



# ORANGE COUNTY FIRE AUTHORITY

## OPERATIONS COMMITTEE Regular Meeting Agenda

Tuesday, August 8, 2023  
12 noon

Orange County Fire Authority  
Regional Fire Operations & Training Center  
Classroom 1  
One Fire Authority Road  
Irvine, CA 92602

### Committee Members

Bob Ruesch, Chair • Joe Kalmick, Vice Chair  
Anne Hertz-Mallari • John O'Neill • Vince Rossini  
Dave Shawver • Chris Duncan

### NOTICE REGARDING PUBLIC ACCESS AND PARTICIPATION

This meeting is open to the public. Committee members will participate in person. There are several alternative ways to make comments including:

**In Person Comments at Meeting:** Resolution No. 97-024 established rules of decorum for public meetings held by the Orange County Fire Authority. Resolution No. 97-024 is available from the Clerk of the Authority.

Any member of the public may address the Committee on items within their subject matter jurisdiction, but which are not listed on this agenda during PUBLIC COMMENTS. However, no action may be taken on matters that are not part of the posted agenda. We request comments made on the agenda be made at the time the item is considered and that comments be limited to three minutes per person. Please address your comments to the Committee and do not engage in dialogue with individual Board Members, Authority staff, or members of the audience.

If you wish to speak, please complete a Speaker Form identifying which item(s) you wish to address. Please return the completed form to the Clerk of the Authority prior to item being considered. Speaker Forms are available at the entryway of meeting location.

**E-Comments:** Alternatively, you may email your written comments to [coa@ocfa.org](mailto:coa@ocfa.org). E-comments will be provided to the Committee members upon receipt and will be part of the meeting record as long as they are received during or before the Committee takes action on an item. Emails related to an item that are received after the item has been acted upon by the Committee will not be considered.

This Agenda contains a brief general description of each item to be considered. Except as otherwise provided by law, no action or discussion shall be taken on any item not appearing on the following Agenda. Unless legally privileged, all supporting documents, including staff reports, and any writings or documents provided to a majority of the Committee members after the posting of this agenda are available for review at the Orange County Fire Authority Regional Fire Operations & Training Center, 1 Fire Authority Road, Irvine, CA 92602 or you may contact the Clerk of the Authority at (714) 573-6040 Monday through Thursday, and every other Friday from 8 a.m. to 5 p.m. and available online at <http://www.ocfa.org> under Board & Committee Agendas/Minutes.



In compliance with the Americans with Disabilities Act and [Board of Directors policy](#), if you need reasonable accommodations to participate in this meeting, please complete the [ADA Reasonable Accommodation Form](#) available on the Agency's website and email to [COA@ocfa.org](mailto:COA@ocfa.org), or you may contact the Clerk of the Authority at (714) 573-6040 during regular business hours to submit your request orally. Please notify us at least 48 hours prior to the meeting to enable the Authority to make reasonable arrangements to assure accessibility to the meeting.

**CALL TO ORDER** - Chair Ruesch

**PLEDGE OF ALLEGIANCE** – Vice Chair Kalmick

**ROLL CALL** - Clerk of the Authority

**PUBLIC COMMENTS**

**Please refer to instructions on how to submit a public comment on Page 1 of this Agenda.**

**1. PRESENTATION**

- Quarterly Update by Deputy Chief McGovern

**2. CONSENT CALENDAR**

*All matters on the consent calendar are considered routine and are to be approved with one motion unless a director or a member of the public requests separate action on a specific item.*

**A. Minutes for the Operations Committee Meetings**

Submitted by: Maria Huizar, Clerk of the Authority

The record will reflect that any Director not in attendance at the meeting of the Minutes will be registered as an abstention, unless otherwise indicated.

Recommended Actions:

Approve the Minutes for the May 9, 2023, Regular Meeting as submitted.

**3. DISCUSSION CALENDAR**

**A. Introduction to the Emergency Command Center**

Submitted by: TJ McGovern, Deputy Fire Chief/Emergency Operations Bureau and Kevin Fetterman, Division Chief Command and Emergency Planning

Recommended Action:

Receive and file the report.

**REPORTS**

No items.

**COMMITTEE MEMBER COMMENTS**

**ADJOURNMENT** – The next regular meeting of the Operations Committee is scheduled for Tuesday, November 14, 2023, at 12:00 p.m.

