



PIONEER FIRE PROTECTION DISTRICT

FIRE • RESCUE • EMS

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The Plan

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Our Mission...

Pioneer Fire Protection District strives to provide cost effective, professional and quality emergency response for the protection of life, property and the environment within the district.

We Will Accomplish This By...

Delivering exceptional service and compassionate solutions as a cohesive **team** with dedication, vigilance and pride.

EXECUTIVE SUMMARY

The Pioneer Fire Protection District is charged with the protecting life, property and the environment within the boundaries of Mt. Aukum; Fair Play; Outingdale; Grizzly Flats; Omo Ranch and Somerset regions of El Dorado County. Past planning by the county established many construction projects within the district including the creation of new facilities and renovations of existing facilities. The result is great improvements in the level of engineering features to provide a safer environment for the citizens of our community. These new developments in building design and construction, coupled with new technology and equipment will force our district to constantly evaluate our methods of delivering emergency services to our community.

A "Strategic Plan" developed by the Pioneer Fire Protection District provides a foundation to meet that challenge. The "Plan" establishes priorities, identifies goals and develops fiscal options for emergency services through the next five years. It is a living document that will be constantly evaluated, re-examined, and updated as needed. The department is prepared and postured for these challenges and opportunities. This document is intended to be used as a planning tool to ensure that our department will provide current and future emergency services in a fiscally sound manner. The **2008-2013** Pioneer Fire Protection District Strategic Plan represents the efforts of many people in evaluating our department and its mission, anticipating the future in terms of community needs and resources required to meet those needs, and in formulating a plan to provide comprehensive cost effective services to our customers –the citizens of Pioneer Fire Protection District.

It will serve to inform the members of our department of the preparation for the future, while at the same time serving as a foundation document for informing policymakers and for addressing the budget process.

Section one lists the goals and objectives that the fire district believes are necessary to meet the future service demands of the community. Performance measures are utilized to evaluate the effectiveness of the district's efforts. The district's goals are to:

1. Minimize death, injury and property losses due to fire.
2. Minimize death and suffering for people experiencing sudden illness, accidents, or injury.
3. Minimize death, injury and property losses due to hazardous material, severe weather conditions and natural or manmade disasters.
4. Provide sufficient emergency response services in a fiscally responsible manner.
5. Maximize employee satisfaction.
6. Accurately identify community expectations and evaluate community satisfaction.

In order to ensure that a contemporary strategy is used in the future, the Strategic Plan will be evaluated and revised on a **5-year** basis.

COMMUNITY PROFILE

POPULATION

Six distinct community clusters (Mt. Aukum; Fair Play; Outingdale; Grizzly Flats; Omo Ranch & Somerset) serve a scattered and diverse population of loggers, ranchers, organic farmers, vintners, entrepreneurs, cottage industries, artists, craftspeople, public sector employees and retired people. Top agricultural & livestock cash crops in El Dorado County are timber @ \$16,821,036; livestock @ \$8,036,742; Grapes @ \$4,939,984; Fruit & Nuts @ \$4,327,798; Christmas Trees @ \$3,132,047 and other listed misc. crops @ \$209,456 annually. Pioneer Fire Protection District currently serves an estimated population of around 7,900 within the fire district. El Dorado County itself consists of 168,100 residents or 91.3 persons per square mile and growing, with a positive potential growth forecasted for the future.

AGE

Pioneer Fire Protection District serves a large diverse population of retired as well as working class citizens. El Dorado County's listed median age is forty years of age, but it does fluctuate with our county tourists.

LAND AND REAL ESTATE CHARACTERISTICS

The Pioneer Fire Protection District encompasses approximately 296-square miles in size (or 187,000 acres), and is located in the central & southern portions of El Dorado County on the Western Slope of the Mother Lode. Natural features include the Three Forks of the Consumes River, Mt. Aukum and the El Dorado National Forest. Centered is Pioneer Fire Protection District's Fire Station-38 (District Headquarters) located at 7061 Mt. Aukum Road, **North @ 38**Degrees-36.016 feet by **West @ 120** Degrees-43.201 feet with an elevation of 2,037 feet. Most of the district's territory (96,920 acres) is located within the El Dorado National Forest. Pioneer Fire Protection District's majority of private land use is agricultural with 3, 000 acres in Williamson Act contracts. The remaining private land includes 3, 276 developed and 2,134 undeveloped residential parcels, 34 developed and 11 undeveloped commercial parcels, and 884 miscellaneous parcels. The district currently contains twenty-eight wineries, four schools and two churches. Residential property is also associated with the largest fire losses within our fire district.

