



## Northwest Fire District Governing Board

13535 North Marana Main Street  
Marana, Arizona

### SCHEDULED

### FIRE CHIEF'S REPORT

---

**Date:** August 27, 2024  
**To:** Governing Board  
**From:** Heather Robey, Manager  
**Department:** Administration Services  
**Agenda Item** Administration Services Board Report

---

#### ACTIVITIES:

##### **Alejandro Sepulveda, Assistant Chief of Administration Services**

Significant projects, activities, and/or events during the past month are as follows:

- Attended Executive Staff meetings
- Attended Fire Chief Direct Report meetings
- Attended multiple meetings with the Admin Services, Community Relations and Public Education, Technical Services, and Family Care Center teams
- Attended the Labor-Management Committee meeting
- Attended meeting to review all Technical Services job descriptions
- Attended Awards Work Group meeting
- Attended multiple meetings regarding Strategic Plan development
- Attended Arizona Fire District Association (AFDA) conference
- Participated in Firefighter Recruit interview panel
- Attended Governing Board meeting

##### **Administration Services**

##### **Heather Robey, Executive Management Administrator**

Significant projects, activities, and/or events during the past month are as follows:

- Attended Executive Staff meetings
- Attended multiple meetings with the Admin Services Team
- Attended the Labor-Management Committee meeting
- Attended multiple meetings regarding Strategic Plan development
- Attended multiple meetings with benefits broker, CBIZ
- Attended Governing Board meeting
- Reviewed all public records requests prior to release
- Fulfilled request for information from the Town of Marana about the Family Care Center

##### **Administration Services Monthly Metrics**

- Front Desk Customer Interactions (July 2024)
  - Phone Calls Received: 235

- Walk in Customers to Front Desk: 2
- Customer Complaints: 2
- Written Customer Compliments: 1
- Public Records Requests: 36

### **NWFD Family Care Center (FCC)**

#### **Trish Ciardulli, Family Nurse Practitioner**

Significant projects, activities, and/or events during the past month are as follows:

- Attended multiple meetings with benefits broker, CBIZ
- Attended the Labor-Management Committee meeting
- On-boarded and trained new Clinic Coordinator
- Attended educational webinars
- Reviewing and revising the statistics tracked for the clinic. Stats for July and August will be included in the September Board Report.

### **Community Relations and Public Education**

#### **Anne-Marie Braswell, Community Relations and Public Education Services Manager**

Significant projects, activities, and/or events during the past month are as follows:

- Attended multiple meetings with the Admin Services Team
- Attended the Labor-Management Committee meeting
- Met with representatives from Timber Mesa Fire to discuss our website and provide ideas and advise about how they should pursue the re-design of their page
- Attended orientation as a new Board Member of the Marana Chamber of Commerce
- Attended a provider meeting with Chief Twilling and members of the Casas Adobes Post Acute Rehabilitation Center medical staff to discuss our services and expectations of our team.
- Facilitated interview for KOLD with Captain Higgins regarding the ABCs of Water Safety
- Attended Awards Work Group meeting
- Attended meeting with new Tucson Fire Department (TFD) Public Information Officer (PIO) and TFD Media Specialist
- Taught Community Relations and Community Risk Reduction class for the Captain Certification Program (CCP)
- Attended pet safety roundtable discussion at the Marana Chamber of Commerce
- Attended Marana Chamber of Commerce Board Retreat and Strategic Planning Session
- Attended Governing Board meeting
- Attended meeting with Pima County reference point of contact requests for drowning prevention

### **Social Media Analytics (July 2024)**

**X**

Posts: 51

Post Impressions: 100.2k +76%

Profile Visits: 359 +71%

New Followers: 91 +139%

Top Post: July 5<sup>th</sup>: Power lines went down due to a storm and interrupted traffic on Ina and Mona Lisa.

