

**LATHROP-MANTECA FIRE DISTRICT**

**2021**

**ANNUAL REPORT**

*Membership Led, Driven by Passion*

# NOTE FROM THE FIRE CHIEF

**T**he LMFD is a highly skilled and competent organization that is here to serve! 2021 was a challenging year for the entire world, and our Fire District certainly felt the strains of the pandemic. Even with the pandemic in full swing, we continued to respond to all emergencies including fires, vehicle accidents, medical emergencies, and a variety of other calls for service. Additionally, in collaboration within all levels of the organization, the District was able to develop our new Mission, Vision, and Values Statements; develop a servant-leadership program; institute a new comprehensive training program; provide a re-modeled and up to date fire station serving historic Lathrop; and continue to work towards the development and implementation of an Advanced Life Support Service within the City of Lathrop.

The challenges of 2021 have provided unique opportunities for our organization to come together in so many ways. With the support of the District's Board of Directors, Administrative Staff, Fire-Fighters, and Fire Prevention, our team has remained committed to the community we serve to provide the highest level of Service that we can.

In my role as the Interim Fire Chief, I have witnessed the resiliency and perseverance of the hard working and committed members of the organization as they have continued to not only maintain levels of service, but to enhance them, even with the challenges of a global pandemic, supply chain issues, increased calls for service, and administrative transitions.

This report is a first for our organization and we hope that the information proves to be a useful foundation for our elected officials and the community to better understand where we have been and where we are looking to get as we move forward.

Respectfully,

A handwritten signature in black ink, appearing to be the initials 'J C' followed by a long horizontal flourish.



## **BOARD OF DIRECTORS**

Gloryanna Rhodes (2021 Chairperson)

Jeremy Coe (2021 Vice Chairperson)

Tosh Ishihara

Mark Elliott

Charles "Chuck" Garcia

## **FIRE CHIEF**

Joshua Capper (Interim)

## **CLERK OF THE BOARD**

Hailey Salazar

## **INTERNATIONAL ASSOCIATION OF FIREFIGHTERS PRESIDENT LOCAL#4317**

Shawn Wootten

## PURPOSE

This report has two purposes:

1. NFPA 1710 section 4.1.2.5 Evaluations ensures that the “Authority Having Jurisdiction” (in this case the LMFD) compiles a written report that serves an evaluation tool for effectiveness in accomplishing its mission.
2. Highlight significant LMFD accomplishments that should be communicated throughout the organization and to the public. The report is transparent and forward leaning in the in the industry as an effective, concise, and informative communication tool.

## FAST FACTS

Estimated Population Served: 35,000	Busiest Month: July
Stations: 5	Total Day Calls: 2289 (6:00am - 6:00pm)
Shifts: 3	Total Night Calls 1582 (6:00pm - 6:00am)
Authorized Career Firefighters (all ranks): 41	Total Incidents: 3871
Authorized Reserve Firefighters: 35	Busiest Response Area: Fire Station 31
Total Authorized Positions: 85	2020 - 2021 Fiscal Year Budget: \$11.7 mil.

# PERFORMANCE

“When performance is measured, performance improves. When performance is measured and reported back, the rate of improvement accelerates.” -Pearson’s Law

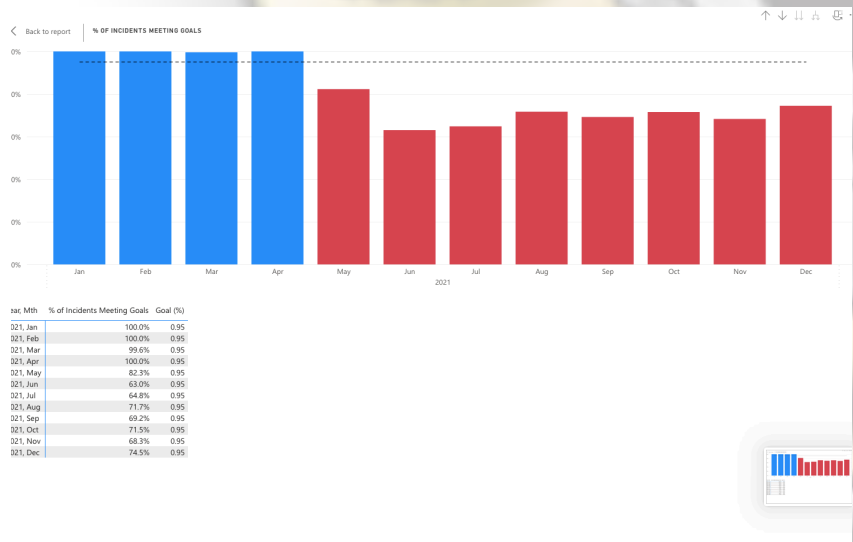
The LMFD uses numerous benchmarks throughout the year as goals. We aim forward. This means we aim to exceed our goals. We know that serving a large area (over 90 square miles) that we have to be flexible. Citizens in Lathrop not only expect quicker response times, but they expect fires to be contained much quicker with less damage. Rural residents understand that while response times are still important, they enjoy a more rural atmosphere that has a different set of challenges that are no less important. Planned communities like Raymus Village and Oakwood Shores have additional expectations. Businesses in each of those geographic locations have different needs altogether. Each of these are important.

## Suppression

The Suppression Division of the LMFD responds to calls for service, conducts pre-incident planning, trains to mitigate response calls, and maintains apparatus and stations.

Call Processing Time: The time it takes to answer calls for service at the LMFD’s dispatch center. The LMFD outsources dispatching as a cost savings measure. While the California State 911 system can be complicated, the LMFD contracts with the City of Stockton to handle its dispatching services.