The region also contains a number of old mines within the fire district i.e., the "Agara Mine" (a copper mine) located three miles northeast of Fair Play, just north of the Cosumnes Copper Mine. Little is known about it other than it was developed by a twenty-five foot shaft. Another local mine is located at Henry Diggings, three miles south of Grizzly Flats, which was the old "Armstrong & Roberts Mine". It was a placer deposit sixty feet wide and five feet deep which was developed by a six hundred foot adit. FYI, These old mines, which are located through out foothill regions of California create a number of hazards to our local citizens as well as our firefighters.

Economic Characteristics

Statewide comparison shows El Dorado County at 97.6% of the California per capital income level. The median household income is estimated @ \$60, 250.00. The fire districts rate of job growth is projected to be constant over the next decade. The Grizzly Flats region and the Fair Play region of the district show the current highest rate of growth.

Community Risk

Although our fire district is a **combination** (Paid & Volunteer) full service emergency response department, a recent risk analysis has shown the predominate risk in the Pioneer Fire Protection District to the low and moderate categories, with the exception of Wild land Fire Incidents. Emergency medical calls, which fall in the low risk category, are the predominant workload for our agency. In the fire categories, the predominate risk is the one and two-family structures, which are considered a moderate risk. El Dorado County is considered to be a "High Wild land Fire Impact Area" in the high-risk category during the months of June through October. The forest lands are mountainous with steep slopes with many inaccessible areas of the district, with elevations ranging from 760 feet to 4000 plus feet, from boulder-strewn river canyons to windy lava caps. Between the extremes are located pine forests, scrub oak chaparral woodlands, and large open grasslands. The number and type of apparatus is determined by fire flow and travel times to our fire incidents. Pioneer Fire understands the importance of getting production restarted once interrupted by emergency events. With this in mind, we have implemented our primary goals of saving lives, protecting property, and protecting the environment. To better understand our community, we have surveyed our community risks.

Community Risks:

Community Risks:	Probability:
➤ Aircraft Incident/Mishap	Low
➤ Air or Water Contamination	Low
➤ Bomb Threat	Medium
➤ Building Collapse	Low
➤ Chemical Release	Low
➤ Civil Disturbance	Low
➤ Communication Interruption	High
➤ Earthquake	Medium
➤ Explosion	Medium
➤ Fire	Medium
➤ Flooding	Medium
➤ Hazards or Threats to Adjacent Structures	Medium

Community Risk Continued:

- HazMat Release
- Health Hazard/Disease
- Hurricane, Tornado, Windstorm
- Industrial Accident
- Nuclear, Biological or Chemical Attack
- Ruptured Gas Main
- Severe Storm
- Smoke Damage
- Structural Damage
- Terrorism, Weapons of Mass Destruction
- Transportation Accidents
- Trapped Person
- Water Damage
- Water Failure
- Wildfire

Probability Continued:

- Medium
- Medium
- Low
- Low
- Low
- Low
- Medium
- Low
- Low
- Medium
- Low
- Medium
- Low
- Low
- High

INTRODUCTION /BACKGROUND**Why We Are Here**

Each year throughout the United States, fires kill hundreds, thousands are injured, and billions of dollars in property are destroyed. Heart Attacks, car accidents, hazardous materials spills, acts of terrorism and catastrophes such as wild fires, earthquakes, flooding, and tornadoes cause other deaths, injury and destruction. The mission of Pioneer Fire Protection District is to provide programs designed to protect the lives, property and the environment of the inhabitants and visitors of El Dorado County from the adverse effects of fires, medical emergencies, and exposure to hazardous conditions created by man or nature. Pioneer Fire is proud to go the extra mile for our community, ensuring we are properly prepared to effectively meet our service objectives.

