



Hayward Fire Department

# Annual Report 2017



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# Mission Statement

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The Mission of the Hayward Fire Department is to Protect Lives and Property by Providing Superior Fire Suppression and Emergency Medical Services (EMS), Supported by Prevention Through Responsible Regulatory and Educational Programs.

# Message from The Chief

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**Garrett Contreras**  
Fire Chief

I want to take this opportunity to reflect on the accomplishments of the Department and its members in 2016. The landscape of the fire service is ever changing, and the Hayward Fire Department is at the forefront of that change. This year, the Department continued to fortify and strengthen other high-quality programs, such as the Community Emergency Response Team and disaster preparedness.

Our commitment to the community continues to be a strong point to our services. For one, we have been successful in our efforts to continue to nurture and grow the grant-funded defensible space and chipping program. Since the department received its first grant for this program in 2012, we have treated over 570 acres of land in fire-prone areas in the Hayward Hills and provided consultation and advice to numerous residents on how to better protect their properties through the use of defensible space. We just completed the latest edition of the program during last Summer and Fall, and continue to enjoy overwhelming support for this service; in fact, of the 83 participants in the program, 65 had utilized this service in prior years of the program. In addition, this edition of the program added a pilot program whereby assistance was provided to residents with limited physical abilities or economic challenges pertaining to the preparation of materials for chipping. Besides the chipping program, we are also active partners in the community through such programs as smoke detector replacements, CPR classes, and presentations at local schools and community events. The CERT program also has continued to grow in popularity and become an integral part of the City's emergency response efforts. During 2016, 225 residents participated in the program for the first time, while another 180 residents participated in continuation, while the Department is fully engaged in providing the highest level of fire protection and emergency services today, it also has an eye towards the future as well. Our growing partnership with the local Regional Occupational Program continues to expose interested youth to basic firefighting principals and techniques, which will potentially lead them down the path of becoming the next generation of firefighters in the City. In addition, we commenced work on one of the most ambitious and important projects in the Department's history—pursuing accreditation through the Center for Public Safety Excellence. This project, which will take up to four years to complete, will evaluate every aspect of our operations and positively transform the ways in which we deliver services to the community. As we go through the process, we are looking forward to discovering more about how effective we have been and how we can be even better in the future.

As noted above, there is much to be proud of this past year. Our accomplishments and aggressive efforts towards seeking out and incorporating the latest firefighting techniques and programs into our already strong knowledge base has allowed us to live up to our mission statement. We have been proudly serving this community since 1876 and look forward to providing an even higher level of service in 2017 and beyond.

Please accept this annual report with special thanks to our employees, City management, and elected officials for their continued support and dedication to public safety. It is an honor to serve this community as Fire Chief.

