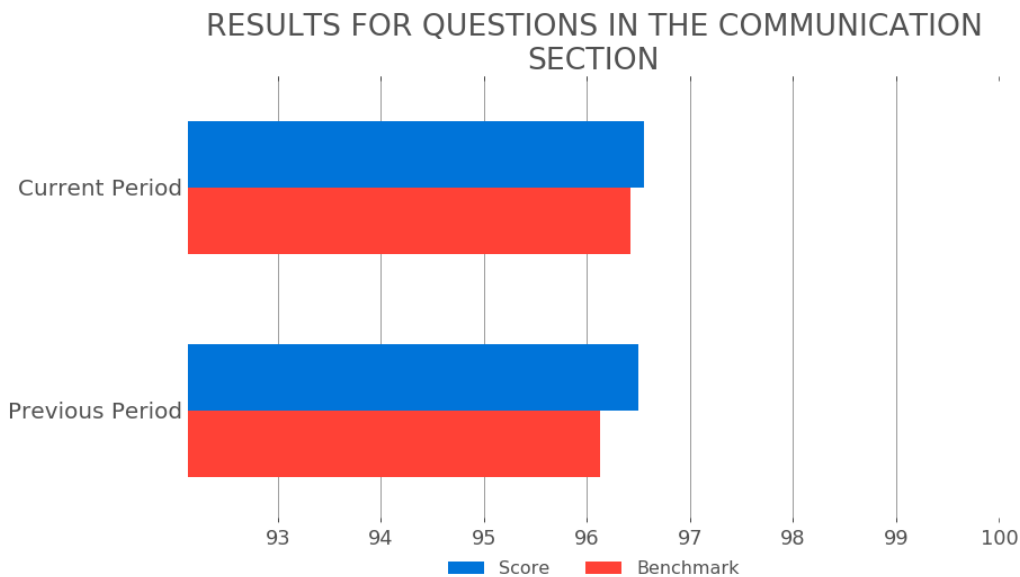
	Previous Period	Current Period
Score	95.4	96.75
Benchmark	95.58	95.47

4.2 Communication

Percentile ranking this period is lower 36.73%.

The Communication section showed a 0.05% increase overall from Previous Period to Current Period, with a total score of **96.55**. Drilling down by question for the Communication section:

- There was a 0.8% increase for *Ambulance staff's concern for your privacy La preocupación del personal del ambulancia en cuanto a su privacidad*, with a score of 96.4.
- There was a 0.0% 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 97.6.
- There was a 0.4% decrease 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 95.0.
- There was a 0.2% decrease 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 97.2.



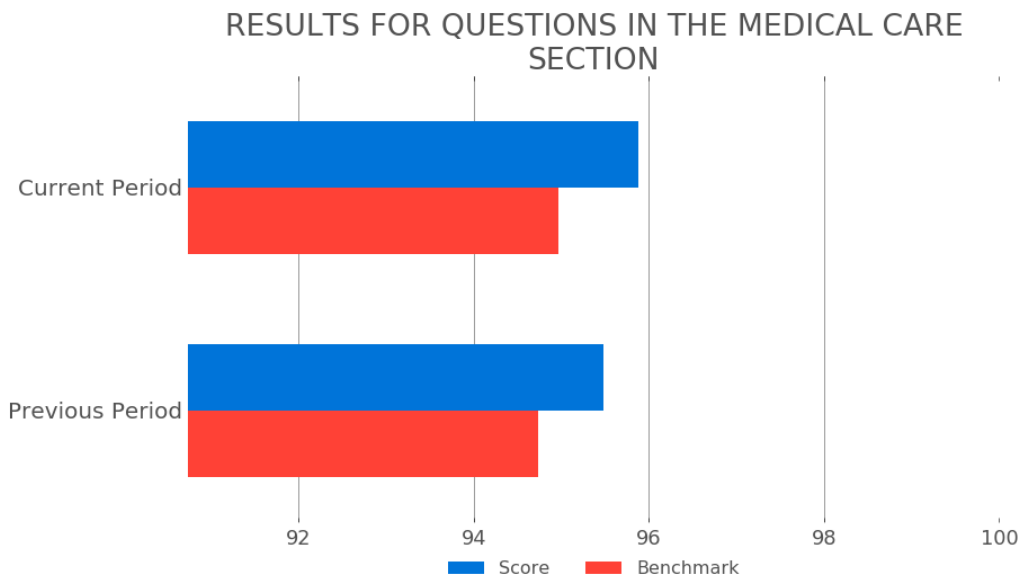
	Previous Period	Current Period
Score	96.5	96.55
Benchmark	96.13	96.42

4.3 Medical Care

Percentile ranking this period is upper 39.8%.

