



Northwest Fire District Governing Board

13535 North Marana Main Street
Marana, Arizona

SCHEDULED

FIRE CHIEF'S REPORT

Date:	March 26, 2024
To:	Governing Board
From:	Heather Robey, Manager
Department:	Administration Services
Agenda Item	Administration Services Board Report

ACTIVITIES:

Scott Hamblen, 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, and Technical Services teams
- Attended the Labor-Management Committee meeting
- Attended multiple meetings regarding budget development
- Attended meeting regarding InformaCast, mass notification system, implementation
- Attended virtual meeting with Chief Wyckoff and Insurance Services Office (ISO) site survey team
- Attended multiple meetings regarding review and revision of Public Education Division job descriptions
- Attended General Staff meeting
- Attended Strategic Plan Development session
- Attended Honorary Commander immersion tour
- Attended Water Infrastructure Finance Authority of Arizona Board meeting to secure grant funding for a Pump Pod that will allow for full-flow training while conserving water
- Attended Station inspection
- Attended Governing Board meeting

Administration Services

Heather Robey, Administration Services Manager

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 budget development
- Attended General Staff meeting
- Attended Strategic Plan Development session
- Attended meeting regarding Laserfiche document management implementation and

records retention

- Attended Governing Board meeting
- Attended Division Chiefs/Managers meeting
- Reviewed all public records requests prior to release

Administration Services Monthly Metrics

- Front Desk Customer Interactions (February 2024)
 - Phone Calls Received: 264
 - Walk in Customers to Front Desk: 10
- Customer Complaints: 4
- Written Customer Compliments: 1
- Public Records Requests: 29

NWFD Family Care Center (FCC)

Trish Ciardulli, Family Nurse Practitioner

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

- Attended the Labor-Management Committee meeting
- Attended General Staff Meeting
- Attended Strategic Plan Development session
- Attended Division Chiefs/Managers meeting
- Attended training on new software for Health Insurance Portability and Accountability Act (HIPAA) compliant texting
- Attended meetings with United HealthCare and broker regarding benefits
- Visited health science classes at Mountain View High School to discuss medical careers
- February statistics: see attached

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
- Attended luncheon with Chief Bradley and Community Relations and Public Education team
- Facilitated interview with KGUN Channel 9 regarding new Rehab truck. Captain Richie Fult was interviewed
- Met with Finance to discuss opportunities to streamline scheduling software for the District
- Attended Guns and Hoses Kickball Event planning meeting remotely
- Attended planning meeting for Communication Functional Exercise with public safety partners
- Met with Captain Mike Seegmiller from Golder Ranch Fire District to discuss outreach to nursing facilities
- Met with Human Resource Services (HRS) to discuss job descriptions for the Community Relations and Public Education Services Division

- Attended Strategic Plan Development meeting
- Attended meeting with Dr. Rice and Chief Twilling at Station 330 to discuss challenges that the crew is facing with nursing facilities in their first due area
- Met with Amy Allen to discuss roll out of the Multi Incident Care Kits. The kits are aimed at helping any resident who has sensory issues and needs assistance with deescalating during an emergency.
- Attended Division Chiefs/Managers meeting

Social Media Analytics (February 2024)

X

Posts: 40

Post Impressions Monthly: 28.3k

Post Impressions Daily: 975

Likes: 200

Top Post: Board meeting recap

Instagram

Accounts Reached: 27.3k +196.4%

Total Followers: 16 +105.1%

Profile Visits: 2.7k +26%

Top Post: Video featuring a quick explanation of the in station alerting system

Facebook

Page Likes: 6.4k

Page Reach: 53.7k +188%

Page Visits: 5.9k 18.6%

Top Post: Firefighter Omar Enriquez was recognized as Region Coach of the Year for his work with a local soccer team.

NWFD in the News (February 2024)

February 5th- KGUN Channel 9 interviewed Captain Richie Fult regarding our new rehab truck that arrived at Fleet and is awaiting decals and equipment. The interview discussed the use for this resource, the importance of it, and what the next steps are.

Public Education Division (February 2024)

Car Seat Inspections: 3

Presentations:

Pre-School- 19 students

Kindergarten 1st Lesson- 304 students

Kindergarten 2nd Lesson- 162 students

4th Grade 1st and 2nd Lesson- 179 students

4th Grade 3rd Lesson- 68

Station Tour/Truck Demonstration- 88 people

Middle School Lesson- CPR & First Aid- 37 students

Community Events:

Love of Reading- 563 students

Touch a Truck Event- 500 people

STEAM Night- 75 people

Kitchen Safety Presentation- 250 people

Career Day- 500 people

Safety Messages in HOA Newsletters- 7800 residents

Home Safety Review and KnoxBox Lock Ups- 9 residents

Technical Services

Robert Dutcher, Technical Services Manager

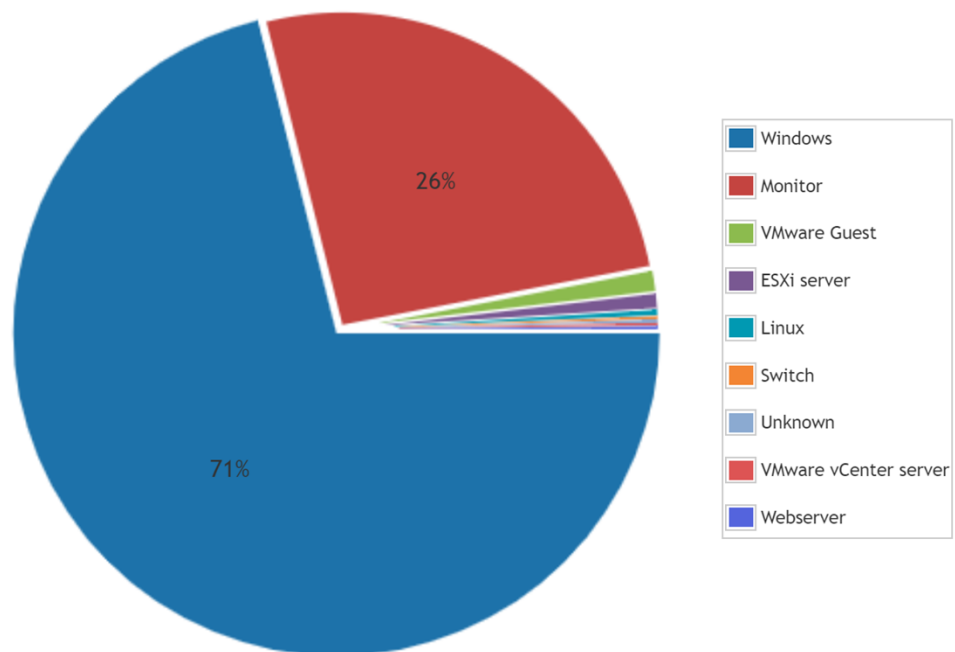
Availability of Critical infrastructure: 99.996

Significant 3rd Party Outages Affecting NWFD: NA

Help Desk Tickets:

- Opened 151
- Closed 135

Helpdesk Request Types:



GOALS:

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

Attachments

February 2024 Family Care Center Stats