### **Instagram**

Accounts Reached: 13.2k +19.8%

Total Followers: 3,996

Profile Visits: 1.7k +8.4%

Top Post: July 20<sup>th</sup>: Reunion of 338 crew and pediatric drowning patient who made a full recovery.

### **Facebook**

Page Likes: 6.6k

Page Reach: 109k +340.1%

Page Visits: 6.9k +42.6%

Top Post: July 28<sup>th</sup>: A list of things to do instead of hike.

### **NWFD in the News (July 2024)**

July 3<sup>rd</sup>: KVOA Channel 13 interviewed Captain Lebrun about fireworks safety.

July 7<sup>th</sup>: KVOA Channel 4 reported about a trailer fire that NWFD responded to off Curtis and Palm Vista.

July 11<sup>th</sup>: KOLD Channel 13 interviewed Captain Higgins about the ABCs of water safety.

July 23<sup>rd</sup>: KOLD Channel 13 and KVOA Channel 4 reported on a semi-truck fire on I-10 Eastbound near the Cortaro Exit

July 23<sup>rd</sup>: KOLD Channel 13 reported on a semi-truck fire on I-10 Westbound near the Avra Valley exit.

July 25<sup>th</sup>: KOLD Channel 13 reported on a vehicle fire on I-10 Westbound near Twin Peaks.

### **Public Education Division (July 2024)**

Car Seat Inspections: 7

Home Safety Review and KNOX Box Lock Ups: 4 homes

HOA Safety Messages Distributed: 8,200 homes

Presentations:

Pre-School Firefighters are Friends Lesson: 35 students

Babysitting Program: 138 students

Summer School Exit Drills in the Home (EDITH) Lesson: 20

Safety Talk about Heat Safety: 35

Community Events:

School Backpack Drive- 600 students

**Technical Services**

**Robert Dutcher, Technical Services Manager**

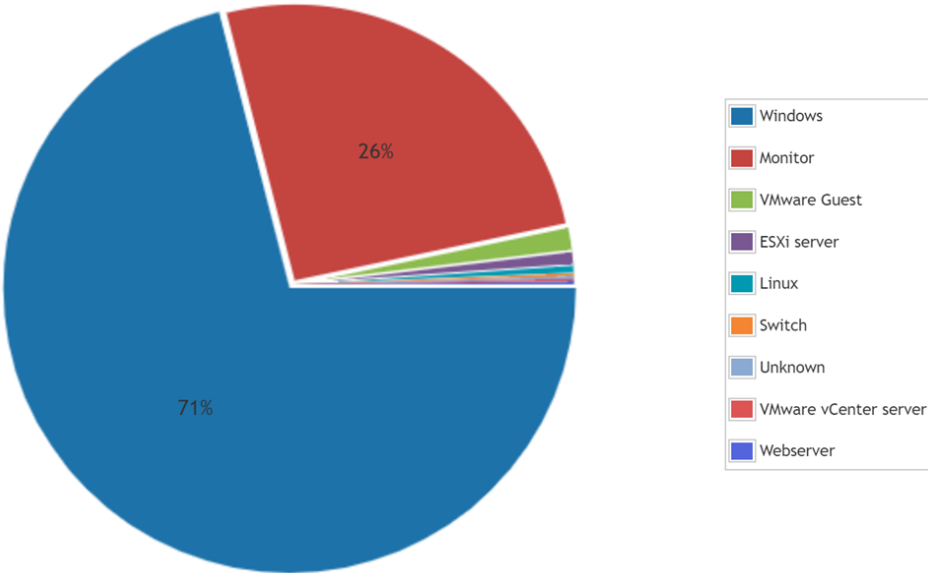
**Availability of Critical infrastructure: 99.995%**

**Significant 3rd Party Outages Affecting NWFD: 07/19/2024 CrowdStrike faulty update**

**Help Desk Tickets:**

- Opened 173
- Closed 169

**Helpdesk Request Types:**



**GOALS:**

To save lives, protect property, and care for our community.