The Medical Care section showed a 0.4% increase overall from Previous Period to Current Period, with a total score of **95.88**. Drilling down by question for the Medical Care section:

- There was a 1.2% decrease for *Your confidence in skill of ambulance staff Su confianza en la experiencia del personal del ambulancia*, with a score of 95.8.
- There was a 0.0% increase for *Ambulance staff cared for you as a person Cuidados recibidos por personal del ambulancia*, with a score of 96.8.
- There was a 0.2% increase for *How well your pain was controlled ¿En qué grado se ha controlado su dolor?*, with a score of 94.6.
- There was a 1.2% increase for *Your comfort when moved by ambulance staff Su comodidad cuando fue trasladado por el personal del ambulancia*, with a score of 96.8.
- There was a 1.8% increase for *Comfort of ambulance ride Confort durante el viaje en ambulancia*, with a score of 95.4.



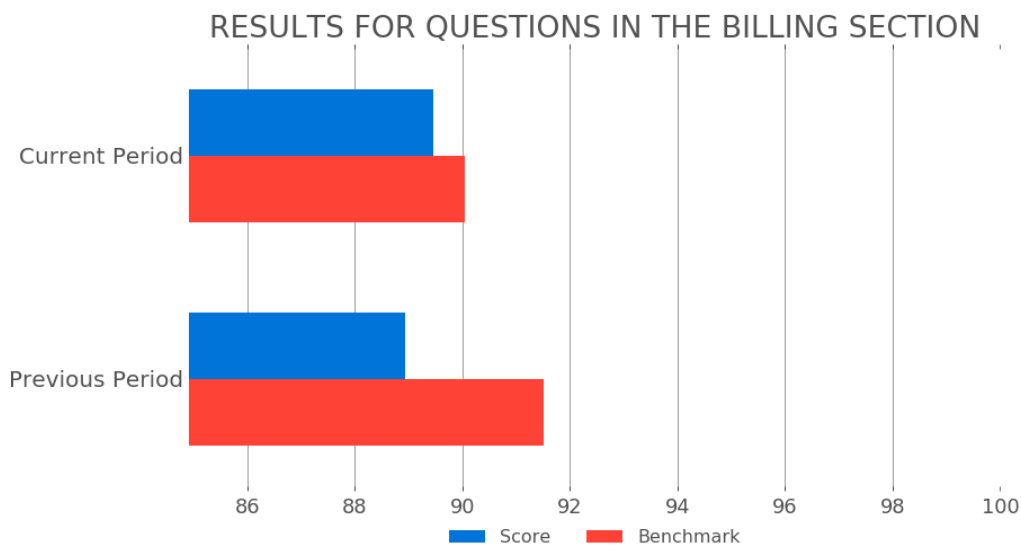
	Previous Period	Current Period
Score	95.48	95.88
Benchmark	94.74	94.97

4.4 Billing

Percentile ranking this period is lower 40.43%.

The Billing section showed a 0.53% increase overall from Previous Period to Current Period, with a total score of **89.47**. Drilling down by question for the Billing section:

- There was a 1.6% increase for *Helpfulness of billing personnel Amabilidad del personal de facturación*, with a score of 89.8.
- There was a 0.6% decrease for *Ability of billing personnel to meet your needs Capacidad del personal de facturación para satisfacer sus necesidades*, with a score of 89.2.
- There was a 0.6% 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	88.93	89.47
Benchmark	91.51	90.04