The graph to the right shows that the the LMFD’s contracted dispatch center is processing 79% of all calls for services in under 1 minute 46 seconds. This 1 minute 46 seconds is a national standard set by the National Fire Protection Association (2019). The LMFD strives to have all calls handled



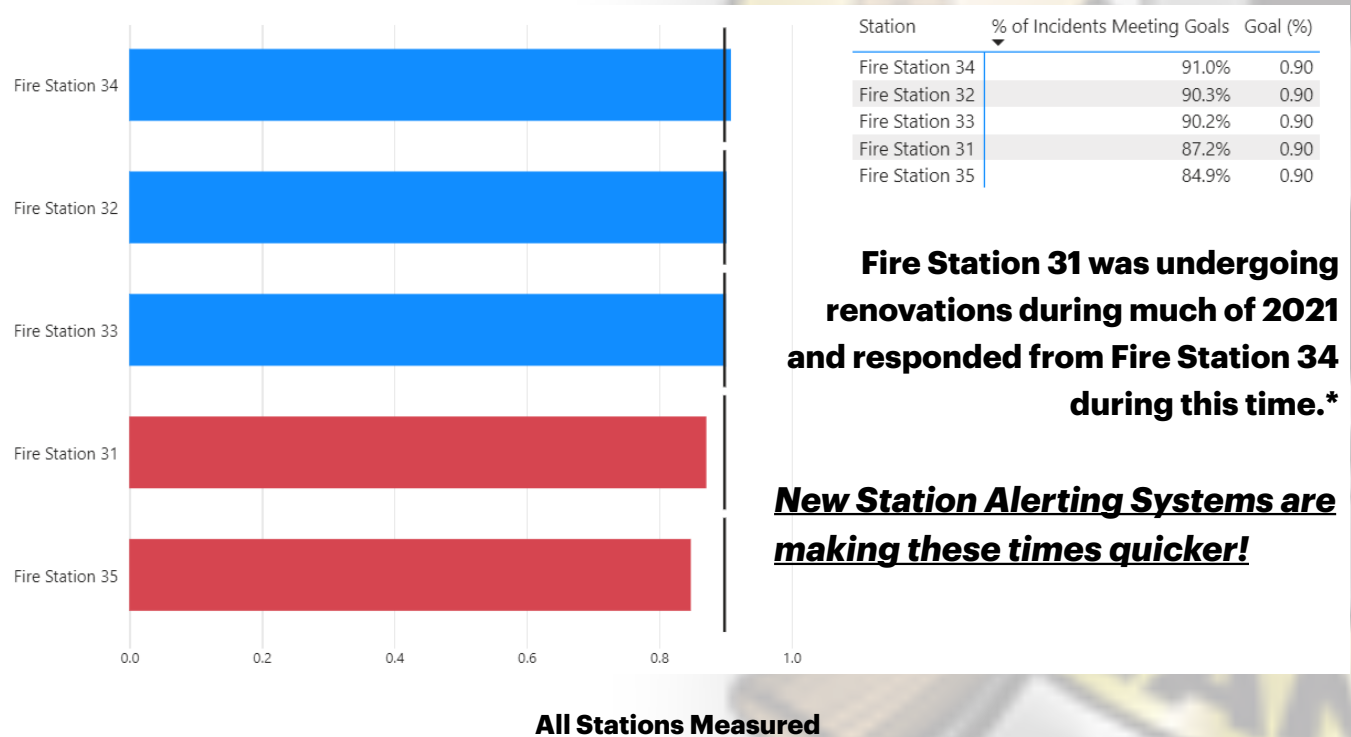
**79% of all calls for the LMFD were processed in under 1 minute 46 seconds**

within this time frame for at least 95% of all calls. This 95% benchmark is the faint dotted line across the top of the graph. It is worthy to note that in 2021 the Stockton Dispatch Center began a transition of taking on additional work load with Emergency Medical Dispatching. The LMFD supports this transition so that it can monitor its call processing times in a more comprehensive manner. The LMFD continues to work with representatives from the dispatch center to find ways to enhance call taking operations.

**Call Turnout Time:** The time that elapses between emergency response unit notification (or time of dispatch) until the unit is en-route to the call. This is the time spent by our crews getting to fire apparatus, into their protective gear, and preparing to leave their location. This time is separated between responses that take putting on special equipment and calls that require minimal special equipment to be put on by the crew.

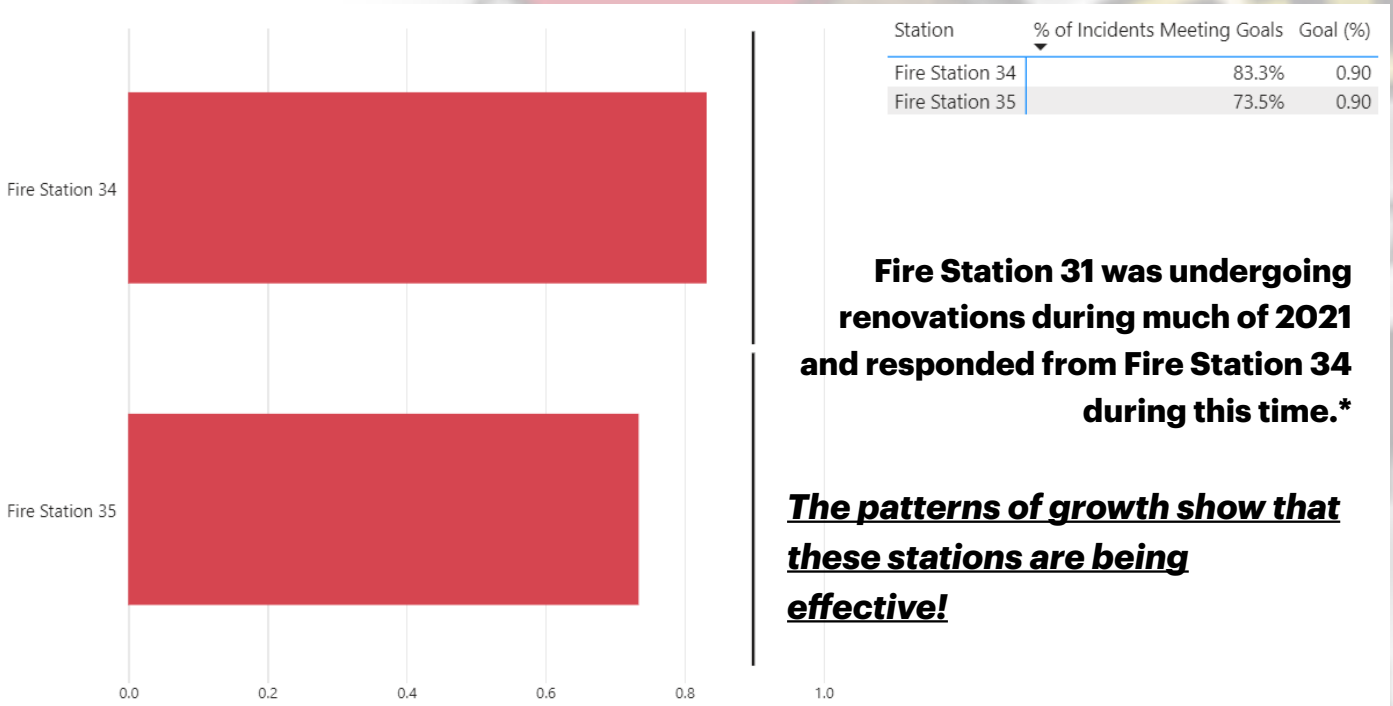
Medical Call Standard: 60 seconds or less

