



Northwest Fire District Governing Board

13535 North Marana Main Street
Marana, Arizona

SCHEDULED

FIRE CHIEF'S REPORT

Date:	September 24, 2024
To:	Governing Board
From:	Heather Robey, Manager
Department:	Administration Services
Agenda Item	Administration Services Board Report

ACTIVITIES:

Alex 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, and Technical Services teams
- Participated in Firefighter Recruit Chiefs' interview panel
- Attended Leadership Committee meeting
- Attended Accreditation Annual Compliance Report assessor review meeting
- Attended Fire Chief/Assistant Chiefs meeting
- Attended General Staff meeting
- Attended Marana Chamber of Commerce annual meeting
- Attended meetings regarding Lexipol policy and procedure development
- Attended Station 336 inspection
- Attended Operations meeting
- Presented 35-year service pins to members
- Attended Water Infrastructure Finance Authority Board Pump Pod demonstration
- 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 Leadership Committee meeting
- Attended Admin Services Section Managers' meeting
- Attended Governing Board meeting
- Attended multiple meetings with District benefits broker, CBIZ
- Attended multiple meetings regarding Plan Year 2025 benefits renewal
- Attended multiple brainstorming/collaboration meetings with Family Care Center staff
- Attended General Staff meeting

- Attended Marana Chamber of Commerce annual meeting
- Attended walk through of Zion Church community space to confirm the location for the District's Academy graduation
- Attended Struggle Well August cohort wrap up session
- Attended virtual meeting to discuss a possible partnership with Project Search Arizona for internships
- Attended Water Infrastructure Finance Authority Board Pump Pod demonstration
- Reviewed all public records requests prior to release
- Attended Division Chiefs/Managers meeting

Administration Services Monthly Metrics

- Front Desk Customer Interactions (August 2024)
 - Phone Calls Received: 259
 - Walk in Customers to Front Desk: 3
- Customer Complaints: 3
- Written Customer Compliments: 0
- Public Records Requests: 32

NWFD Family Care Center (FCC)

Trish Ciardulli, Family Nurse Practitioner

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

- Attended Leadership Committee meeting
- Attended Admin Services Section Managers' meeting
- Attended Governing Board meeting
- Attended multiple meetings with District benefits broker, CBIZ
- Attended multiple meetings regarding Plan Year 2025 benefits renewal
- Attended multiple brainstorming/collaboration meetings with Admin Services staff
- Attended General Staff meeting
- Attended Struggle Well August cohort
- Attended Division Chiefs/Managers meeting
- August 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 Leadership Committee meeting
- Met with State Farm Agent Jim Miller to receive the gift of Fire Prevention Month education kits that he purchased for District use
- Attended regional Privacy Information Officer (PIO) meeting at the Pima County Office of Emergency Management
- Attended Auto Aid PIO meeting with Marana Police Department, Golder Ranch Fire District, and Tucson Fire Department
- Attended the Marana Chamber of Commerce annual meeting and Member Appreciation Luncheon
- Walked through the Zion Church community space to confirm the location for the

- District's Academy graduation
- Attended Awards Committee meeting
- Spoke with Thomas Benavidez about District photo releases for District employees and how to honor their wishes
- Attended State of the District breakfast at El Conquistador to hear presentation by Congressman Juan Ciscomani
- Attended Marana Chamber of Commerce Board meeting
- Attended Operations meeting
- Met with Arizona Burn Foundation to discuss opportunities for collaboration
- Attended virtual meeting to discuss a possible partnership with Project Search Arizona for internships
- Facilitated a visit from the Water Infrastructure Finance Authority Board and staff to see Pump Pod during training
- Attended several meetings to assist with the planning of the Rural Metro Recruit Firefighter Funeral

Social Media Analytics (August 2024)

X

Posts: 36

Post Impressions: 46.8k -53%

Profile Visits: 124 -65%

New Followers: 22 -76%

Top Post: August 15th- House fire at La Cholla Blvd and W. Orange Grove

Instagram

Accounts Reached: 12.2k -7.8%

Total Followers: 4,025

Profile Visits: 1.3k -23%

Top Post: August 28th- Board meeting photos of employee recognition

Facebook

Page Likes: 6.6k

Page Reach: 33.5k -69.3%

Page Visits: 5.2k-25.1%

Top Post: August 1st- Photos and narrative associated with what an engineer does at NWFD

NWFD in the News (August 2024)

8/8- Crews responded to an 18-wheeler fire on Interstate 10 near Avra Valley. KOLD Channel 13 reported on the fire.