Sincerely,

Garrett Contreras, Fire Chief

# Organization Chart

## Garrett Contreras

Fire Chief

### Scott Anderson

Deputy Fire Chief  
Operations

### Chris Fitzgerald

Battalion Chief Battalion 1  
**A Shift**

(7) Captains  
(7) Apparatus Operators  
(7) Firefighters

### Thomas Baker

Battalion Chief Battalion 1  
**B Shift**

(7) Captains  
(7) Apparatus Operators  
(9) Firefighters

### Nathaniel Armstrong

Battalion Chief Battalion 1  
**C Shift**

(7) Captains  
(7) Apparatus Operators  
(7) Firefighters

### Kevin Gotro

Battalion Chief Battalion 2  
**A Shift**

(4) Captains  
(4) Apparatus Operators  
(4) Firefighters

### Mike Hildebrand

Battalion Chief Battalion 2  
**B Shift**

(4) Captains  
(4) Apparatus Operators  
(4) Firefighters

### Mark DeDomenico

Battalion Chief Battalion 2  
**C Shift**

(4) Captains  
(4) Apparatus Operators  
(4) Firefighters

### Eric Vollmer

Deputy Fire Chief  
Special Operations

### Steve Walsh

Training Officer/  
Staff Battalion Chief

### Bob Negri

EMS Coordinator  
Registered Nurse

### Vince Hobbs

Emergency Service  
Coordinator

### Don Nichelson

Pub. Ed. Officer/  
Staff Captain

## Fire Prevention Office

**Miles Massone**  
Fire Marshal

**Jon Hamilton**  
Asst. Fire Marshal

**Scott Sandau**  
Fire Inspector

**Dave Rasmusson**  
Fire Inspector

## Permit Center

**Andrew Westfield**  
Asst. Fire Marshal

**Flora Chen**  
Fire Protection Engineer

**Alimah Ahmad**  
Fire Technicia

**Fabiana Lopez**  
Fire Technician

## Hazardous Materials Program

**Hugh Murphy**  
Haz. Mat. Program Coord.

**Miles Perez**  
Environmental Specialist

**Steve Buscovich**  
Haz. Mat. Investigator

**Steve Lowe**  
Haz. Mat. Investigator

## Chief's Office

**Tara Reyes**  
Fire Services Supervisor

**Jasmine Dove**  
Administrative Clerk I

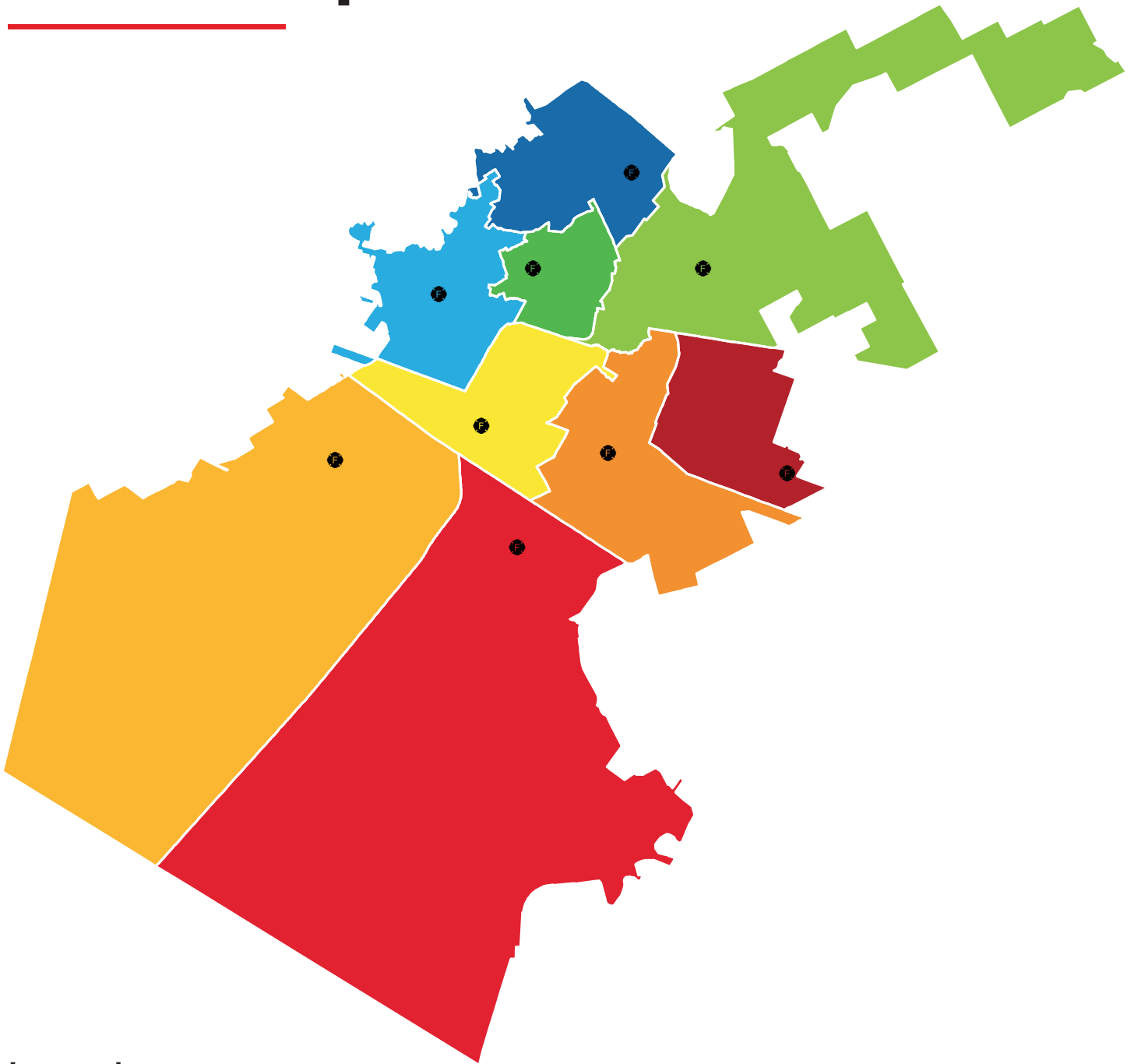
**Todd Strojny**  
Administrative Analyst II