Fire Calls, Vehicle Accident, and Technical Rescue Standard: 80 seconds or less





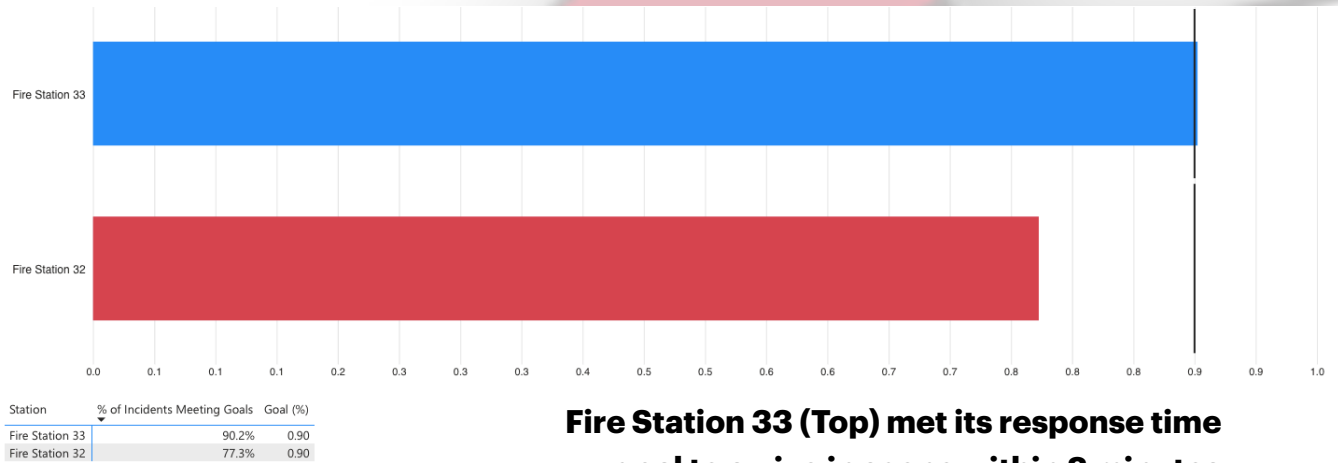
Call Response Time: The Call Response time as reflected in this report are measured as a total of drive time and the call turnout time. The arrival of the first unit starts mitigation of the incident, and if needed calls for additional units to assist. The National Fire Protection Associations national standard for drive time is 240 seconds for the first arriving unit within urban/suburban areas. The LMFD includes the City of Lathrop within this benchmark.



**Response Time for Station 34 and Station 35 (Station 31 under renovation)**

Growth and development does not always start building on open land that is closest to a new fire station. Two examples include issues like zoning and open market economic conditions. Open market conditions may show that an area further from a fire station is an area to build a high school given existing roadways and other infrastructure. This exact scenario happened in Fire Station 34’s area. Another example may indicate that a residential area may start sooner than a commercial zoned open land space. This scenario is happening in Fire Station 35’s area. While these two scenarios are one reason the LMFD may be currently missing response targets at the 90th percentile, it’s important to know that Lathrop is a booming city of development. So far these preliminary numbers

show that infill development with their additional responses will meet response targets when areas are built out.