8/13- Northwest Fire District was mentioned due to their response for a hot car death that killed a young girl. KGUN Channel 9 reported on the updates related to this incident.

8/24- Northwest Fire District was mentioned briefly in an article about the Rural Metro Firefighter Recruit that passed away.

8/30- Crews responded to a house fire near Thornydale and Lambert on the evening of August 29th. KOLD Channel 13 reported on the fire.

Public Education Division (August 2024)

Car Seat Inspections: 11 residents

Home Safety and Knox Box Lock Ups: 4 residents

Homeowner's Association Safety Messages in Newsletters: 7,773 homes

Presentations:

Kindergarten 2nd Lesson- 25 students

2nd Grade 1st Lesson- 199 students

Community Events:

Backpack Event- 1,000 residents

Safety Booth- 15 residents

Technical Services

Robert Dutcher, Technical Services Officer

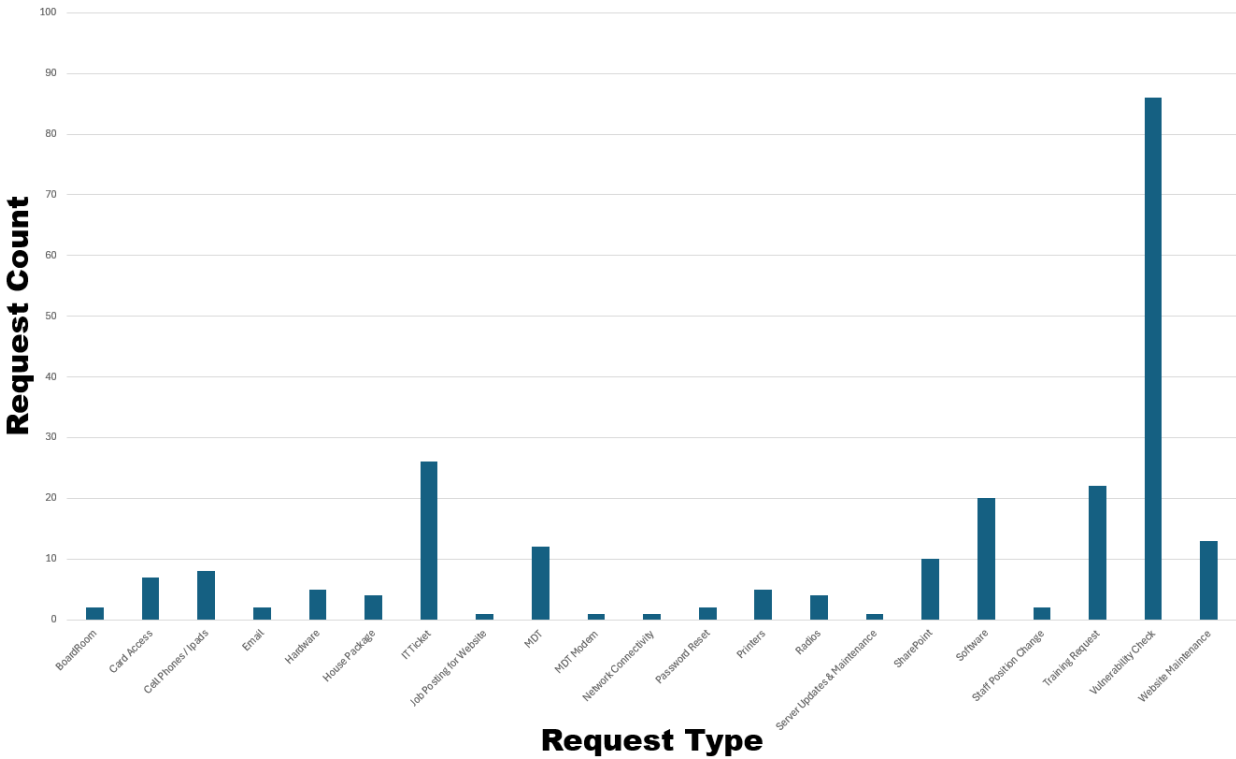
Availability of Critical infrastructure: 99.966%

Significant 3rd Party Outages Affecting NWFD: None

Help Desk Tickets:

- Opened 236
- Closed 245

Helpdesk Request Types:



Project status

Projects listed below are in the implementation phase. They either are a part of the District’s 2020-2024 Strategic Plan or are separate, comprising of three critical elements: Budget, Impact, and Time. The Risk to Successful completion provided below is based on those three elements.

Upcoming Projects:

- Perform Structured Query Language (SQL) Server upgrade

GOALS:

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

Attachments

August 2024 FCC Stats