**Everett Veal**  
Mail Clerk

**Norma Marples**  
Sr. Secretary II

# District Map

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## Legend

 **District1**  
Foothill Blvd

 **District2**  
Santa Clara St

 **District3**  
Whipple Rd

 **District4**  
W Tennyson Rd &  
Industrial Blvd

 **District5**  
Hayward Blvd

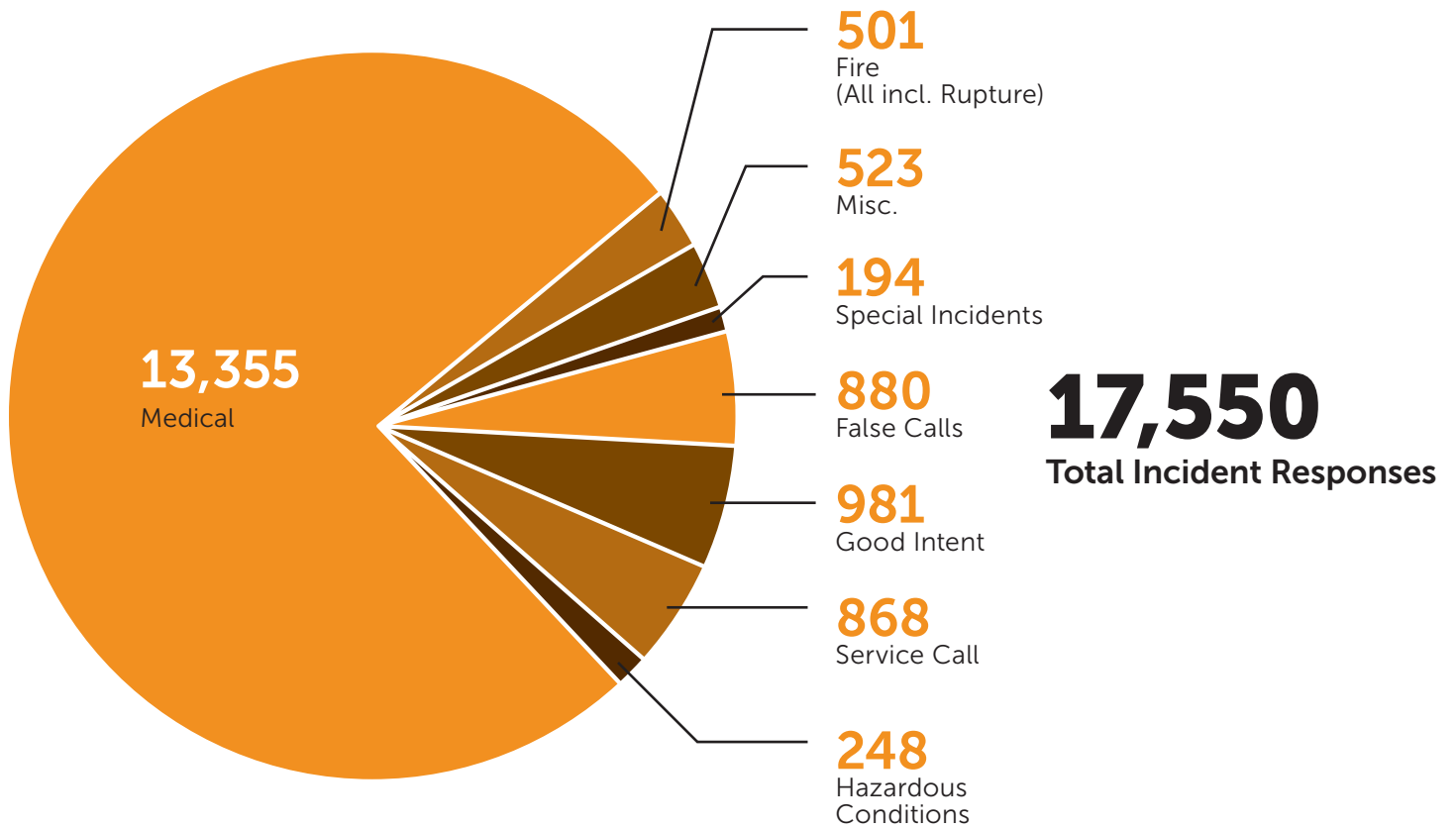
 **District6**  
W Winton Ave &  
Clawiter Rd