Mission & Principles of the Pioneer Fire Protection District

To support our Mission, our department has prioritized four key organizational principles. They are:

- Support a safe, healthy and diverse workplace-
- Establish and maintain the highest level of emergency services-
- Establish a strong community relations program, particularly in the area of public education and fire prevention-
- Promote life long learning with an emphasis for high professional standards and higher education-

The Past

Pioneer Fire Protection District was formed December 30th 1980, in pursuant of the Health & Safety Code by LAFCO with Resolution L-80-26, and is located in the central & southern portions of El Dorado County California. The district is bounded on the west by Diamond Springs/El Dorado Fire District, on the north/northwest by El Dorado County Fire District, on the north/northeast by the El Dorado National Forest, and on the south/southeast by Amador County Fire Protection District. The district boundary includes the communities of Mt. Aukum; Fair Play; Outingdale; Grizzly Flats; Omo Ranch and Somerset. Pioneer Fire also provides automatic aid service to River Pines in Amador County. Major access roads/inhabited corridors include county E16/Mt. Aukum Road; Sand Ridge Road; Omo Ranch Road and Grizzly Flats Road.

The Present

Pioneer Fire Protection District is funded mainly through property taxes from the El Dorado County General Fund and Development Fees. All district funds are kept in the County Treasury and the County Auditor which also provides all accounting and banking services. County payroll provides all payroll services. All county services are provided through informal arrangements. Receivables are processed for the standard 1% administration fee. Payables and other county services are provided at no charge. The district contracts with an independent auditor for an annual audit. The district's Fire Chief/CEO has full authority to spend funds within the budget and spending plan approved by the Board. The collection of these funds has enabled the fire district to purchase the fire apparatus and equipment that it now has. There is **no** Local Responsible (LRA) Area's within the Pioneer Fire Protection District. The national forest lands are Federal Responsibility (FRA) Areas and the remaining territory is State Responsibility (SRA) Areas.

Since 1980, Pioneer Fire Protection District continues to meet the constant demand for services. Pioneer Fire is a “**combination-paid/volunteer**” fire protection district staffed 24/7-365 with three platoons. Paid shift Firefighter/Paramedics, Firefighter/EMT’s, a paid fire chief, two paid administrative assistants, one volunteer company officer, five volunteer firefighters currently totaling twenty first responders. The district is also augmented with a twenty member Grizzly Flats C.E.R.T. Team, and eleven district Fire Explorers/Cadets within the district’s Explorer Post-8600. The district expects to respond to an estimated 600 calls for service this year, which is typical for fire districts in size similar to that of Pioneer Fire Protection District.

The Fire District currently operates two-1250 GPM Pumpers (Engine-32 & Engine-38) , one -500 GPM Pumper (Engine-238), one-3000 gallon water tender (WT-38) , two-fast attack (patrol) units (Squad-31 & Squad-35) , two utility vehicles (Utility-38 & Utility-35) and a command vehicle (Chief-8600) and has a current ISO Rating of 5/8. The five rating pertains to the communities of Grizzly Flats and Outingdale where for parcels within 1000 feet of a fire hydrant and within five road miles of a fire station. The remainder of the district has an eight rating for residential property and commercial property.

The district’s actual revenue for budget year 2008-09 was @ \$1,144,954, with actual expenses of \$1,062,649, with a **favorable variance** of \$82,305. Years 2009-10 budget revenue is projected to be @ \$1,040,404, because the reduction in local property taxes and a \$21,460 reduction in the amount of Aid-to-Fire, i.e. (County’s Annual General Fund Contribution) received from \$279,047 in year 2008-09 to \$257,587 in budget year 2009-10.

Activity Summaries

Emergency Responses:	2008	2007	2006
➤ Medical Aids & Motor Vehicle Accidents:	302	299	322
➤ Other Fires (Vehicle Fires & Smoke Checks):	67	79	74
➤ Vegetation Fires:	18	21	11
➤ Structure Fires:	6	7	8
➤ Public Service Assist/Other(FIU,FA’s & Emerg Standbys):	257	102	74
➤ HazMat Incidents & Fire Menace Standbys (*FMS):	17	7	15
Total Calls For Service:	667	515	504

Minimum Staffing: Minimum staffing of two Firefighter/EMT’s on **Squad-31** (located at Willows Station, 2/0); and a Company Officer/EMT and Firefighter/EMT or Firefighter/Paramedic or Company Officer/Paramedic and Firefighter/EMT on **Engine-38** (Three Forks), minimally staffed always at 2/0.