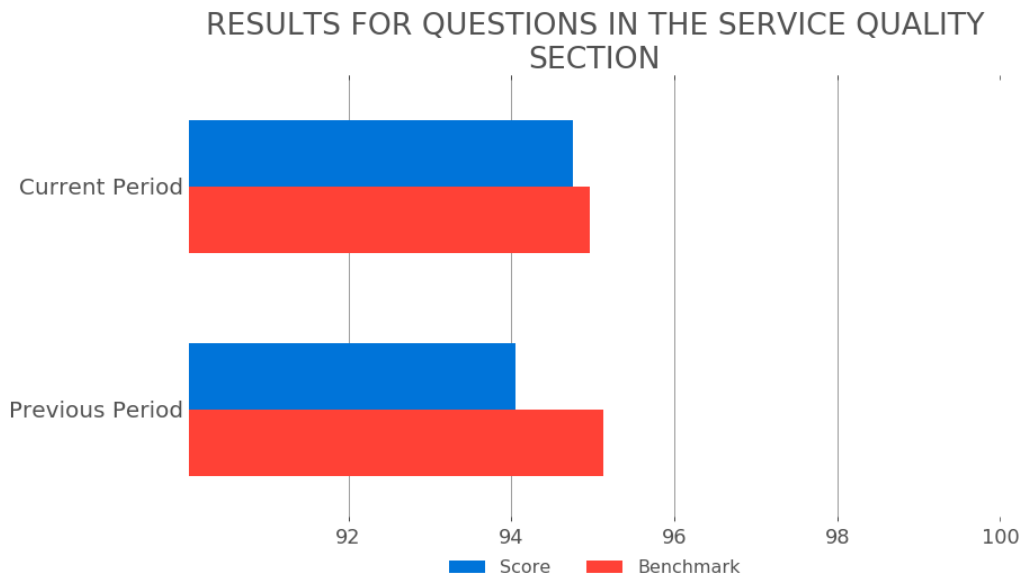
4.5 Service Quality

Percentile ranking this period is lower 37.5%.

The Service Quality section showed a 0.7% increase overall from Previous Period to Current Period, with a total score of **94.75**

. 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 97.2.
- There was a 2.2% increase for *Wait time to get an ambulance Tiempo de espera para conseguir una ambulancia*, with a score of 97.8.
- There was a 0.6% decrease for *Degree to which service was worth the fees Grado en que el servicio es digno de los honorarios*, with a score of 90.2.
- There was a 0.0% increase for *Likelihood of recommending ambulance service Probabilidad de recomendar el servicio*, with a score of 93.8.



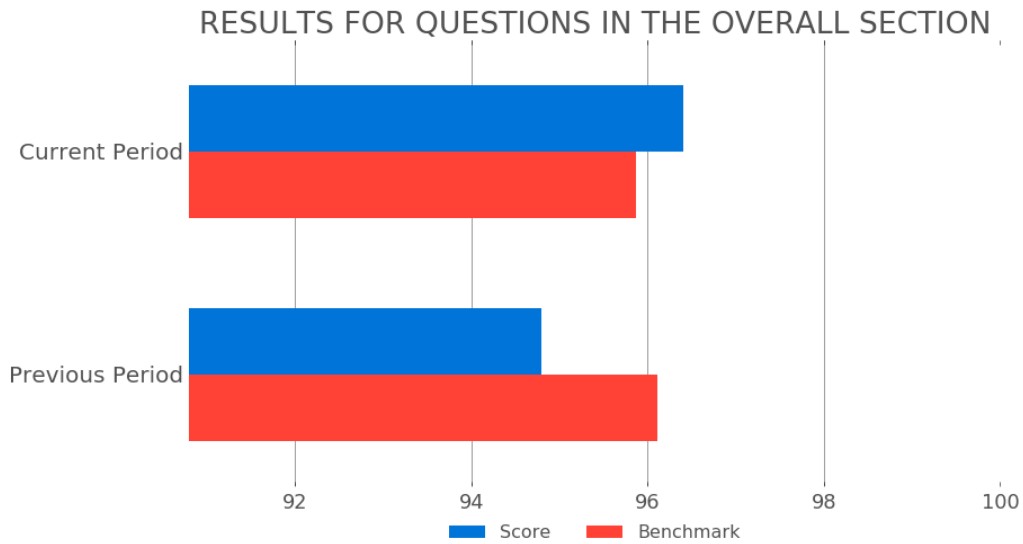
	Previous Period	Current Period
Score	94.05	94.75
Benchmark	95.13	94.96

4.6 Overall

Percentile ranking this period is lower 42.71%.