 **District7**  
Tennyson Rd

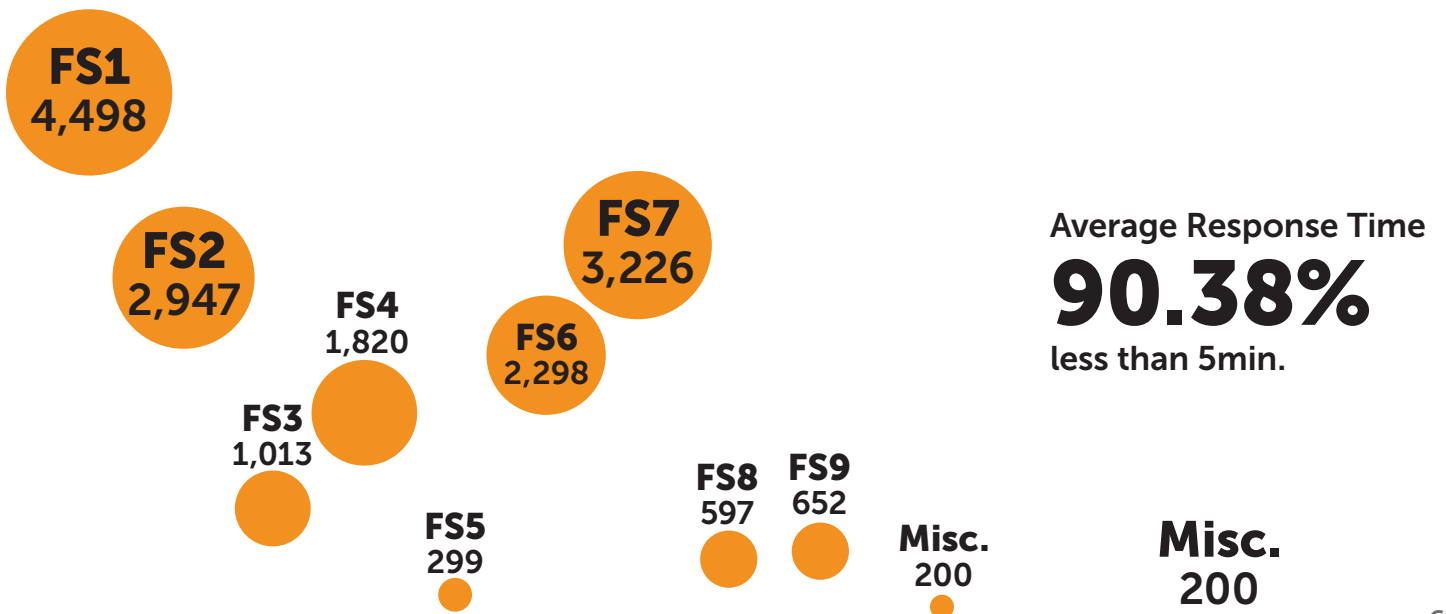
 **District8**  
Maud Ave