SECTION 1: WHERE THE FIRE DISTRICT WANTS TO BE: GOALS AND OBJECTIVES

- **Goal One-Minimize death, injury and property losses due to fire.**

Pioneer Fire Protection District’s primary priority is life safety to our fire district and its members to make every effort to prevent the loss of life and injury within the community. The fire district is organized, trained and equipped to provide aggressive, offensive firefighting & rescue tactics.

Objective 1: Limit fire-related fatalities and injuries within our community.

Over the past two years the PFPD has had an average of three injuries per-year to civilians and one death per-year to civilians due to fire related incidents. This information is indicative of an extremely successful program.

Performance Measures:

1. Assure that the established Department Response Objectives are met: The district will strive to arrive and intercede prior to the flashover stage of a structure fire. Fires that reach flashover are responsible for a disproportionate number of fire deaths and large fire loss. This measure is crucial to maintaining a reasonable level of risk within the fire district. The time frame requires that intervention take place eight to ten minutes after the fire department receives initial notification.

2. Establish a minimum standard of personnel readiness: All companies will be required to perform randomly assigned company readiness evolutions annually. The evolutions will be based upon standards established by the National Fire Protection Assn. (NFPA) 1410, “Standard on Training for Initial Fire Attack”. All companies will be required to complete the evolutions within the timeframes established by our department, and adhere to District’s “Standard Operating Guideline Manual” and its appropriate SOG’s.

3. All firefighters will complete a minimum of 24-hrs of fire suppression training per year. This training will include an average of six scheduled hours of suppression training per month. (NFPA 1500)

4. All firefighters will be capable of performing the standards for Fire Fighter-I & Fire Fighter-II, and IAW-Senate Bill 1207.

Objective 2: Limit fireground injuries to firefighters.

Because firefighter injuries are closely related to improper attitude, equipment, practices and conditioning; the maintenance and continuation of an effective Risk Management Plan become essential.

Performance Measure:

1. Limit fireground injuries to less than 50% the nationwide average.

Over the past year the department has had no fireground injuries. The national average for 1997 was 15.7 fireground injuries, for similar population served.

Ensure all firefighters meet and maintain the established physical performance and fitness standards. This will be accomplished through annual performance and fitness assessments, mandatory compliance with the standards and inclusion of performance and fitness testing as part of the annual Employee Evaluations.

Perform an annual review of the Risk Management Plan, for the purpose of identifying and implementing risk control measures. Accomplish and maintain total compliance with our NFPA 1500 Action Plan.

Objective 3: Limit fire losses in the community.

Direct fire loss is utilized to measure the overall effectiveness of the Public Education, Fire Prevention and Fire Suppression programs. Support the Grizzly Flats Fire Safe Council; the Outingdale Fire Safe Council and all El Dorado County fire safe councils.

Performance Measure:

Reduce direct community fire loss to less than 50% of the national average.

Since 2004, PFPD has experienced an average annual direct structural fire loss of \$2.63, which equates less than one dollar per capita. The national average is \$31.85 per capita.

To maintain offensive firefighting tactics, the fire district shall strive to arrive and intercede prior to flashover stage of a structure fire. The fire district will strive to meet a total response time of 5-9 minutes for the first company and 10-18 minutes for the remainder of responding apparatus. This goal will be documented for all emergency responses.

Develop and maintain fire suppression training that meets nationally accepted standards for individual and company performance and annually evaluates performance of those standards.

Challenge our district residents to revive the spirit of community responsibility by organizing community/neighborhood cleanup days, supporting defensible space issues and participating in residential chipping programs through their fire safe councils and support funding of all fire safe council operations.

➤ **Goal Two-Minimize death and suffering for people experiencing sudden illness, accidents, or injury.**

When people suffer from sudden severe illness, have an accident or are injured in any way, the emergency medical services (EMS) system attempts to intercede before further injury or death results. A timely and appropriate EMS response reduces deaths, pain and suffering, hospital stays and medical cost.

Objective 1: Provide timely emergency medical and rescue services.