The Overall section showed a 1.6% increase overall from Previous Period to Current Period, with a total score of **96.4**. Drilling down by question for the Overall section:

- There was a 1.6% increase for *Overall rating of experience Valoración general de la experiencia*, with a score of 96.4.



	Previous Period	Current Period
Score	94.8	96.4
Benchmark	96.11	95.87



OFFICE OF THE FIRE CHIEF VENTURA FIRE DEPARTMENT

David M. Endaya
FIRE CHIEF

May 1, 2018

Fire Chief Eric Nickel
Palo Alto Fire Department
250 Hamilton Ave.
Palo Alto, CA 94301

Dear Chief Nickel:

I would like to take this opportunity to thank you and your staff for working side-by-side with us during the Thomas Fire. This was the largest wildfire in California history, and our community will be dealing with the aftermath of this event for a long time.

In my 20+ years in the fire service, I have never encountered a wildfire of this magnitude. It took the support and coordination of various agencies from all over the country, including 8,000 firefighters, 1,000 fire apparatus, and multiple aircraft all working together to fight this fire.

I know your agency was impacted by sharing your valuable staff and resources with us. Without the support of your personnel, the destruction would have been insurmountable, and there are no words to completely express our gratitude.

Please let your staff know that we are forever grateful for their support during this devastating and historic event. It was an honor to work with such dedicated individuals and inspiring to witness the effective collaboration and teamwork between the various agencies involved in this catastrophic event.

Sincerely,

David Endaya
Fire Chief

THANK YOU, ERIC!
DAVE





July 12, 2018

Chief Eric Nickel
City of Palo Alto
250 Hamilton Avenue
Palo Alto, CA 94301

Chief Juan Diaz
City of Mountain View
500 Castro Street
Mountain View, CA 94041

Re: Our sincere expression of gratitude

Dear Chief Nickel and Chief Diaz:

On June 22, one of our concrete mixer trucks was involved in a roll-over accident while delivering concrete to a construction site at 2600 El Camino Real in Palo Alto. Our driver, [REDACTED], was pinned inside the crushed cab of the truck. Your departments were first responders to the scene, and they safely and quickly extricated [REDACTED].

On behalf of [REDACTED] and all of us here at Graniterock, I want to thank your teams for their caring, professional response to this incident. I have been told by many of our people on scene how comforted and impressed they were by the high level of competence demonstrated by your first responders. We cannot tell you how much we appreciate all you did for [REDACTED] and our other people during this very difficult time.

I am also pleased to let you know that [REDACTED] is doing very well. He was discharged from hospital care after only a brief stay and continues to recover. That is in large part due to the exceptional work of your teams. Please convey our most heartfelt thanks to all those who responded to this incident.

Very truly yours,

GRANITE ROCK COMPANY

A handwritten signature in blue ink, appearing to read "Thomas H. Squeri", written over the printed name.

Thomas H. Squeri
President and CEO

- CC: [REDACTED]
- Monterey County
 - San Benito County
 - San Mateo County
 - Santa Clara County
 - Santa Cruz County
 - Alameda County
 - City and County of San Francisco



Alameda County Fire Department

6363 Clark Avenue · Dublin, CA 94568

Tel (925) 833-3473 · (510) 632-3473 · Fax (925) 875-9387

www.acgov.org/fire

DAVID A. ROCHA
Fire Chief

July 25, 2018

SERVING:

City of Dublin

City of Emeryville

City of Newark

City of San Leandro

City of Union City

Lawrence Berkeley
National Laboratory

Lawrence Livermore
National Laboratory

Unincorporated Areas
of Alameda County

Alameda County
Regional Emergency
Communications Center
"Accredited Center
of Excellence"

Fire Chief Eric Nickel
Palo Alto Fire Department
250 Hamilton Avenue
Palo Alto, CA 94301

Dear Chief Nickel:

On behalf of the Alameda County Fire Department, I want to extend a letter of appreciation to your department. As you are aware, one of our Battalion Chiefs suffered a significant injury at a fire. After sustaining the injury, [REDACTED] was transported to Eden Medical Hospital where his injury was evaluated. Both the doctors and [REDACTED] determined that Stanford Hospital would be the best facility to help him on his road to recovery.