**Fire Station 33 (Top) met its response time goal to arrive in scene within 8 minutes 90.2% of the time!**

**Fire Station 32 met its goal 77.3% of the time.**

**Fire Station 32 (Bottom) and Fire Station 33 (Top)**

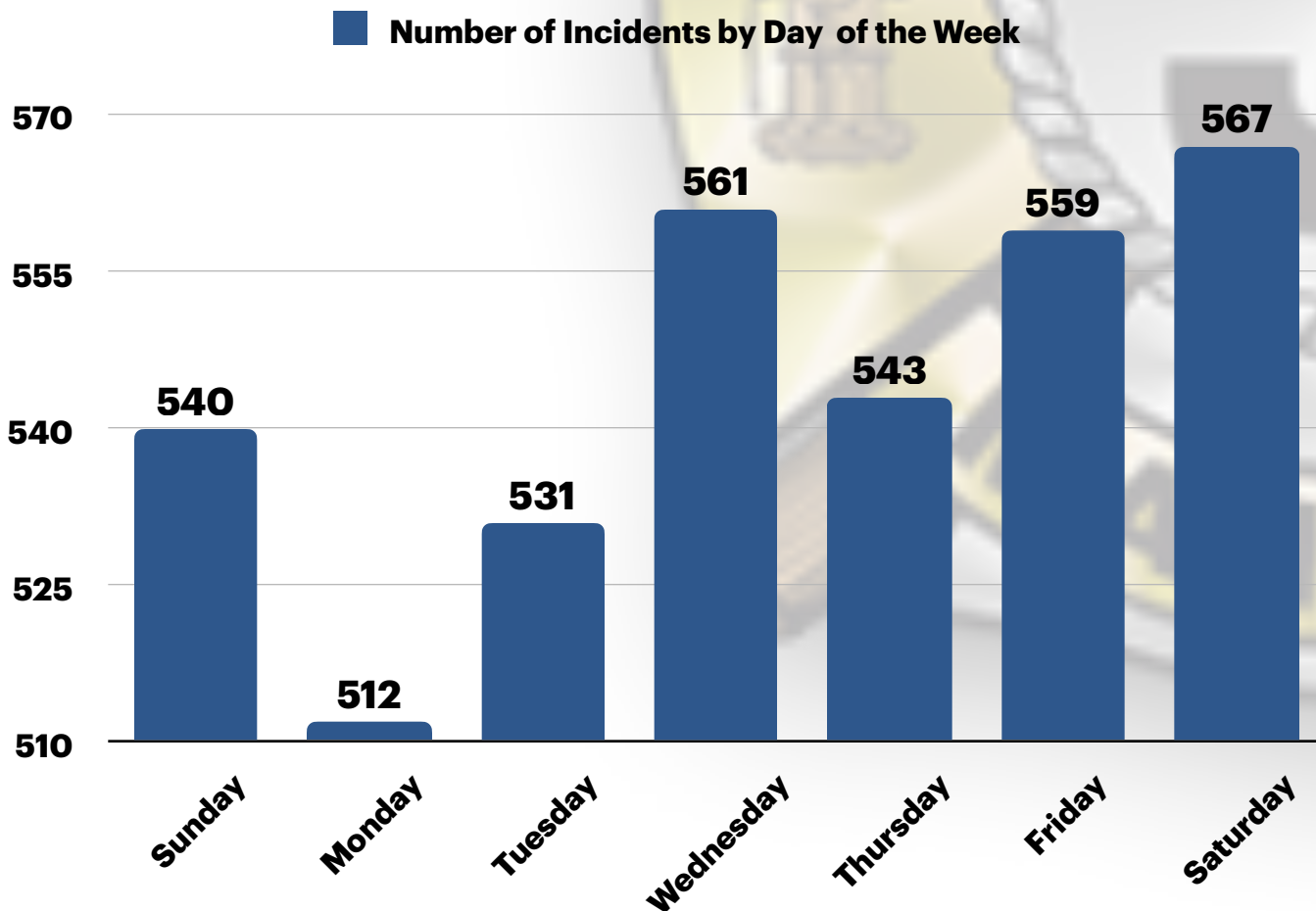
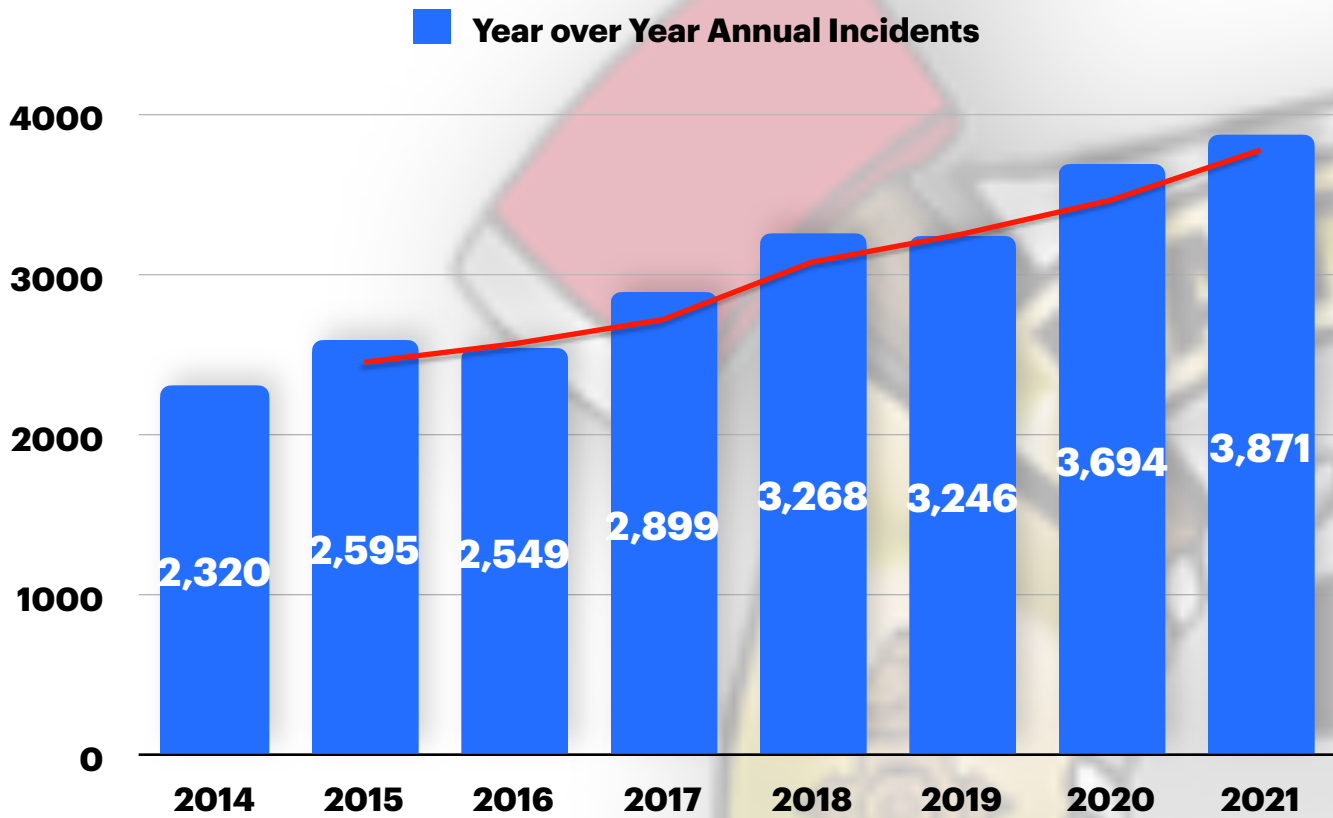
Both Fire Station 32 and Fire Station 33 serve county unincorporated areas that do not apply to urban/suburban areas. These stations are more applicable to a more rural standard. In these rural areas the LMFD strives to have a response time of 8 minutes.