From an emergency medical perspective, a six minute time frame is used as a means of service level measurement, as brain damage is likely to occur in cardiac arrest patients after six minutes with diminished oxygen flow to the brain. In addition, external defibrillation measures provide the greatest chance of survival if utilized within ten minutes of the onset of cardiac arrest. El Dorado County's General Plan sets fire response time standards and county's EMS Agency sets EMS response standards. These standards correlate to General Plan Community Regions, Rural Centers and Rural Regions. Pioneer Fire District meets the 14-45 minute response time standard for Rural Centers and Rural Regions. According to CDF/Cal-Fire ECC data, the average response time throughout the District in year 2005 was 14 minutes, 07 seconds.

Performance Measures:

Provide Emergency medical service within 11-minutes (total response time) in 90% of all calls requiring emergency medical assistance.

The fire district will provide all citizens with initial life-saving care utilizing the EMD. The fire district will strive to arrive and provide emergency medical service within 11-minutes total response time for 90% of all emergency medical calls. In year 2005 the fire district demonstrated a fourteen minute total response time on 90% of all emergency responses.

Objective 2: Advance firefighter medical education (Basic Life Support) to encompass a broad scope of capabilities.

Provide an increased level of knowledge, skills and abilities to all First Responders & Firefighter/EMT's to enable our members to deliver a satisfactory level of care on scene or en-route to the hospital that was previously only available from the ambulance crews. In the near future, Pioneer Fire Protection shall seek to upgrade its EMS delivery system by going to Advance Life (ALS) Support in the future and seeking to add one firefighter paramedic per-shift at Fire Station-38. This addition of just one firefighter paramedic shall increase the level of service; provide a higher level of patient survival & stabilization during medical emergencies for our six communities within the District.

Performance Measure:

1. Incorporate items into our medical training/education program. Deliver this training to all Department firefighter/EMT's.
 - **Goal Three- Minimize death, injury and property losses due to hazardous material, severe weather conditions and natural or man-made disasters.**

By definition, a disaster is a large-scale event that exceeds the type and amount of resources typically available to cope with an emergency. Public awareness, planning and preparation are key factors in minimizing the destructive effects of a disaster.

Objective 1: Maintain a current disaster plan for the PFPD and practice using the plan.

Because disasters are not routine and come in different shapes and sizes, an effective all-risk plan of action must be established and practiced. The plan should incorporate mitigation, public awareness, community involvement, emergency action procedures, resources acquisition and recovery steps.

Performance Measure:

1. Provide an annual disaster exercise for each fire district and supporting agency and its members.

A major part of preparedness is accomplished through disaster training. Training exercises based on different types of disasters helps improve emergency response procedures, creates community involvement, allow responders to enhance their skills, and point out flaws in the Emergency Operations Plan.

Objective 2: Provide an adequate early warning notification system to all portions of the community.

Early warning and notification of a disaster to all portions of the community is a primary component of disaster preparedness. To assure system reliability and proper signaling distribution, testing and maintenance is performed regularly and periodic upgrades may be required.

Performance Measure:

1. All voice/siren speakers necessary to meet established audible requirements would be maintained and tested on a monthly basis, by El Dorado County Office of Emergency Services.
 - **Goal Four-Provide a fully staffed engine company to all areas of the fire district.**

In regards to the delivery of emergency services, the Commission on Fire Accreditation has determined that three key elements affect life safety and the economic impact of a community. They include distribution and concentration of responding personnel and equipment, proper staffing. Distribution concerns the station and resource locations needed to assure rapid response deployment to minimize and terminate emergencies. Concentration is the spacing of multiple resources arranged so that an initial and effective

response force can arrive on-scene within sufficient time frames to stop the escalation of an emergency. Staffing levels are the minimum numbers of personnel assigned to each company to initiate the critical task that are outlined in the PFPD Standard of Response Coverage document. The goal of the PFPD is to address all three key elements as part of our response objectives to all areas of the district.

Objective 1: All fire stations will meet the distribution and concentration requirements of our department Standard of Response Coverage document.

Performance Measures:

1. Assure that all fire stations are located to allow a maximum total response time of the first due company of no longer than 10-11 minutes 90% of the time and 10-18 minutes 90% of the time for the next responding companies.

Objective 2: All companies will have the minimum number of personnel assigned to initiate the critical task that are outlined in the PFPD Standard of Response Coverage document.