Once the determination was made to transport [REDACTED] to Stanford, Deputy Chief Moore contacted one of your on-duty Battalion Chiefs. Without hesitation Battalion Chief Bobby Davis advised that he would send a crew to meet our members at the hospital. The interaction was great and was a tremendous help.

During [REDACTED] time at Stanford Hospital, your department was instrumental in assisting [REDACTED] family with logistical needs. In addition, your members visited [REDACTED] at the hospital to show support. I know that this meant a great deal to both [REDACTED] and the Alameda County Fire Department.

If we can ever assist your department in the future, don't hesitate to reach out to me and the Alameda County Fire Department. Thank you again for your support.

Sincerely,

David A. Rocha
Fire Chief

City of
SACRAMENTO
Fire Department

Chris Conlin
Acting Fire Chief

5770 Freeport Blvd., Suite 200
Sacramento, CA 95822-3516

Ph: (916) 808-1300
Fax: (916) 808-1629
www.sacfire.org

September 13, 2018

Chief Nickel,

My name is Chad Augustin. I am a Deputy Fire Chief with Sacramento Fire Department and I also have maintained a 17-year part-time position as a Flight Paramedic with PHI Air Medical in Modesto California. Please accept this letter of sincere thanks to Engine 64 and Medic 63 for their service and dedication that far exceeded the norm. Their level of professionalism and attention to detail was very impressive and should be commended.

On the evening of September 8th at approximately 2040 hours, I was part of an air medical crew transporting a patient to VA Palo Alto. As part of the transport we were required to land at Palo Alto airport and take a ground ambulance to the hospital. Upon arrival at the airport, we were notified by our dispatch that no ground ambulances were available to assist with transport and that 911 would need to be called. This was the first time I have ever been required to use 911 for an inter-facility transport in 17 years. Our patient was very sick and it was important to limit any delay in transport.

E64 and Medic 63 both arrived and quickly assisted us. Our patient was extremely heavy and they assisted with packaging and loading in to their ambulance. The crew of Medic 63 then assisted us to the hospital. Upon arrival at the hospital, they could have easily left us to find our own way back to the airport. Instead, the crew assisted us with transfer of care to the hospital staff and delivered us back to the airport. The crew did not have awareness until the end of the transport that I worked for Sacramento Fire Department, yet their professionalism, courtesy and exceptional level of customer service appeared to be their normal level. I was very impressed to say the least.

The following employees were involved in assisting our crew:

Engine 64

- Captain Norm Park
- Captain Mike Cameron
- Firefighter Max Garcia

Medic 63

- Captain Erik Hayes
- Firefighter Daniel Fortino
- Firefighter Carlos Pinedo

One of my areas of oversight in Sacramento is Personnel. I realize that our crews deliver excellent customer service on a daily basis that is rarely acknowledged. Generally, the only time a letter is received is when a complaint is initiated. I wanted to ensure that their commitment to serving the public did not go unrecognized. Please extend our sincere gratitude from the crew of PHI Med41; a hard copy of this letter with a small token of appreciation for the crews from PHI Air Medical will also be mailed to you.

Sincerely,



Chad Augustin, Deputy Fire Chief

From: [REDACTED]
Sent: Monday, October 01, 2018 4:55 PM
To: Fire
Subject: Outstanding Customer Service from the Fire Prevention Bureau

Dear Chief Nickel,

I am writing in regards to the outstanding customer service I received from Brent White in the Fire Prevention Bureau. Recently, I brought my daughter up to Palo Alto to move into an off campus house as she began graduate school at Stanford. I arrived to find an almost 70 year old house without smoke or CO detectors. Concerned that some of the obvious structural and utility modifications may not be up to code, I contacted the Palo Alto Fire Department on a Monday morning. Within 40 minutes, I received a return phone call from Brent where I explained the situation and my concerns. He listened patiently, took my contact information, and gave me his for further correspondence.