**Personnel of the Lathrop Manteca Fire District logged over 17,877 hours of total training!**

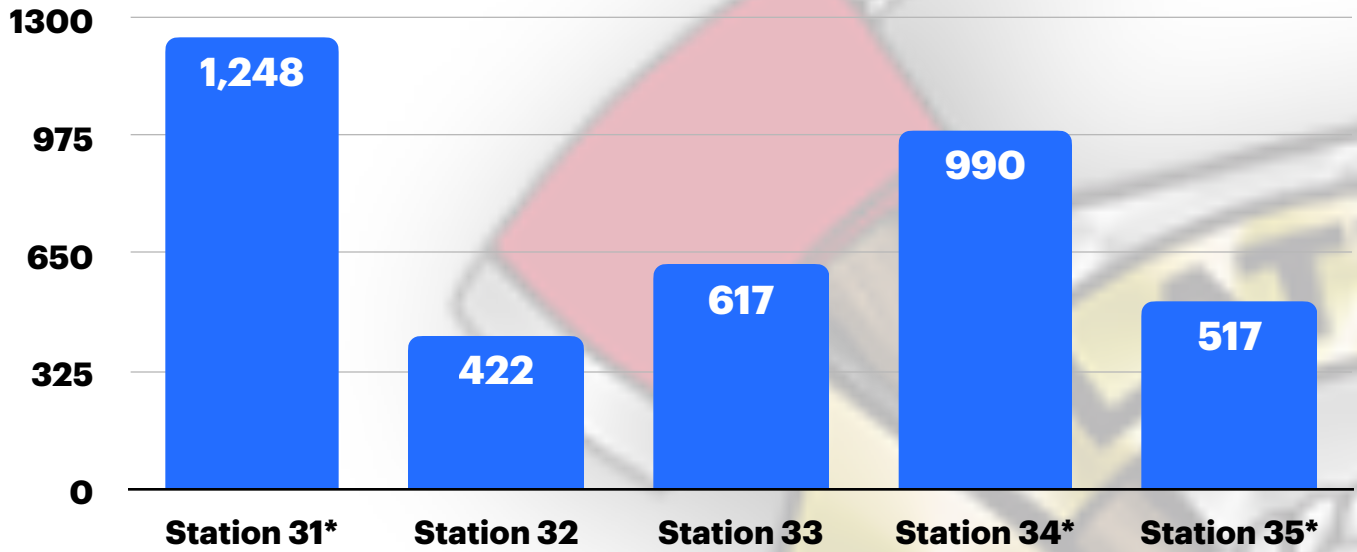




Incident Information

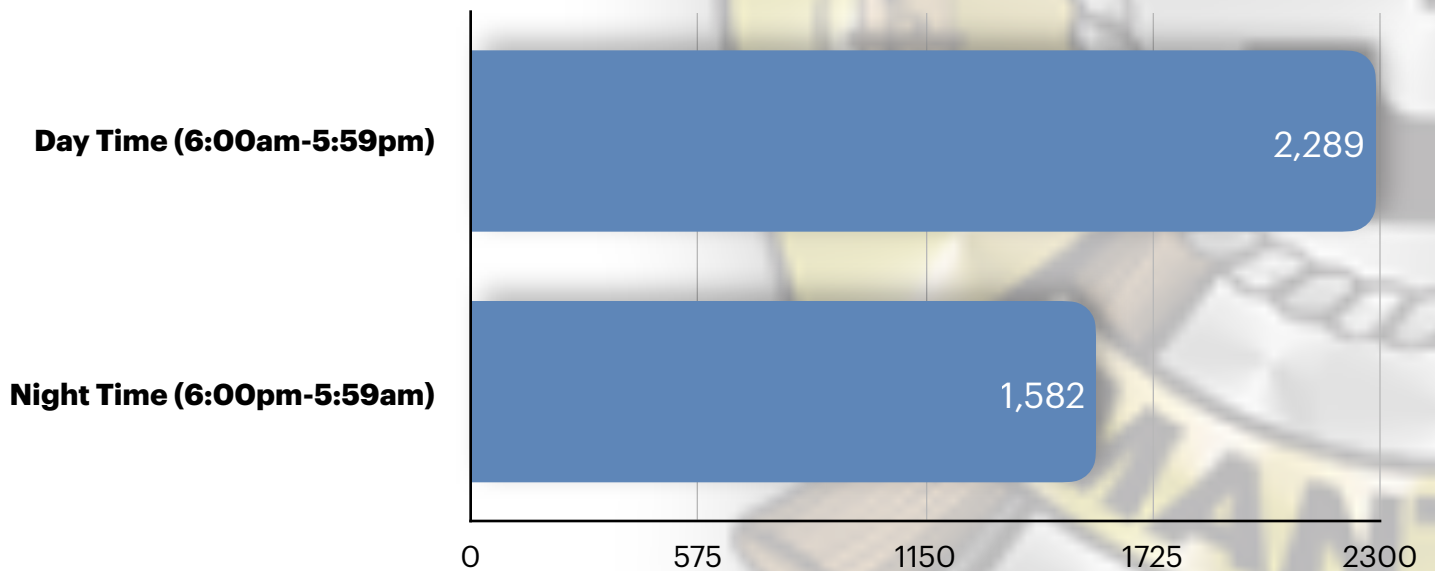


**Busiest Area by Number of Incidents**

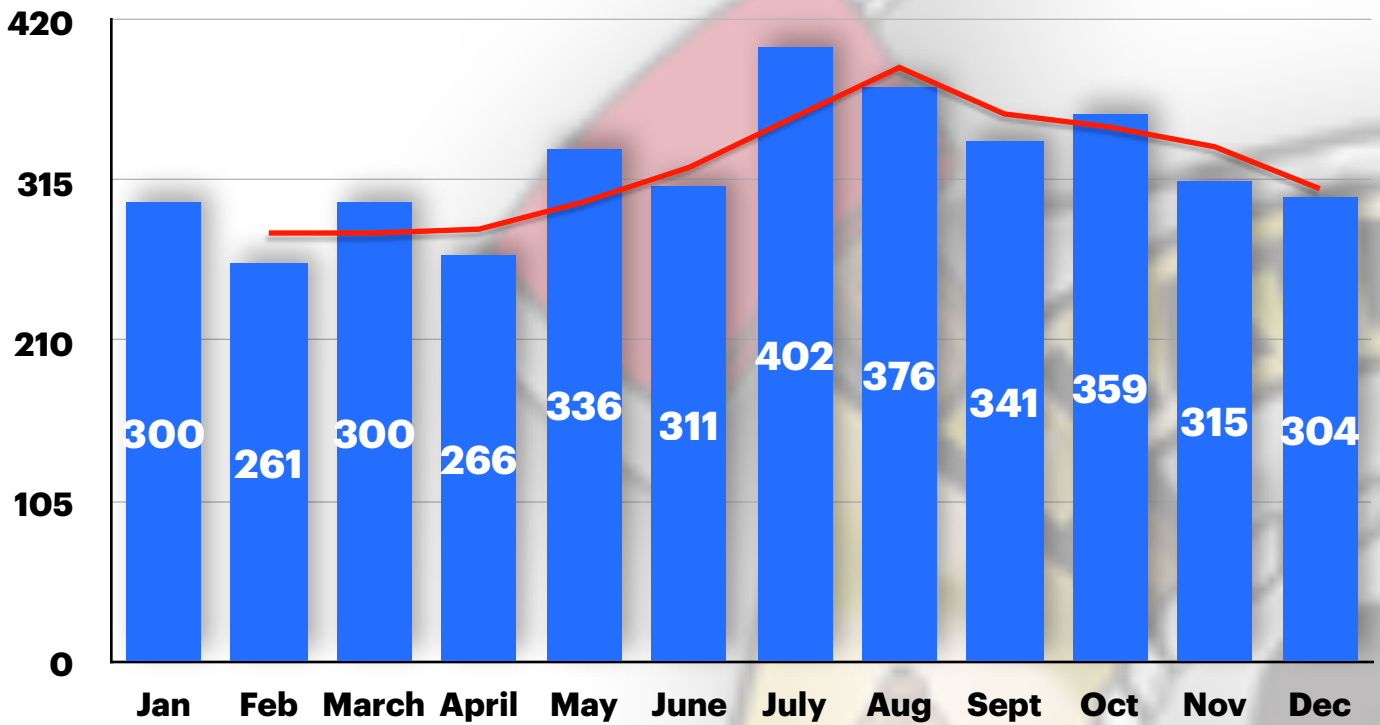