**AFFIDAVIT OF POSTING**

I hereby certify under penalty of perjury and as required by the State of California, Government Code § 54954.2(a), that the foregoing Agenda was posted in the lobby and front gate public display case of the Orange County Fire Authority, Regional Fire Operations and Training Center, 1 Fire Authority Road, Irvine, CA, not less than 72 hours prior to the meeting.

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Maria D. Huizar, CMC  
Clerk of the Authority

**FUTURE AGENDA ITEMS – THREE-MONTH OUTLOOK:**

- Operations Quarterly Update
- Emergency Medical Services (EMS) Overview

**UPCOMING MEETINGS:**

Budget and Finance Committee  
Executive Committee  
Board of Directors

Wednesday, September 13, 2023, 12 noon  
Thursday, September 28, 2023, 5:30 p.m.  
Thursday, September 28, 2023, 6:00 p.m.

# **Operations Committee Quarterly Update**

**May - July  
2023**

**Presented on August 8, 2023**

Orange County Fire Authority



**Total incidents this quarter:**

- 43,225 / \* 42,453

**Medical/Rescue:**

- 31,047/ \*31,514

**Fires:**

- 719 / \*573

**Hazardous Conditions/Ruptures:**

- 267 / \*255

**Service/False/Good Intent/Weather:**

- 11,192 / \*10,111

\* Last Quarter



Orange County Fire Authority  
Emergency Command Center  
May 2023 Statistical Summary

Incident Activity	ORC	TOTAL
	13,966	15,079

9-1-1 Performance	%	Target <sup>(a)</sup>
Answer time ≤ 15 secs	99.88%	90%
Answer time ≤ 40 secs	99.97%	95%

Call Processing		Call Entry	Dispatch	Total Call Processing	Target <sup>(a)</sup>
Core Calls	90 <sup>th</sup> Percentile	:44	:20	:59	1:04

<sup>(a)</sup> 2019 NFPA 1221– Section 7.4.1 - Standard for the Installation, Maintenance, and Use of Emergency Services Communications

Orange County Fire Authority  
Emergency Command Center  
June 2023 Statistical Summary

Incident Activity	ORC	TOTAL
	13,840	14,941

9-1-1 Performance	%	Target <sup>(a)</sup>
Answer time ≤ 15 secs	99.89%	90%
Answer time ≤ 40 secs	100%	95%

Call Processing		Call Entry	Dispatch	Total Call Processing	Target <sup>(a)</sup>
Core Calls	90 <sup>th</sup> Percentile	:45	:21	1:00	1:04

<sup>(a)</sup> 2019 NFPA 1221– Section 7.4.1 - Standard for the Installation, Maintenance, and Use of Emergency Services Communications

Orange County Fire Authority  
Emergency Command Center  
July 2023 Statistical Summary

Incident Activity	ORC	TOTAL
	14,846	16,125

9-1-1 Performance	%	Target <sup>(a)</sup>
Answer time ≤ 15 secs	98.78%	90%
Answer time ≤ 40 secs	100%	95%

Call Processing		Call Entry	Dispatch	Total Call Processing	Target <sup>(a)</sup>
Core Calls	90 <sup>th</sup> Percentile	:46	:19	1:00	1:04

<sup>(a)</sup> 2019 NFPA 1221– Section 7.4.1 - Standard for the Installation, Maintenance, and Use of Emergency Services Communications