Shortly after speaking with him, Brent had reached out to Palo Alto Building Department and spoken with code inspectors. Within 72 hours, an interdepartmental team of inspectors from FPB and the Building Department visited the site where a number of possible code violations were discovered.

It was obvious in our interactions that Brent upholds the values of your department. He displayed concern not only for my descriptions of what I believed to be potentially life threatening code violations, but also concern for the due process of investigating potential code violations. He communicated with me clearly and professionally verbally and in writing and I felt very comfortable that he would treat my daughter with respect and understanding. She is new to the world of dealing with landlords, code violations, etc. and having Brent as a point of contact was a great help and learning experience.

Additionally, Brent obviously has good relationships with the building codes inspectors to be able to conduct site inspections with their expertise and support. I have found that good interdepartmental relations is a sign of both a high functioning organization but a characteristic of someone who shows leadership and initiative.

Brent White is a credit to your organization and I appreciate the service provided by the City of Palo Alto. Feel free to contact me with any questions.

Regards,

[REDACTED]
Lifeguard Sergeant
City of San Diego
Fire-Rescue

[REDACTED]



San José Fire Department

ROBERT SAPIEN, JR., FIRE CHIEF

October 15, 2018

Eric Nickel, Fire Chief
Palo Alto Fire Department
250 Hamilton Avenue
Palo Alto, CA 94301

Dear Chief Nickel,

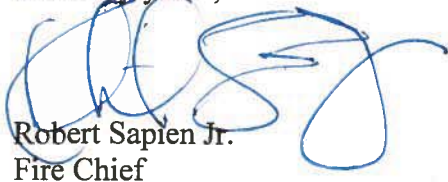
I write to extend my sincere appreciation for the assistance provided by Firefighter Eric Heller on October 1, 2018.

On September 29, 2018, a residential house fire in San José tragically claimed the life of an elderly resident. On October 1, 2018, the San José Fire Department Arson Unit requested the Santa Clara County Fire Investigation Task Force to assist in processing the fire scene and determining fire origin and cause.

Palo Alto Fire Department Firefighter Eric Heller responded as a member of the Task Force to lend his assistance. I am informed by staff that Firefighter Heller contributed greatly in processing the fire scene and was at all times eager to assist and learn.

The San José Fire Department is grateful for the generous and capable assistance provided by Firefighter Heller, and appreciative of your agency's support the Santa Clara County Fire Investigation Task Force.

Sincerely yours,



Robert Sapien Jr.
Fire Chief

C: James Henrikson, Fire Marshal, Palo Alto Fire Department
Captain Chris Murphy, Arson Unit

Sisters on the Fly



Dear First Responders,

We belong to a national women's group, Sisters on the Fly. As an outdoor adventure group of 12,000+ women we also host many activities that serve the community. This segment of SOTF is called Sister Corps. Our mission is serving others.

To that end we wanted to get involved in assisting with the Camp Fire and Woolsey Fire. As we are unable to be on the front lines we want to acknowledge and thank those who were.

Sisters across America have hosted card making parties to thank you. Others made their own and sent them to us. Please find a few heartfelt cards enclosed for YOU.

Thank you for your bravery and service. We send the warmest of wishes to you for a peaceful and joyous holiday.

Sincerely,

Barbara Lynda

Lynda [redacted] & Barbara [redacted]
Sister #8835 & Sister #8837



June 29, 2018

Thank you!! to the Ambulance Service Team, led by Don, who responded to our call for assistance last ~~Wednesday~~ ^{Tuesday} at the Stanford Shopping Center. We are so appreciative of your service and expertise!

My husband and I had just arrived in town from North Carolina when I experienced an acute allergic reaction and could not breathe. You responded within minutes and made quick work of getting me much needed relief with an IV of benadryl. Can you have a wonderful bedside manner that instills tremendous trust in your skill and calms your patients.



I may never stop singing your praises.

You and your colleagues demonstrated true collaboration in transitioning my care with both the paramedics on-scene and the ED staff at Stanford Health Center, to my great benefit.

I am deeply grateful that you chose to do the work that you do, and with such professionalism!

Thank you,
[Redacted]
[Redacted]



You're the
Best!