\*Denotes that the Fire Station is within the City of Lathrop

**Busiest Time of Day by Number of Incidents**



**Busiest Month by Number of Incidents**



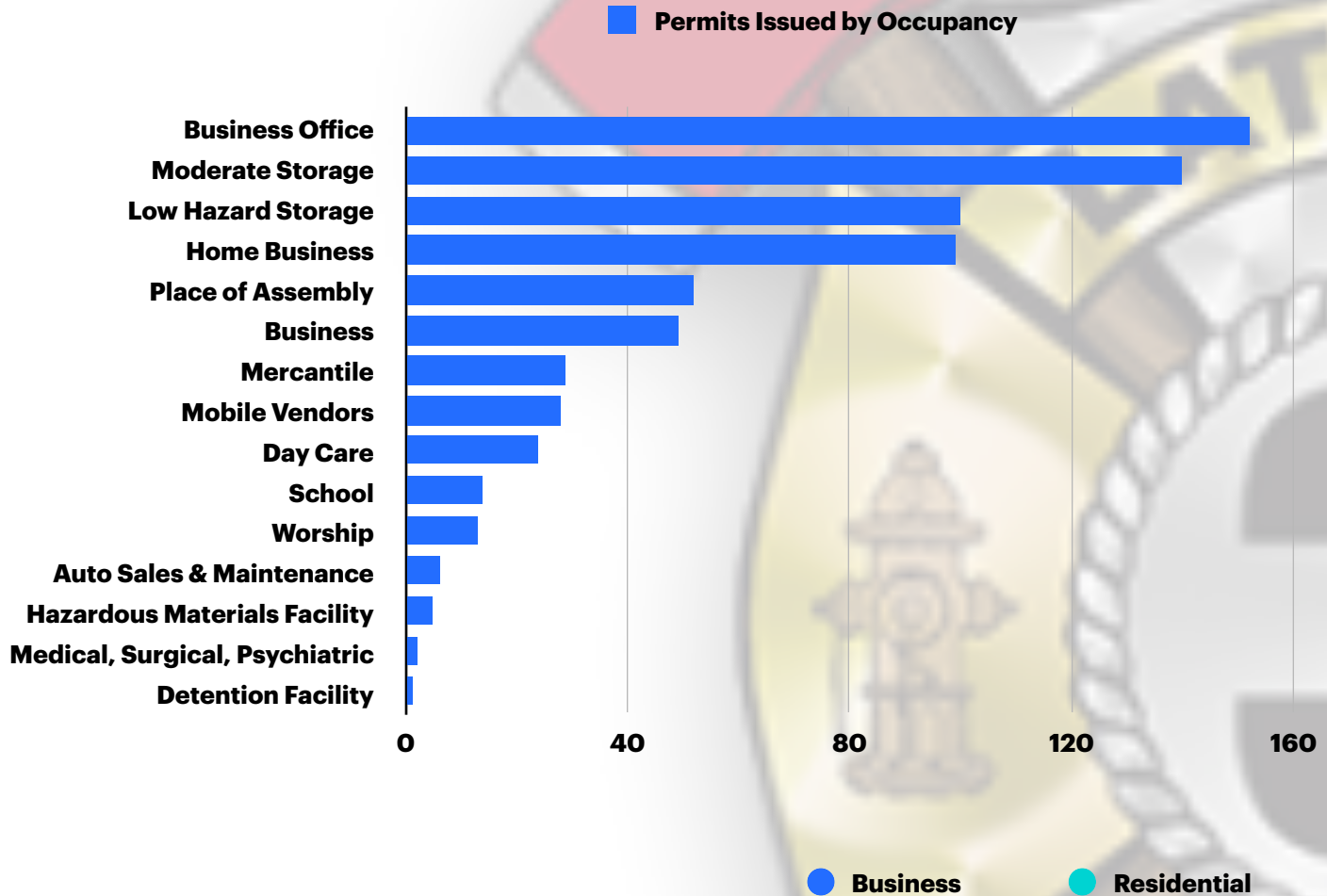
**The LMFD had 42 cardiac arrests in 2021 and had 13 cases where Return of Spontaneous Circulation (ROSC) was documented!**

