



Northwest Fire District Governing Board

13535 North Marana Main Street
Marana, Arizona

SCHEDULED

FIRE CHIEF'S REPORT

Date: February 27, 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 meetings regarding various grant opportunities
- Attended Arizona Water Conservation Grant meeting
- Attended Awards Work Group meeting
- Attended Strategic Plan quarterly reporting session
- Attended Red Cross civilian award presentation
- Attended Piechura Tribute Dedication ceremony
- Attended meeting to review job descriptions for Public Education staff
- Attended Executive Staff fiscal year (FY)24/25 Capital Improvement Program (CIP) review meeting
- Attended Station Inspection
- Attended Governing Board meeting
- Attended Joint Technical Education District (JTED) 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 Strategic Plan quarterly reporting session
- Attended Piechura Tribute Dedication ceremony
- Attended Executive Staff FY24/25 Capital Improvement Program (CIP) review meeting
- Attended Governing Board meeting
- Attended multiple meetings regarding implementation of new agenda software
- Reviewed all public records requests prior to release

Administration Services Monthly Metrics

- Front Desk Customer Interactions (January 2024)
 - Phone Calls Received: 270
 - Walk in Customers to Front Desk: 7
- Customer Complaints: 1
- Written Customer Compliments: 1
- Public Records Requests: 33

Strategic Plan Quarterly Update

Please see attached NWFD 2020-2024 Status Update

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 new software vendors for dictation and Updox
- Attended multiple meetings with the Admin Services Team
- Attended Strategic Plan quarterly reporting session
- Attended Piechura Tribute Dedication ceremony
- Attended multiple meetings with CBIZ, the District's benefits broker regarding medical benefits
- Met with Marana Healthcare regarding behavioral health referrals and processes
- January 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
- Facilitated a check presentation from Local 3572 to Donaldson Elementary as a part of the November Mustache contest
- Participated in planning meetings for the Chief Piechura Tribute Dedication ceremony
- Attended Awards Work Group meeting
- Facilitated an interview with KVOA Channel 4 to interview Captain Peru about the upcoming wildfire season
- Attended Strategic Plan quarterly reporting
- Attended Red Cross civilian award presentation at Station 330 to honor a civilian who performed CPR
- Met with nursing homes to discuss appropriate use of the 911 system and use of American Medical Response (AMR) for non-emergency transports
- Attended Governing Board meeting
- Attended Piechura Tribute Dedication ceremony
- Attended meeting with Human Resources to review existing job descriptions for the Community Relations and Public Education Division

- Visited all three television stations with Media Specialist to drop off high quality photos and a 2024 Media Guide

Social Media Analytics (January 2024)

X

Posts: 38

Post Impressions Monthly: 32.0k

Profile Impressions Daily: 1.0k

Likes: 232

Top Post: January 31st- Congratulating Steve Upton on his promotion to Engineer.

Instagram

Accounts Reached: 10.7k +18.5%

New Followers: 87 +24.3%

Profile Visits: 2,244 +28.14%

Top Post: January 25th- Firefighter training with their air packs.

Facebook

Page New Likes: 30 -18.9%

Page Reach: 20.2k -62.1%

Page Visits: 5,257 +3.9%

Top Post: January 28th- Retirement of Engineer Ray Marquez.

NWFD in the News (January 2024)

January 23rd: Channel 9 interviewed Captain Holt to discuss driving safely during inclement weather.

January 25th: Channels 9 and 13 attended the Chief Piechura Tribute Event at NWFD Training Center and reported on the events of the day.

Public Education Division (January 2024)

Car Seat Inspections: 6

Public Safety Messages Provided to HOAs: CO Safety

Saguaro Bloom: 2,000 residents

Gladden Farms: 2,800 residents

Sunflower Community Continental Ranch: 2,000 residents

Dell Webb Dove Mountain: 1,000 residents

Continental Ranch: 3,400 residents

Presentations:

Kindergarten 1st Lesson- 316 students

Kindergarten 2nd Lesson- 80 students

2nd Grade 2nd Lesson- 93 students

2nd Grade 3rd Lesson- 328 students

4th Grade 1st Lesson- 129 students

Station Tour/Truck Demonstration- 183 people

Middle School Lesson- CPR & First Aid- 12 students

Community Events:
Home Safety/ KNOX Box Lock Up: 4 people
Connecting Parents-To-Be: 40 people
Fire Extinguisher & Exit Drill Training: 85 people

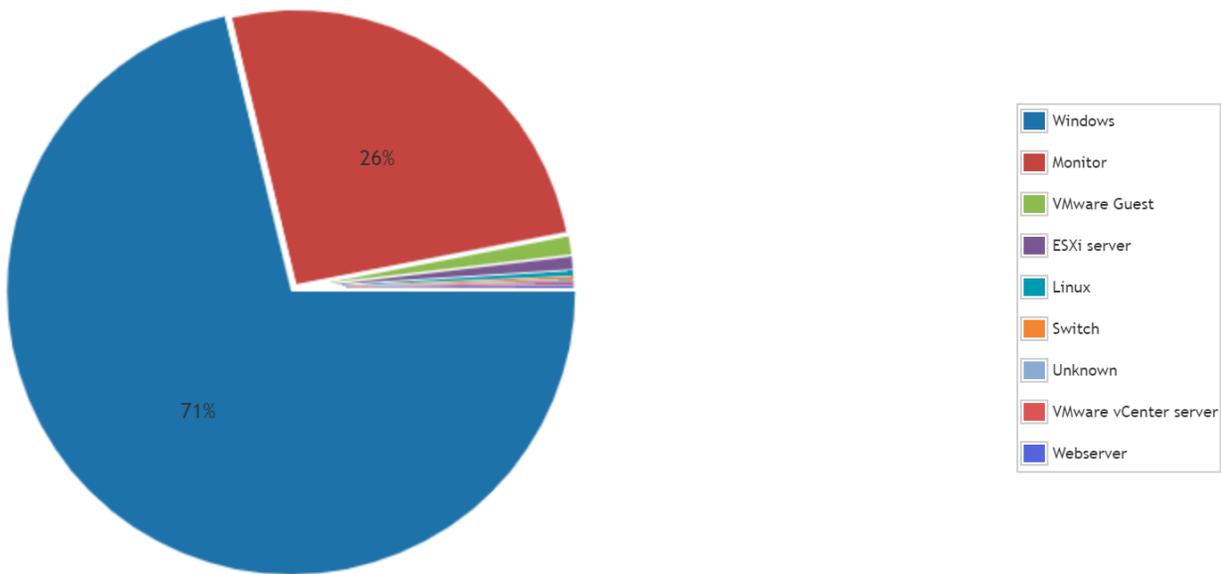
Technical Services

Robert Dutcher, Technical Services Manager

Availability of Critical infrastructure: 98.943
Significant 3rd Party Outages Affecting NWFd: NA
Help Desk Tickets:

- Opened 139
- Closed 143

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:

- Cisco VOIP system hardware upgrade

GOALS:

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

Attachments

Strategic Plan Status

Family Care Center January 2024 Stats