

E. Administration Services Board Report



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

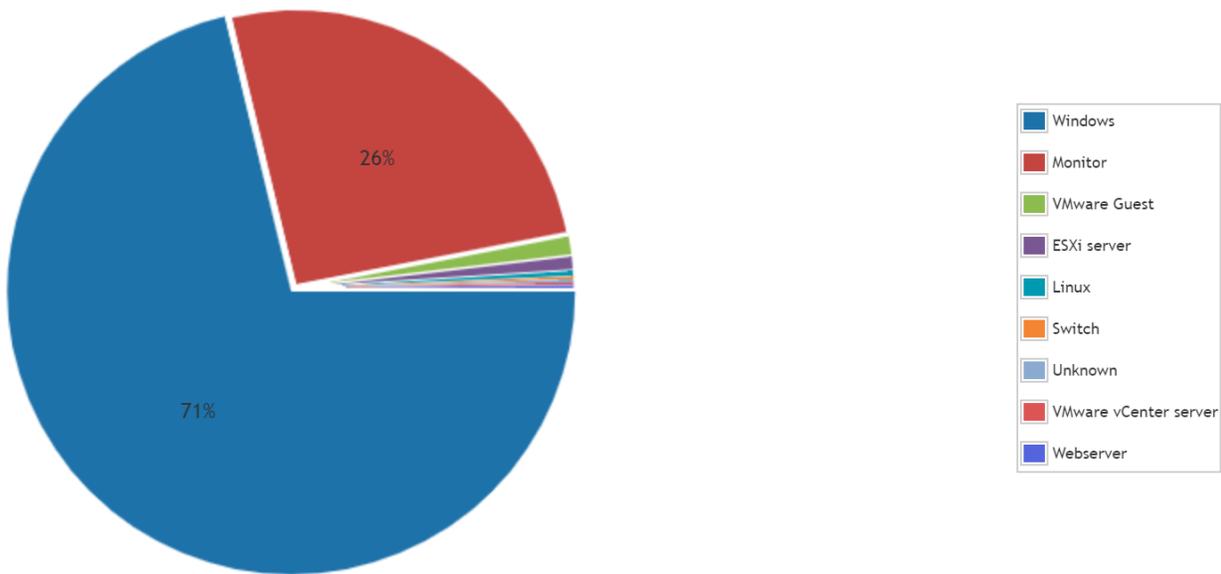
Technical Services

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

2020-2024 Strategic Plan

	Objective	Objective Lead	Timeline
GOAL 1 GOAL LEAD: Assistant Chief of Administration Services, Scott Hamblen Develop and document administrative processes to foster communication, collaboration, involvement, transparency, fiscal responsibility, and succession.	A. Develop a formal process for communication development and delivery methods.	Scott Hamblen / Heather Robey	Apr-24
	B. Create document workflows and flow paths of all responsibilities for all Divisions and Departments.	Scott Hamblen w/ managers from each area	COMPLETE
	C. Implement project management techniques and software.	Scott Hamblen / Heather Robey	COMPLETE
	D. Incorporate data analysis into every Division and Department with an emphasis on Accreditation, ISO, and Annual Report reporting requirements.	Scott Hamblen w/ managers from each area	COMPLETE
	E. Design, develop, and implement an annual reporting procedure to include the production and dissemination of a District Annual Report.	Brian Keeley / Heather Robey	COMPLETE
	F. Identify, purchase, and implement a Contract Management System that integrates with other critical reporting platforms.	Raymond Thibault	COMPLETE
	G. Design, develop, and implement an internal meeting process which fosters greater communication and engagement with the members.	Heather Robey	COMPLETE