# May

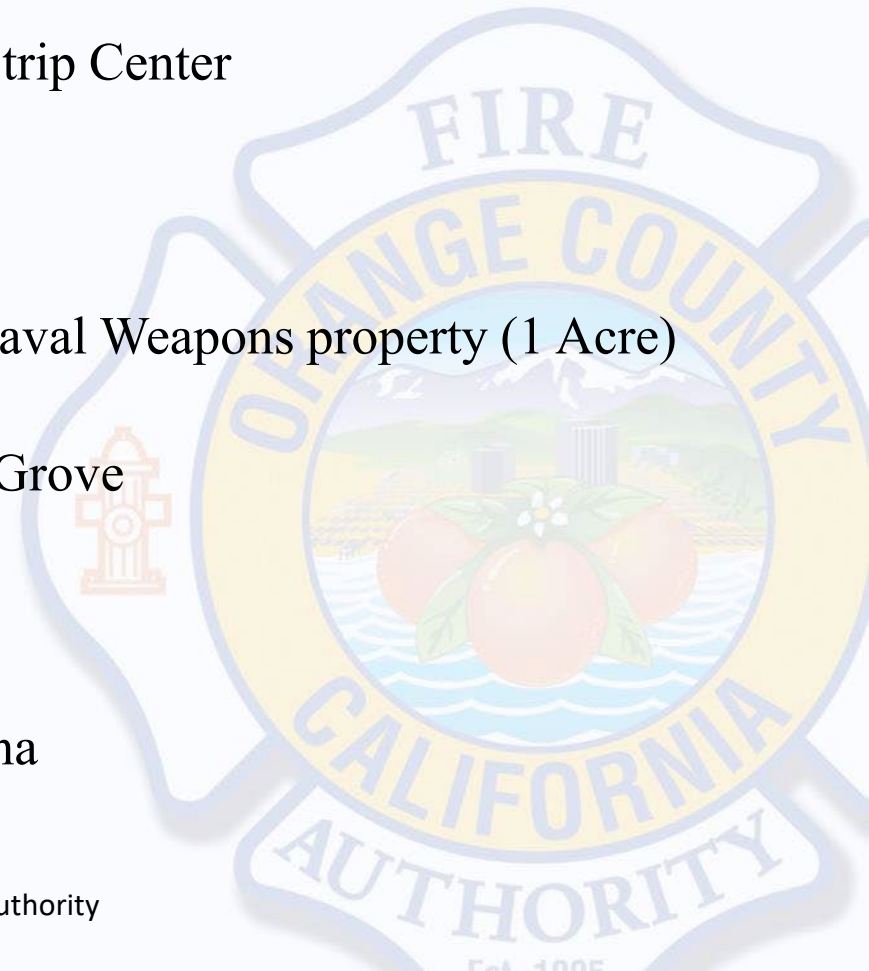
- Water Rescue in Los Alamitos
- Water Rescue in San Clemente
- 2<sup>nd</sup> Alarm Structure Fire Laguna Niguel
- Structure Fire in SCL – Civilian Fatality





# June

- 2<sup>nd</sup> Alarm in Santa Ana
- Drowning with civilian rescue – Irvine citizens to be recognized
- 3<sup>rd</sup> Alarm Fire in Irvine- Commercial Strip Center
- Vegetation Fire in SJC (>5 Acres)
- Vegetation Fire in Seal Beach on the Naval Weapons property (1 Acre)
- 2<sup>nd</sup> Alarm Commercial Fire in Garden Grove
- 2<sup>nd</sup> Alarm Commercial Fire in Irvine
- 2<sup>nd</sup> Alarm Commercial Fire in Santa Ana





# July

- Traffic Collision / Vegetation Fire – Ortega Highway (<5 Acres)
- Vegetation Fire – ANA / OCFA (<5 Acres)
- Large Animal Rescue – SJC
- 2<sup>nd</sup> Alarm Commercial Fire in Lake Forest
- Vegetation Fire – IRV (<5 Acres)
- Water Rescue/Boat in Seal Beach: 2 victims rescued with Long Beach Fireboat
- Vegetation Fire in Laguna Niguel (5 Acres)
- Large Animal Rescue - SJC



# Out of County Assignments

- Strike Team to San Bernadino
- Strike Teams, Hand Crew, and Overhead to Riverside County on multiple vegetation fires
- (2) FEMA IST Members to East Coast



# Quarterly Update Operations Video



Orange County Fire Authority

# Academies

## Recruit:

- A57: Graduated
- A58: July–December 2023
  - 50 Recruits

## F AE:

- 20 Promoted this Quarter
  - \*17 Currently in the FAE Academy (8/10/23)