Performance Measures:

1. All Engine Companies will be staffed with a minimum of three personnel. This will include a company officer or acting company officer, driver operator/engineer, and one firefighter/hoseman. Any of these personnel may be ems first responder or EMT qualified, however the responsibilities to carry out the critical task for fire suppression engine companies will remain constant.

➤ **Goal Five-Provide sufficient emergency response services in a fiscally responsible manner.**

Pioneer Fire Protection District's revenue sources consist of two types of revenue. General Tax Revenue used for all operations, and Development Impact Fees **designated** for capital equipment use only. Currently under the district's Capital Improvement Plan (**CIP**) the district shall receive **\$0.86 per-square foot** for all new residential and commercial construction within the agency's boundaries. 2008-09 estimated district revenue is listed @ \$1,144,954.00. Total expenses estimated @: \$1,062,649.00 with a favorable variance of \$82,305.00. The PFPD believes in the prudent disbursement of public funds. We will strive to provide the fire district with sufficient resources in a cost-effective manner. The Department will continue to evaluate the efficiency and cost effectiveness of alternative service delivery methods.

Objective 1: Maintain cost effective services in terms of population and value of property protected.

The District will continue to evaluate the community expectations and emergency service provided as compared to the associated cost of that service.

Performance Measures:

1. Keep fire district costs to under \$95 per capita, a final build out.

The Fire District has kept its average cost per capita relatively low relatively at \$83.37 over the past three years. A survey of surrounding districts indicates an average cost of \$95.23 per capita. The Departments recommendation allows for service increases required by anticipated growth while remaining below the average cost per capita of surrounding fire districts.

2. Keep Fire Department cost under \$1.00 per \$1,000 value protected.

This performance measure is relatively new to jurisdictions in California. Although the \$1.00 per \$1,000 may need to be adjusted as more jurisdictions use this measurement, this measure provides the Department with an additional method to compare costs with other fire districts. Currently the fire district cost per \$1,000 value protected is \$0.49.

Objective 2: Maintain sufficient resources to assure reliable and timely emergency response to all portions of the fire district.

To assure a timely response the fire company assigned to the respective fire area must be available to respond. Unavailability of a fire company is typically due to assignment to another call, lack of a full crew due to staffing shortage, training and equipment

maintenance or repair. Unavailability of the first-due fire company results in assignment of the next available fire company and the corresponding response time increases.

Performance Measure:

1. Maintain a reliability factor of greater than 80% for the first due company within their assigned fire area.

The reliability factor identifies the percent of time a first due fire company is available to respond to an emergency incident within its assigned fire area.

➤ **Goal Six-Maximize employee satisfaction.**

The most valuable resource of any organization is its employees. To maximize employee satisfaction the Department must provide and encourage avenues for employee input; training programs that reflect job requirements, establish a safe work environment by ensuring facilities, apparatus and equipment is of the highest quality and are appropriate for the task required; provide wellness, fitness and employee assistance programs that enhance the health of individual members and their families; and provide for employee recognition.

Objective 1: Provide and encourage avenues for employee input & adhere to adopted agency “Firefighter Bill of Rights” established by districts fire chief July 16th 2007.

Performance Measures:

1. Ensure members have the opportunity to be involved in the annual budget process for the fire district.
2. Maintain the Fire Chief’s open door policy.
3. Encourage all members to use the Fire Districts Suggestion Program.

Objective 2: Provide training programs reflective of job requirements.

Performance Measures:

1. Maintain all core documents for all positions on the Department.
2. Ensure training classes and curriculums meet the job requirements of each position.

Monitor the effectiveness of the training curriculum through analysis of yearly performance evaluations (company performance evaluations, etc.), national standards, and employee surveys. The analysis for each of these will be done each December, prior to development of the annual training schedule.

3. Maintain and enhance all existing educational programs utilized for career development.

This will include the following classes/courses, which are currently offered on a priority basis:

- A. Education reimbursement and tuition assistance-
- B. Courses provided by OSFM/State Fire Training, National Fire Academy and California Specialized Training Institute-
- C. Conferences, workshops, and seminars-

Objective 3: Establish a safe work environment by ensuring facilities; apparatus and equipment are of the highest standards.

Performance Measures:

1. Ensure that criteria for all department facilities, apparatus and equipment meet NFPA standards. The criterion will be evaluated semi-annually by our Fire Fighter Safety & Health Committee.