2020-2024 Strategic Plan

	Objective	Objective Lead	Timeline
GOAL 2 GOAL LEAD: Manager of Technical Services, Robert Dutcher Develop consistent functionality and security of all IT systems.	A. Complete a need-gap analysis of current platforms, to include all divisions.	Marco Vidal	COMPLETE
	B. Implement changes to current information systems with an emphasis on integration and functionality across the organization.	Robert Dutcher	Apr-24
	C. Identify, purchase, and implement new software platforms	Robert Dutcher	Apr-24
	D. Audit all hardware and develop a replacement schedule.	Mark Dickinson	COMPLETE
	E. Develop a process to regularly monitor, maintain, and back up critical systems to ensure reliability and security.	Robert Dutcher w/ IT Team	COMPLETE
	F. Identify and document responsibilities of hardware and software support of all technology systems (i.e. radios, MDTs, ImageTrend, etc.).	Robert Dutcher / Marco Vidal	COMPLETE
	G. Centrally manage passwords for all personnel and programs.	Robert Dutcher	Apr-24
	H. Implement SharePoint as the District's main intranet site to include providing for initial and ongoing training for all District members.	Marco Vidal	COMPLETE



2020-2024 Strategic Plan

	Objective	Objective Lead	Timeline
GOAL 3 GOAL LEAD: Fire Chief, Brad Bradley Maximize collaboration with outside partners and stakeholders.	A. Utilize the U of A & JTED for internships and research studies.	Fire Chief w/ assistance as needed	Ongoing
	B. Collaborate with surrounding municipalities (Town of Marana, Town of Oro Valley, City of Tucson, & Pima County) to ensure consistent and uninterrupted service.	Fire Chief w/ assistance as needed	Ongoing
	C. Collaborate through auto aid (with Golder Ranch Fire District & Tucson Fire Department) to build a dependable region-wide response system while reducing redundancies.	Fire Chief w/ assistance as needed	Ongoing
	D. Reduce duplicate expenditures through agreements, specifically with Marana Unified School District, Golder Ranch Fire District, Rincon Valley Fire District, and Southern Arizona Fire and Emergency Response Consortium members.	Fire Chief w/ assistance as needed	Ongoing



2020-2024 Strategic Plan

	Objective	Objective Lead	Timeline
GOAL 4 GOAL LEAD: Assistant Chief of Operational Services, Alex Sepulveda Establish systems to maintain compliance with regulating and certifying authorities.	A. Design, develop, and implement an Office of Health and Safety to safeguard all employees from potential hazards.	Alex Sepulveda	COMPLETE
	B. Provide for a structured internal review of current Insurance Service Office rating requirements and identify and implement opportunities to maintain and strengthen the current rating of 1.	Roger Moore	COMPLETE
	C. Maintain Accreditation status and implement all requirements into daily process.	Scott Hamblen	Apr-24
	D. Maintain annual recognition from the Government Finance Officers Association.	Kim Sotomayor	Apr-24
	E. Create processes to protect HIPAA information and develop reporting systems in the event of a breach.	Scott Hamblen	COMPLETE
	F. Develop monthly reporting process to assure compliance with Arizona Department of Health Services response time and financial reporting requirements.	Brian Keeley	COMPLETE

2020-2024 Strategic Plan

	Objective	Objective Lead	Timeline
GOAL 5 GOAL LEAD: Assistant Chief of Essential Services, Scott Draper Create greater financial efficiencies and ensure financial sustainability and responsibility.	A. Develop a structured internal review to ensure the procurement process takes advantage of the changing marketplace.	Raymond Thibault	COMPLETE
	B. Create a centralized inventory/procurement system.	Raymond Thibault / Kristen Sillett	2024-2028
	C. Design, develop, and construct a new District Administration facility, ensuring compliance with Governing Board and Bond Election financial parameters.	Scott Draper	COMPLETE
	D. Design, develop, and implement a schedule for the sale of surplus District facilities, apparatus, and equipment.	Raymond Jones / Scott Draper	COMPLETE
	E. Design, develop, and propose a plan to consolidate all essential service functions to one location.	Scott Draper	2024-2028
	F. Design, develop, and propose a plan to consolidate all training personnel across the organization onto the District's Training Center.	Kyle Canty / Brian Keeley	COMPLETE
	G. Design, develop, and implement a scope and schedule document for the utilization of remaining bond capacity.	Kim Sotomayor	COMPLETE
	H. Design, develop, and implement annual maintenance schedules for all facility systems.	Dave Davis	COMPLETE
	I. Develop a comprehensive vehicle replacement strategy which includes the development of strategic funding sources through the annual budget process.	Raymond Jones	COMPLETE
	J. Develop and implement a strategic funding strategy to manage long term pension rate increases.	Kim Sotomayor	COMPLETE