## Fire Captain:

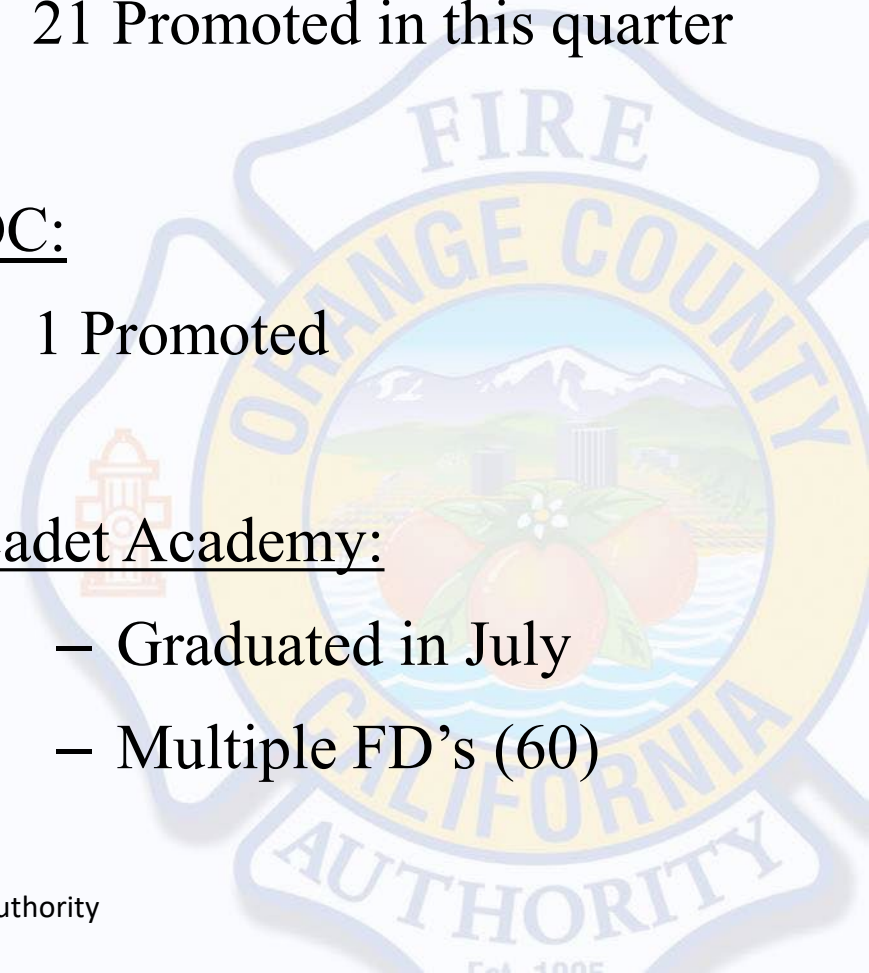
- 21 Promoted in this quarter

## DC:

- 1 Promoted

## Cadet Academy:

- Graduated in July
- Multiple FD's (60)



# 23/24 Projected Academies

- Battalion Chief:
  - Jan 5 – Feb 8, 2024
- Fire Captain:
  - Feb 9 – Mar 21, 2024
  - May 3 – June 13, 2024
- Fire Apparatus Engineer:
  - Jan 8 – Feb 29, 2024
  - Apr 8 – May 30, 2024
- Recruit Academy:
  - Feb – June 2024



# Staffing Update / Vacant Positions

## 8/8/2023

- BC: -7
- FC: -7
- FAE: -19
  - Academy Graduates 8/10/23
  - (17 Candidates)
- FF: +3
- FF/PM: +6