*Using the age of the patient and subtracting for the CDC average life span of 77 years, **the LMFD put over 160 years of life back into our communities!***



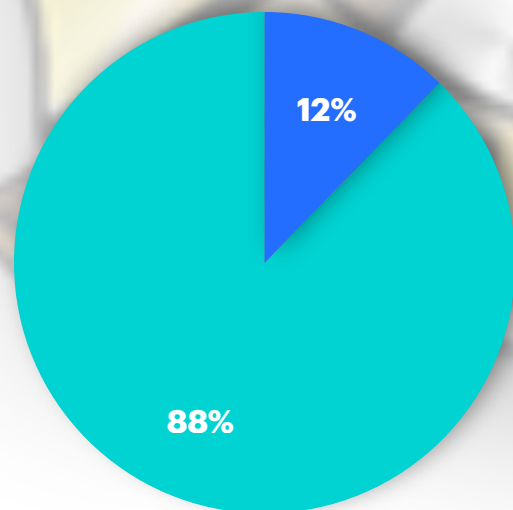
# Prevention

The Prevention Division of the LMFD is responsible for fire investigations, plan checks, inspections, and both operational and construction permits issuance.



***The overwhelming demand for our Prevention services is dedicated to Residential growth!***

**...of the 88% Residential growth over 12% is for Multi Residential use.**



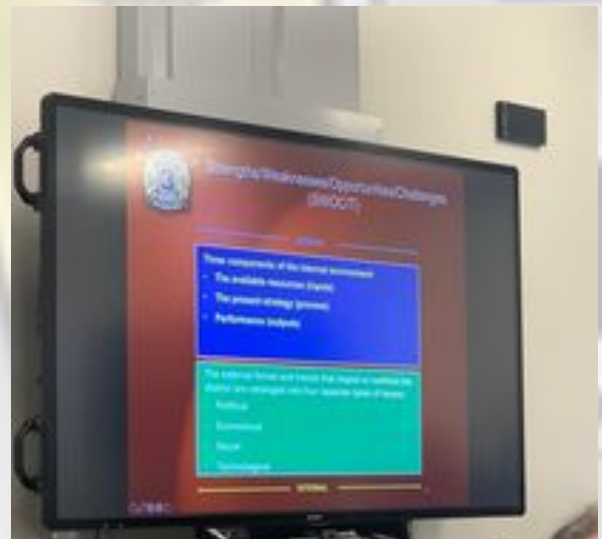
## Administration

The Administrative Services Division handles many of the supportive functions of the Fire District. These functions include financial services, payroll, community planning, information outreach and technology, contract/agreement management, grants management, human resources and general oversight the organization.

Human Resources: Coordinated a complete overhaul of the LMFD's Mission, Vision, and Values Statements.

### Mission Statement

Through professionalism and compassion, we will serve all by empowering our members who embody our core values.



### VISION

Preparing for the future, developing skilled leaders, training for your needs and serving in solidarity.



### OUR VALUES

Members, Service, Passion, Leadership, Honor

Employment Actions:

**2- Career employees**

**7- Reserve  
Firefighters  
(Volunteer)**

**2- Retirements**

**2- Contracts for  
Interim Service**

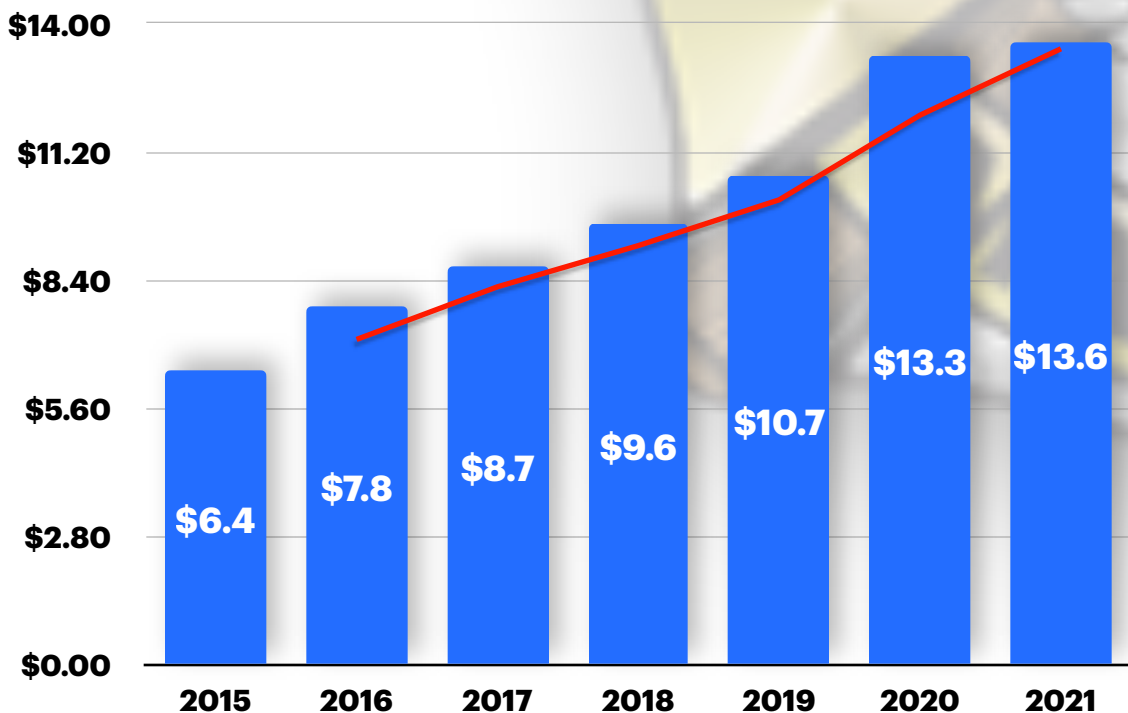


Financial Services:

Ensures that the Fire District is receiving and paying its financial obligations in conformance to State and Local Laws.