2020-2024 Strategic Plan

	Objective	Objective Lead	Timeline
GOAL 6 GOAL LEAD: Business Services Director, Kim Sotomayor Support and reinforce the critical functions of personnel related services.	A. Explore and implement regularly scheduled professional development for all non-uniformed members to include Executive Staff members.	Managers, Training Chief, HRS and Finance Directors	Apr-24
	B. Research and implement proven recruitment techniques to obtain quality staff.	Managers and HRS Team	COMPLETE
	C. Design, develop, and implement procedures to record and report staffing numbers and locations, assure accuracy and consistency with compensation, and develop triggers related to hiring needs.	Managers and HRS Team	COMPLETE
	D. Design, develop, and implement a procedure for onboarding of new personnel.	Managers and HRS Team	COMPLETE
	E. Design, develop, and implement a procedure for offboarding of existing personnel.	Managers and HRS Team	COMPLETE
	F. Design, develop, and implement succession planning processes for all civilian level positions.	Managers and HRS Team	Apr-24
	G. Design, develop, and implement a procedure to audit all PCAs; conduct an annual audit of all policies, procedures, and job descriptions; and implement an annual review schedule.	Nichole Robertson	COMPLETE
	H. Establish and operationalize a Family Nurse Practitioner program to provide primary care for members and families, which results in quality care and cost efficiency for the organization and its members.	Trish Ciardulli	Apr-24

**NWFD Family Care Center
Metrics**

Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	FY23/24 To Date
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Patient Visits

Visits By Type

Office Visit	45	46	51	35	44	35	55	276
Lab Draw	2	3	8	7	5	5	9	34
Phone Consult / Follow Up	117	116	135	114	116	222	243	841
Total	164	165	194	156	165	262	307	1,151

Patient Interactions

Interactions By Member Type

Employee	100	80	107	250	87	135	161	920
Spouse	32	57	58	92	41	72	84	436
Dependent	36	26	38	47	41	59	64	311
Total Interactions	168	163	203	389	169	266	309	1667
Estimated \$ Savings	\$ 7,140.00	\$ 8,139.00	\$ 7,348.00	\$ 4,868.00	\$ 6,295.00	\$ 4,757.00	\$ 8,110.00	\$ 46,657.00

Econsult Referrals

# of Consults	2	0	1	1	3	1	3	11
Estimated Patient Miles Saved	30	0	15	15	126	42	45	273
Estimated Patient Hours Saved	0	0	2	2	6	2	6	18
Estimated Days Sooner Patients Received Care	0	0	67	67	72	67	67	340
Estimated \$ Savings	\$ -	\$ -	\$ 1,003.00	\$ 1,031.00	\$ 3,093.00	\$ 667.00	\$ 2,236.00	\$ 8,030.00

Office Procedures

# of Procedures Performed	15	11	18	18	30	14	22	128
Estimated \$ Savings	\$ 527.38	\$ 137.81	\$ 33.16	\$ 163.67	\$ 482.43	\$ 130.59	\$ 319.28	\$ 1,794.32

RX Dispensing

# of Prescriptions Dispensed	8	6	22	11	13	38	47	243
Estimated \$ Savings	\$ 783.17	\$ 46.66	\$ 1,345.67	\$ 789.60	\$ 542.76	\$ 658.74	\$ 237.78	\$ 4,404.38

Estimated Net \$ Savings	\$ 8,450.55	\$ 8,323.47	\$ 9,729.83	\$ 6,852.27	\$ 10,413.19	\$ 6,213.33	\$ 10,903.06	\$ 60,885.70
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Engagement

% of Eligible Members by Category who are Patients of the Clinic

Employee	21.71%	27.40%	32.74%	33.68%	35.05%	36.77%	40.89%	
Spouse	12.04%	18.32%	19.90%	22.34%	24.37%	25.89%	28.93%	
Dependent	10.28%	12.60%	14.91%	15.88%	18.61%	19.60%	23.08%	
Overall Engagement	14.40%	18.70%	21.84%	23.12%	25.25%	26.60%	30.19%	