- **Total off on W/C: 98**

- FC: 29
- FAE: 36
- FF/PM: 9
- FF: 24





**2022 (Jan–June):**

**2023 (Jan–June):**

**Improvement:**

FC: 3769 Forced

FC: 1991 Forced

48% Improvement

FAE: 2870 Forced

FAE: 2203 Forced

23% Improvement

PM: 1420 Forced

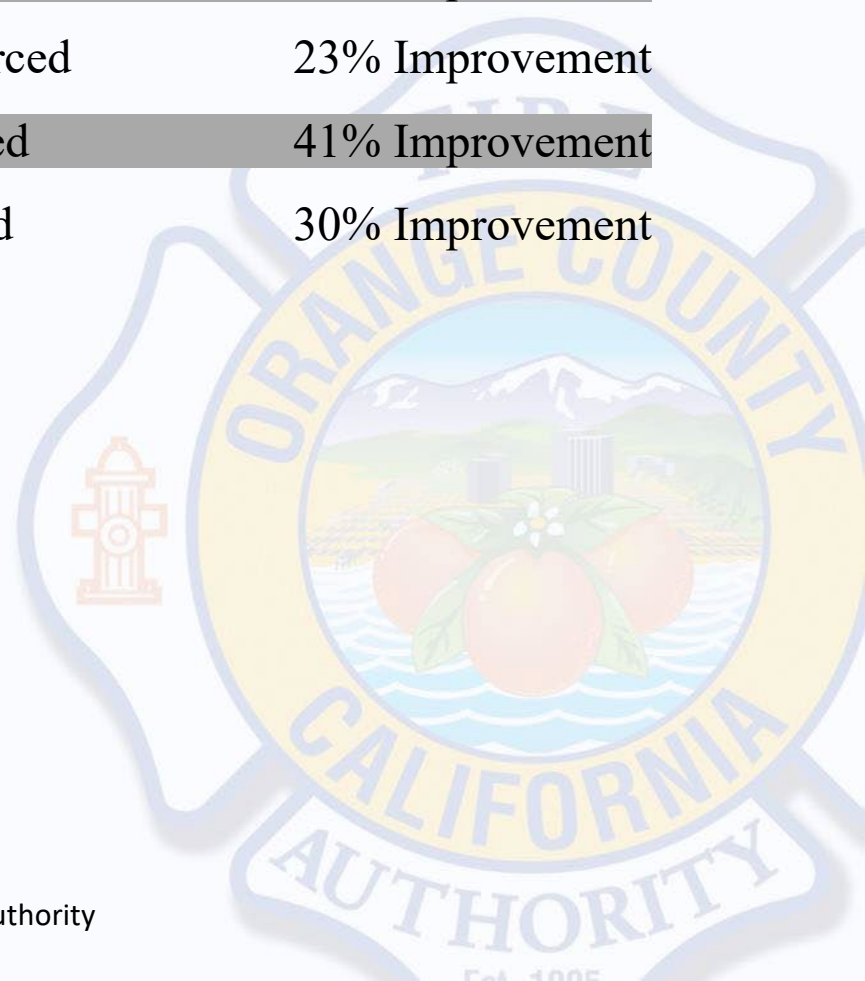
PM: 844 Forced

41% Improvement

FF: 693 Forced

FF: 488 Forced

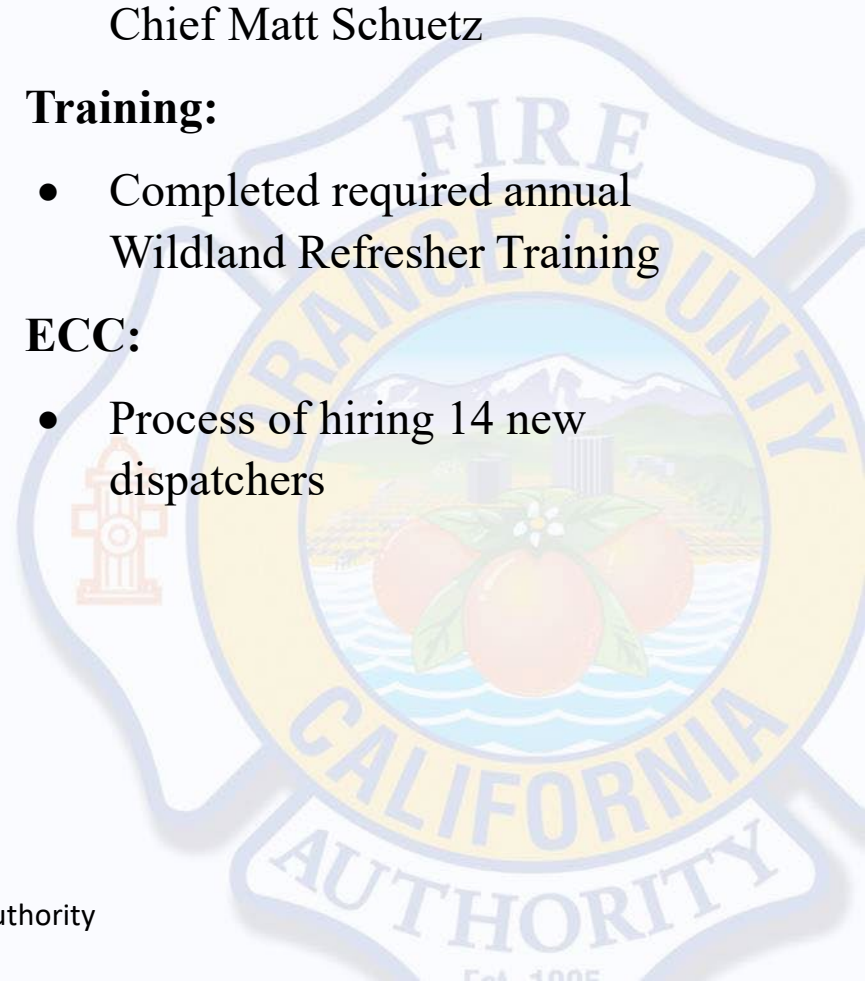
30% Improvement





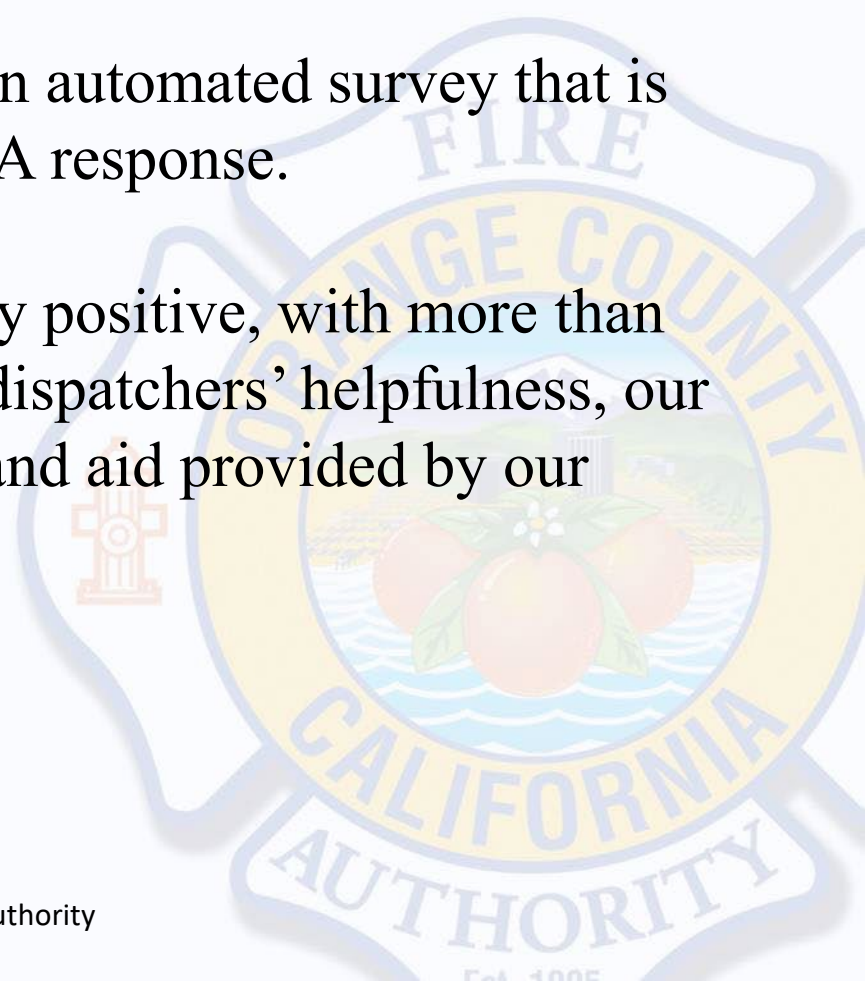
# Accomplishments

- Conducted an All-Hands Inter-Agency Incident Management Team Meeting
- Conducted an All-Hands Chief Officer Meeting
- Added Division Chief – Strategic Services – Chief Whittaker (Promotion)
- On-going leadership training this quarter:
  - FORCE Conference
  - Gettysburg L-580
  - MCTI
  - All American Leadership
- **EMS:**
  - New EMS Battalion Chief – Chief Matt Schuetz
- **Training:**
  - Completed required annual Wildland Refresher Training
- **ECC:**
  - Process of hiring 14 new dispatchers



# Customer Survey Reports

- Last year, responded to over 175,000 incidents.
- A few months ago, we launched an automated survey that is texted to 911 callers after an OCFA response.
- The data has been overwhelmingly positive, with more than 95% of respondents praising our dispatchers' helpfulness, our response times, and the courtesy and aid provided by our crews.





# Large Animal Rescue Video

## Friday, July 28, 2023



The horse rescue video was featured nationally (NPR) and internationally (BBC) with a reach of more than 70 million.



**Thank you all for your  
continued support!**



# MINUTES ORANGE COUNTY FIRE AUTHORITY

**Operations Committee Regular Meeting  
Tuesday, May 9, 2023  
12 Noon**

**Regional Fire Operations and Training Center  
Classroom One  
1 Fire Authority Road  
Irvine, CA 92602**

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## **CALL TO ORDER**

A regular meeting of the Orange County Fire Authority Operations Committee was called to order on May 9, 2023, at 12:04 p.m. by Chair Hertz-Mallari.

## **PLEDGE OF ALLEGIANCE**

Director Ruesch led the Assembly in the Pledge of Allegiance to the Flag.