Kai

Barbara

Theresa Michelle

Leann

Lynda

Robin

Converse
CAL FIRE

THANK YOU

Junie

THANK YOU

Eri

Vivian

Sallie

THANK YOU

Sisters on the Fly

CA
Fires



THANK YOU
for your
bravery and service

ALISON
Kathy
CA FILES
Barbara
Michelle
LEEANNE
Robin
Lynn
Lynda



Therese

Vivian

We appreciate You!

Converse

SISTERS ON THE FLY

Mandy





CA FIRES

We
Appreciate
You!



Kennedy

Jill

SO VERY
thankful

Kai

Delicia
Illinois

Barbara

Michelle

Lynn

Leeann
Sue

Lynda

Alison

SISTERS ON THE FLY CA FIRES



Thank You

Ausie
Sally



Kennedy

We Appreciate You!
Kai

Ca Fires

ROBIN



THANK YOU

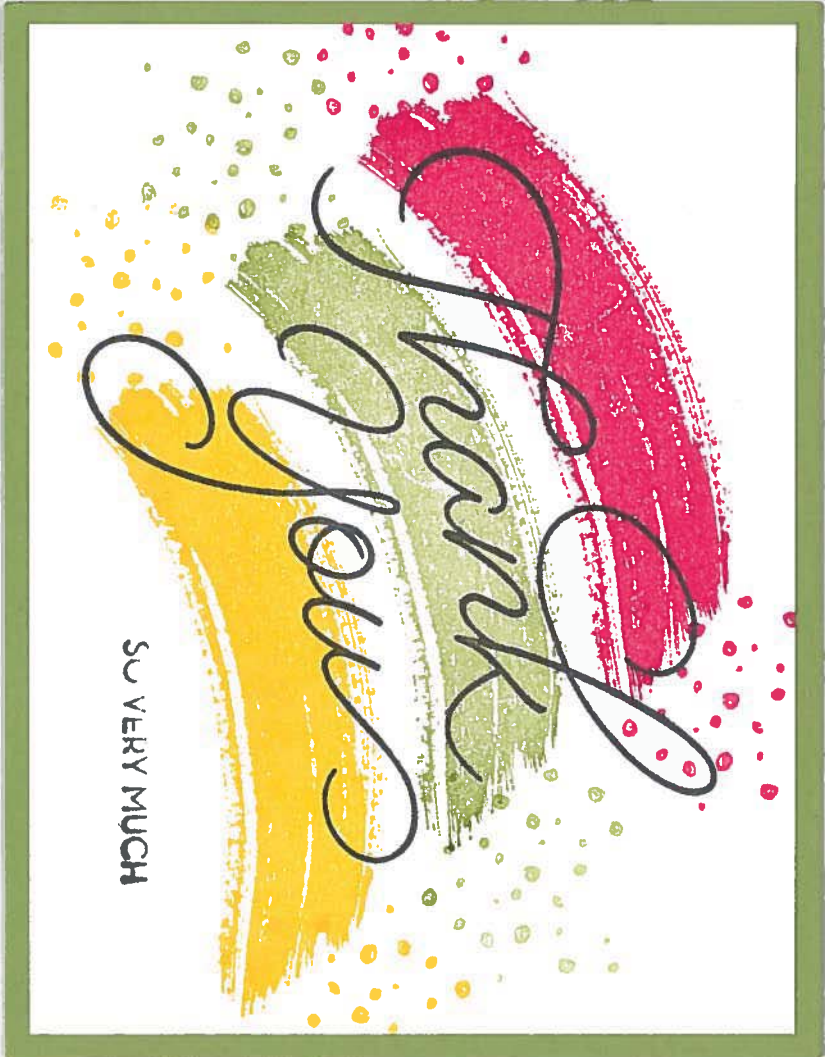
Sam

Sisters on the
Fly!

Michele

Kim

Converse



CA FIRES

THANK YOU
for your
Bravery & Service!

Barbara

RUTHIE

Smily

Lynda

Lynn

Ellen

SISTERS ON THE FLY JoAnn

THANK YOU



THANK YOU

THANK YOU

XO,
SISTERS ON THE FLY

THANK YOU!

Your endless hours
and strength are
noticed. We will
never forget!

Love
Sisters on the Fly
Idaho

CX fires