



Northwest Fire District Governing Board

13535 North Marana Main Street
Marana, Arizona

SCHEDULED

FIRE CHIEF'S REPORT

Date: April 23, 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 Meet & Confer meetings
- Participated in Insurance Services Office (ISO) onsite survey
- Attended Dove Mountain Civic Group event
- Attended Station inspection
- Attended Governing Board meeting
- Attended Marana State of the Town Luncheon
- Attended meeting regarding Public Safety Communications Department (PSCD) contract renewal
- Participated in interview panel for Family Care Center Clinic Coordinator

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 Meet & Confer meetings
- Attended meeting regarding job descriptions and career paths for Administration Services Division personnel
- Attended University of Arizona Eller School of Management webinar regarding Social Determinants of Health in Southern Arizona
- Attended multiple meetings with District benefits broker, CBIZ
- Attended Governing Board meeting
- Reviewed all public records requests prior to release

Administration Services Monthly Metrics

- Front Desk Customer Interactions (March 2024)
 - Phone Calls Received: 280
 - Walk in Customers to Front Desk: 12
- Customer Complaints: 0
- Written Customer Compliments: 4
- Public Records Requests: 24

NWFD Family Care Center (FCC)

Trish Ciardulli, Family Nurse Practitioner

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

- Attended Governing Board Budget Study Session
- Attended Admin Services Meetings
- Attended multiple meetings with District benefits broker, CBIZ
- Worked with Human Resource Services (HRS) on job posting and interview process for Clinic Coordinator
- Attended multiple continuing education webinars
- March 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 a planning meeting with Town of Marana public relations partners regarding upcoming crisis communication exercise
- Attended a planning meeting with Amy Allen, Community Assistance Program (CAP) Team members, and Chief Zent to discuss the roll out of Multi Incident Coping Kits (M.I.C. Kits)
- Attended planning meeting with Pima Joint Technical Education District (JTED) to discuss curriculum that is being offered to students in the Early Childhood Education program and to pursue continued partnerships
- Facilitated meeting with U of A nursing students and the crew at Station 335 for them to chat with our Firefighters about their community health project
- Attended Transportation Security Administration (TSA) / Department of Homeland Security (DHS) Tabletop Exercise at Tucson Fire Department Fire Central
- Discussed the revisions to the District's Youth Fire Setting Program with Public Education Coordinator and Attorney for the District
- Attended Civic Group Community Fair at the Highlands at Dove Mountain Clubhouse Ballroom
- Hosted members from Nogales Fire's Public Education team to share best practices for community engagement
- Facilitated an interview with a Captain with Channel 9 to discuss the Firefighter Recruitment
- Attended Governing Board meeting
- Attended Incident Command System (ICS) to Emergency Operations Center (EOC) communication exercise mid-term planning session

- Attended the Marana Chamber State of the Town Luncheon

Social Media Analytics (March 2024)

X

Posts: 42

Post Impressions Monthly: 17.3k

Post Impressions Daily: 558

Likes: 167

Top Post: A Paramedic is photographed in front of engine compartments and Easter Eggs have been photoshopped in inviting people to hunt for the 10 eggs in the photos.

Instagram

Accounts Reached: 30.2k +10.8%

Total Followers: 196 + 22.5%

Profile Visits: 2.7k +1.2%

Top Post: Video of an empty bay with an explanation sharing that this translates to our crews being very busy.

Facebook

Page Likes: 6.5k

Page Reach: 46.5k -13.4%

Page Visits: 6.1k +2.8%

Top Post: TFD Station 8 and NWFD Station 31 got together to familiarize each other with each department's trucks and tools.

NWFD in the News (March 2024)

3/20/24: Tucson Local Media recognized NWFD as the "Best First Responder Agency" in their "Best of the Northwest" 2024 issue.

3/25/24: KGUN Channel 9 interviewed a Captain about the Firefighter Recruitment in process.

Public Education Division (March 2024)

Car Seat Inspections: 3 people

Home Knox Box and Home Safety Visit: 2 people

Presentations:

Kindergarten 1st Lesson- 215 students

Kindergarten 2nd Lesson- 339 students

Station Tour/Truck Demonstration- 497 people

Middle School Lesson- CPR & First Aid- 6 students

Love of Reading/Book Drive: 250 people

Community Events:

Electrical Safety Message and Booth- 550 people

Cooking Safety Message and Booth- 1000 people

Medication Safety Safety Booth- 660 people

Carden of Tucson Invention Convention- 100 people

Smoke Alarm Safety Booth- 460 people

Ready, Set, Go Safety Booth- 100 people

Public Safety Announcements in HOA Newsletters: 8,275 homes

Technical Services

Robert Dutcher, Technical Services Manager

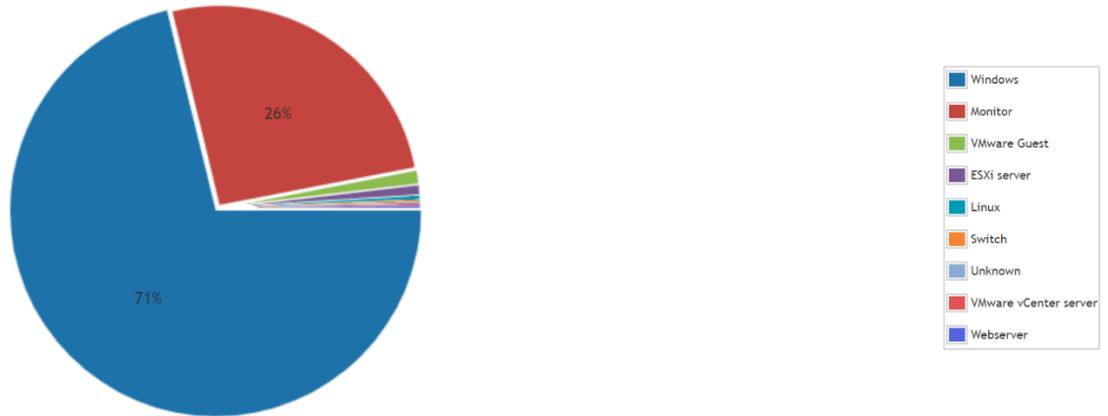
Availability of Critical infrastructure: 99.998

Significant 3rd Party Outages Affecting NWFd: N/A

Help Desk Tickets:

- Opened 175
- Closed 184

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:

- Implementing a new multifactor authentication platform - April 2024
- Implementing a Security Information And Event Management (SIEM) solution - date is to be determined

GOALS:

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

Attachments

March 2024 NWFd Family Care Center Statistics