## **ROLL CALL:**

Anne Hertz, Mallari, Cypress, Chair  
Joe Kalmick, Seal Beach  
John O'Neill, Garden Grove  
Vince Rossini, Villa Park  
Bob Ruesch, Mission Viejo  
Dave Shawver, Stanton

**ABSENT** Chris Duncan, San Clemente

## **Also present were:**

Fire Chief Brian Fennessy	Deputy Chief Lori Zeller
Deputy Chief TJ McGovern	Assistant Chief Robert Cortez
Assistant Chief Lori Smith	Assistant Chief Rob Capobianco
Assistant Chief Jim Ruane	Assistant Chief Tim Perkins
Assistant Chief Shane Sherwood	Assistant Chief Stephanie Holloman
Communications Director Matt Olson	Clerk of the Authority Maria D. Huizar
Assistant General Counsel Michael Daudt	

## **PUBLIC COMMENTS**

None.

## **1. PRESENTATION (FILE 12.02F1)**

Deputy Chief TJ McGovern presented the Operations Quarterly Update.

## **2. CONSENT CALENDAR**

On motion of Director O'Neill and second by Director Kalmick, and by unanimous consent approved Agenda Item No. 2A (Director Duncan absent).

### **A. Minutes for the Operations Committee Meetings (FILE 12.02F2)**

Action: Approve the Minutes for the February 14, 2023, Regular Meeting as submitted.

## **3. DISCUSSION CALENDAR**

### **A. Election of Committee Chair and Vice Chair (FILE 12.02F1)**

Chair Hertz-Mallari proposed the election process for Chair and Vice Chair.

On motion of Director O' Neill, and second by Director Rossini, and by unanimous consent, approved the process as proposed for the election (Director Duncan absent).

Director Shawver nominated Director Ruesch for Chair; Director O'Neill seconded the motion.

There were no additional nominations; Director Ruesch accepted the nomination.

On the nomination of Director Ruesch, and by unanimous consent Director Ruesch was declared Chair of the Operations Committee for the ensuing term (Director Duncan absent).

Chair Hertz-Mallari resumed the proceedings for Vice Chair.

Director Rossini nominated Director Kalmick; Director O'Neill seconded the motion.

There were no additional nominations, Director Kalmick accepted the nomination.

On the nomination of Director Kalmick, and by unanimous consent Director Kalmick was declared the Vice Chair of the Operations Committee for the ensuing term (Director Duncan absent).

Past Chair Hertz-Mallari resumed the proceedings of the meeting.



**B. Update on New Fire Hawk S70M Helicopters (FILE 12.02F1)**

Assistant Chief Tim Perkins provided an update on the New Fire Hawk S70M Helicopters.

The Committee received and filed the report.

**REPORTS**

No items.

**COMMITTEE MEMBER COMMENTS (FILE 12.02F4)**

Director Hertz-Mallari (Cypress), the City recently presented the “Every 15 Minutes” program for high school juniors and seniors, which challenges them to think about drinking, driving, personal safety, and the responsibility of making mature decisions and the impact of those decisions have on family, friends, their community, and many others.

Director Kalmick (Seal Beach), noted that he participated in an active shooter drill, where OCFA firefighters were participants as well.

**ADJOURNMENT** – Past Chair Hertz-Mallari adjourned the meeting at 1:03 p.m. The next regular meeting of the Operations Committee is scheduled for Tuesday, August 8, 2023, at 12:00 p.m.

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Maria D. Huizar, CMC  
Clerk of the Authority



Orange County Fire Authority  
**AGENDA STAFF REPORT**

Operations Committee Meeting  
August 8, 2023

Agenda Item No. 3A  
Discussion Calendar

**Introduction to the Emergency Command Center**

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**Contact(s) for Further Information**

TJ McGovern, Deputy Fire Chief  
Emergency Operations Bureau

[tjmccgovern@ocfa.org](mailto:tjmccgovern@ocfa.org)

714.573.6006

Kevin Fetterman, Division Chief  
Command and Emergency Planning

[kevinfetterman@ocfa.org](mailto:kevinfetterman@ocfa.org)

949.239.5978

**Summary**

This item is submitted to provide a background and briefing on the Emergency Command Center that will be presented to the Operations Committee.

**Prior Board/Committee Action**

Not Applicable.

**RECOMMENDED ACTION(S)**

Receive and file the report.

**Impact to Cities/County**

Not Applicable.