**Our two major accomplishments were supporting a growing budget for services, and ensuring our second year of clean audits with NO FINDINGS from an independent financial auditor!**

■ Budget Revenues by Fiscal Year-Ending (in Millions)





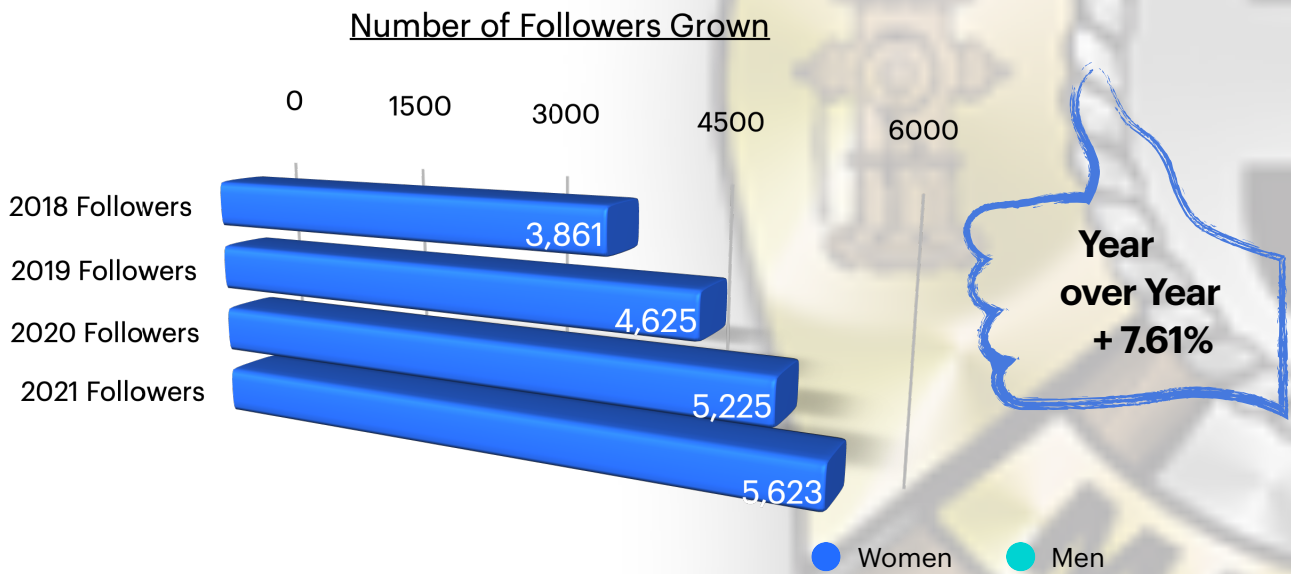
Community Outreach: Works as part of Community Risk Reduction and Transparency effort to educate our external stakeholders about the LMFD.

Facebook:

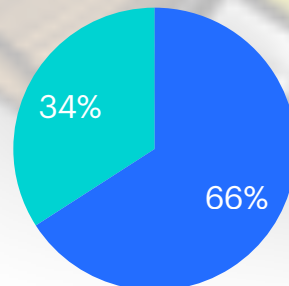
The LMFD uses Facebook to help highlight the work of our team and as a major source of our Community Risk Reduction efforts. Users of the platform can connect with us @lathropmantecafire or search Lathrop Manteca Fire District with the Facebook search!



**We crossed 5,600 followers in 2021! We ended 2021 with 5,623 to be exact. We gained 398 fans!**



**An overwhelming majority of our followers are women.**



Website:

In 2020 we overhauled our web presence...DRASTICALLY! It's more accessible, changes languages, rich with content, more user friendly, and presents a professional platform that is more reflective of the organization. **In 2021 our site doubled its number of views!**

Over 54,483 Site Views in Year 2

Our web presence detects a visitor's screen size, device capabilities, and connection speed. The background software tries to scale the users experience based on the feedback it receives.

Visitors can see an event they may want to attend on our calendar. **The Fire Danger Widget as integrated into our website is one of the first in the United States that features this cutting edge technology!** The widget is linked to nearby Remote Area Weather Stations that determine the Fire Danger Index specific to the LMFD's first in area's in automation.



Transparent Governance:

The LMFD received the Special District Leadership Foundations Award for it's Excellence in Transparency!

The Fire Districts website and information pages were heavily evaluated by a set criteria to determine its merit.

**The LMFD was the FIRST in San Joaquin County and is now one of only two special districts in our county to attain the award!**



The focus areas of the award include:

- Meeting Agendas, Minutes, Packets
- Website accessibility (especially for "at-risk" populations)
- Ethics Training for Board Members & Staff
- Links to identify employee compensation
- Links to the Board Meeting schedule
- Financial Policies
- Compliance with State Statutes



Community Planning & General Oversight:

In 2021 **the LMFD became the first local government entity in San Joaquin County to apply and be accepted as a registered agency with the Center for Public Safety Excellence!** The Fire District is the second (behind the Tracy Defense Logistics Distribution Agency's Fire Department- a federal entity) to register for this accreditation program in our county.

Becoming a registered agency for accreditation opens up another level of training & tools to Fire District staff members. It provides methods for **greater community & public input, facilitates input across the entire organization to build relationships, encourages the development of sound policies organization wide, ensures data supported decision making, and supports a path of continuous quality improvement!**

Following this model into the future will allow the Fire District to work towards becoming an accredited agency. This process is a minimum of 4-5 years and sets long term professionalism standards for the Lathrop Manteca Fire District.



**[www.lmfire.org](http://www.lmfire.org)**

**For Additional Information**

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