2. Support on-going research and development to ensure our facilities; apparatus and equipment are of the highest standards.
3. Create and maintain an up-to-date fire district "Standard Operating Guideline (SOG) Manual" for district **operational** personnel.
4. Continue to reduce the amount and severity of on-duty injuries through effective risk management and enhanced safety practices.

Objective 4: Provide wellness, fitness and employee assistance programs that enhance the health of individual members and their families.

Performance Measures:

1. Maintain an effective Employee Assistance Program for members of the department and their families.
2. Provide an effective fitness and wellness program for members of the Department. This program will include, but not limited to fitness and wellness education (nutrition, stress management, etc.) through County Health; proper fitness equipment and physical exams.

Objective 5: Maintain the employee recognition program.

Performance Measures:

1. Maintain forms and procedures for the recognition of exceptional employee performance.
2. Participate in the annual PFPD "Fire fighter of The Year Award"

➤ **Goal Seven-Accurately identify community expectations; evaluate community satisfaction.**

We realize we must accurately identify community expectations if we are to provide an adequate level of emergency service. We must also provide a means to measure the community's level of satisfaction with a high satisfaction rating.

Objective 1: Develop a method to determine community expectations and satisfaction.

Citizen surveys provide valuable information about public expectations and experiences. By being able to deliver quality services in a timely manner, we believe we will maintain a high satisfaction rating.

Performance Measures:

1. Develop assorted surveys to identify community expectations and to evaluate community satisfaction. Maintain a 95% approval rating by citizens contacted through the surveys.
2. Prepare a paper-based survey to determine citizen expectation and measure satisfaction regarding to services delivered by the Department.
3. Conduct annual telephone surveys of a random population of PFPD citizens to determine service expectations and measure satisfaction level.
4. Analyze data gathered from all surveys and implement changes if applicable or needed.

EVALUATION OF EXISTING INTERAGENCY AGREEMENTS

Six interagency agreements that have a significant impact on the mission of the Pioneer Fire Protection District.

El Dorado County Fire & EMS, California State and Federal Fire Agencies:

- Diamond Springs/El Dorado Fire Protection District-
- El Dorado County Fire Protection District-
- Amador County Fire Protection District (i.e. the Community of River Pines)
- U.S.Forest Service (El Dorado National Forest)-
- CDF/Cal-Fire (AEU)-

- El Dorado County Regional Prehospital Emergency Services Operations Authority (**JPA**)-

The purpose of each agreement is clearly defined within the terms of each agreement that demonstrates the true strength of the California Fire Service and the effectiveness of the California Mutual Aid System. As part of the Pioneer Fire Protection District's Strategic Plan, the effectiveness of interagency agreements is evaluated and alternatives to improve service delivery are examined annually. Interagency relationships have provided the District and the Communities we serve and our neighboring communities with cost effective methods of maintaining adequate fire & emergency services. Example, Pioneer Fire Protection District's Engine-38 & crew were deployed as a member of a county local gov't Type-I Strike Team (XED-4079) on September 14th through September 25th 2007 to the "Butler-II Fire Incident" near Big Bear California. They successfully provided fire protection and suppression capability to the local communities of Fawnskin, Green Valley Lake and Lucerne Valley during that assignment. In 2008, PIO Fire crews also responded for 33-days to the "SHU Lightning Fires" up in Shasta/Trinity Counties.

REFERENCES

- Pioneer Fire Protection District's "2008-2013 Capital Improvement Plan/Report", Pioneer Fire Protection District, 7061 Mt. Aukum Road (Station-38, District Headquarters) Somerset California 95684-0128
- "**The PVFA Turnout Community Newsletter**" March/April 2008; August/September 2007 and October/November 2007 Issues
- 2007/2008 El Dorado County Farm Trails & Visitors' Guide
- Firehouse Magazine's 2007 and 2008 National Run Survey, (**Parts: I-IV**)
- Fire Districts Association of California
- Pioneer Union, International Association of Fire Fighters Local-4586
- The Pioneer Volunteer Firefighters Association
- California State Firefighters' Association "**The California Fire Service Magazine**"
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Robert L. Gill, Fire Chief/CEO

01/05/2009

Since 1980, proudly serving the communities of Mt. Aukum; Fair Play; Outingdale; Grizzly Flats; Omo Ranch and Somerset