**Fiscal Impact**

Not Applicable.

**Background**

1. Staff Overview:

The Orange County Fire Authority Emergency Command Center (ECC) stands as a state-of-the-art facility designed to coordinate and manage emergency responses within Orange County. The ECC is comprised of 45 staff positions, 1 Division Chief, 1 ECC Manager, 3 ECC Battalion Chief Duty Officers, 1 Management Analyst, 7 Communication Supervisor positions, and 32 dispatcher positions. The Center is equipped with cutting-edge technology and trained personnel to ensure swift, well-coordinated, and effective responses to critical situations.

2. Operational Overview

The Orange County Fire Authority Emergency Command Center serves as the nerve center of emergency response operations for the entire region and is the Operational Area Coordinator for Orange County for mutual aid in OES Regions 1. As the Operational Area Coordinator, it is responsible for response coordination for over 799 square miles in Orange County. Its operational scope encompasses not only OCFA but also liaises with multiple agencies, including law enforcement, medical services, public works, and other emergency responders. The ECC operates 24/7, constantly monitoring communications from emergency dispatch centers and field personnel. Through real-time

data sharing and comprehensive situational awareness, the ECC can swiftly assess the scale and nature of emergencies and deploy the necessary resources to mitigate and control the situation effectively. The center also plays a pivotal role in managing mutual aid requests, enabling seamless collaboration with neighboring counties and jurisdictions during large-scale incidents.

### 3. Organizational Structure

The Orange County Fire Authority Emergency Command Center operates under a well-defined organizational structure designed to facilitate smooth communication, decision-making, and operational efficiency. The ECC has a dedicated team of dispatchers directly supervised by experienced dispatch supervisors. The ECC uniquely has a team of highly experienced Battalion Chiefs that oversee Operational Decision making on large/complex incidents until field incident commanders can arrive and assume command. The ECC Supports ongoing large incidents with its Department Operation Center and expanded dispatch area.

### 4. Responsibilities

The primary responsibilities of the Orange County Fire Authority Emergency Command Center encompass a wide range of critical tasks. Firstly, the ECC serves as the central hub for all emergency communications, including dispatching resources, relaying information between agencies, and receiving status updates from field personnel. The ECC handles over 175,457 Incidents per year.

#### *Call Processing*

The Orange County Fire Authority ECC performance standards meet the NFPA 1221 below:

- 90 percent of emergency incidents received shall be completed within 60 seconds.
- 95 percent of emergency incidents received shall be completed within 106 seconds.

#### *911 Answering*

The Orange County Fire Authority ECC performance standards meet the NFPA 1221 and the State of California Governor's Office of Emergency Services standards below:

- 90 percent of incoming emergency calls should be answered within 15 seconds.
- 95 percent of all incoming emergency calls should be answered within 20 seconds.

#### *911 Performance*

Since 2018, the ECC call volume has increased an average of five percent (5%) each year. With the increased call volume, the 911 answer times have improved from 95.47 percent in 10 seconds or less to 98.32 percent in 10 seconds or less. The ECC's answer time of 15 seconds or less remains steady at 99.7 percent.

#### *EMD – CQI*

The Orange County Fire Emergency Command Center holds a high standard for pre-arrival instructions as the initiation of patient care. The ECC utilizes a Criteria Based Dispatch (CBD) program to provide pre-arrival instructions. The Medical Director manages the system for OCFA with training and system compliance monitored by a designated OCFA Nurse Educator.

- From January to June 2023 – the ECC's CQI percentage was 96.98 percent, with 1,087 calls reviewed.

### 5. Personnel

The Orange County Fire Authority Emergency Command Center boasts a highly trained and specialized team of personnel dedicated to ensuring the seamless functioning of the facility. The personnel assigned to the ECC undergo rigorous training, including incident command systems, emergency protocols, and advanced communication technologies. Often dispatchers in training will

answer thousands of calls while supervised by a Certified Training Officer (CTO) before being qualified to go on their own. Dispatch Supervisors and Duty Officers/Battalion Chiefs, as mentioned earlier, work closely together to hold pivotal roles in decision-making and resource allocation. Each member plays a crucial part in their respective areas of expertise, working collaboratively to address emergencies swiftly and effectively. The ECC's personnel are prepared to handle a myriad of scenarios, from minor incidents to large-scale disasters, emphasizing the center's commitment to safeguarding Orange County's residents and property.

**Attachment(s)**

None.