 **District9**  
2nd St

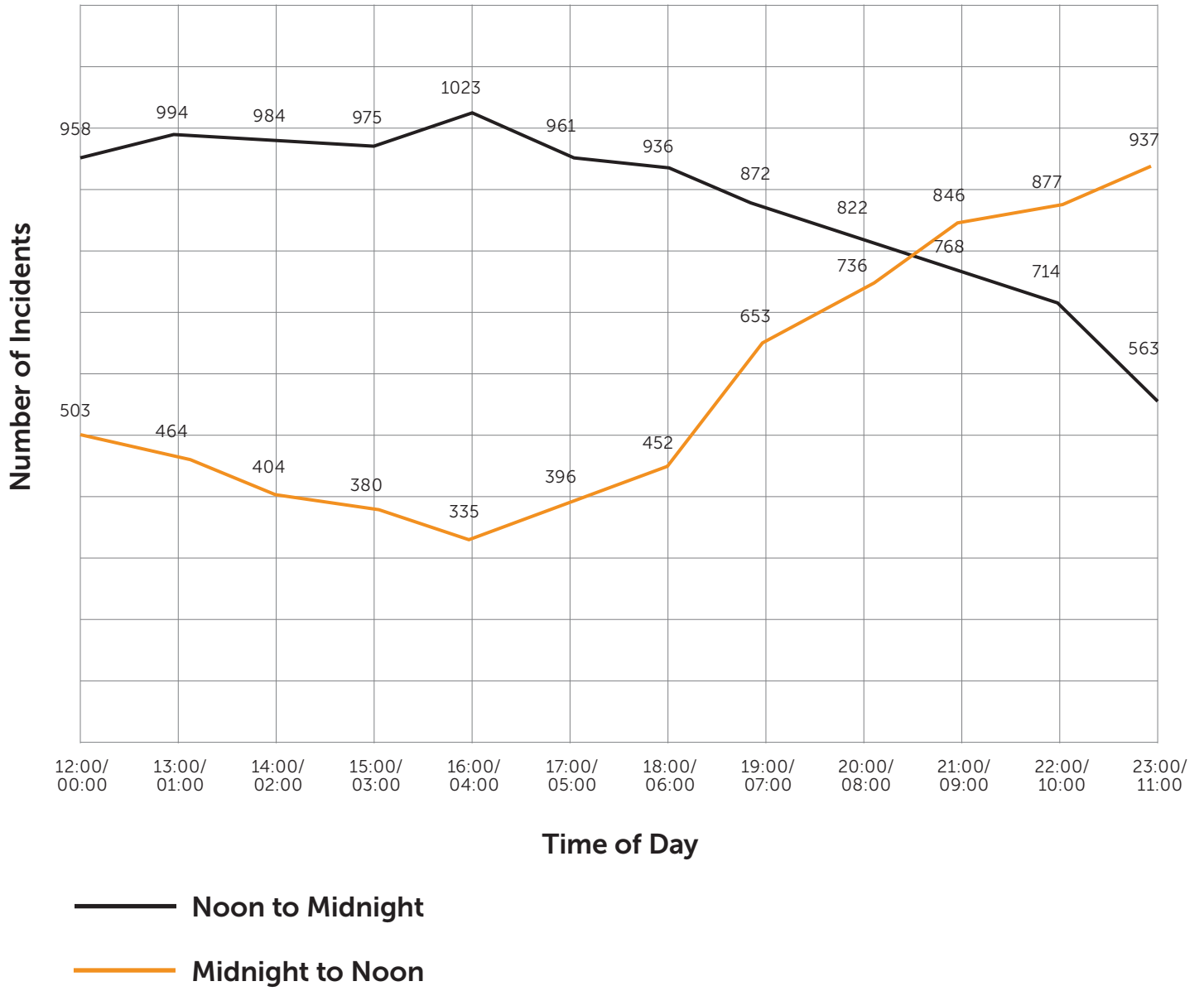
# Vital Statistics



## Incidents by Station



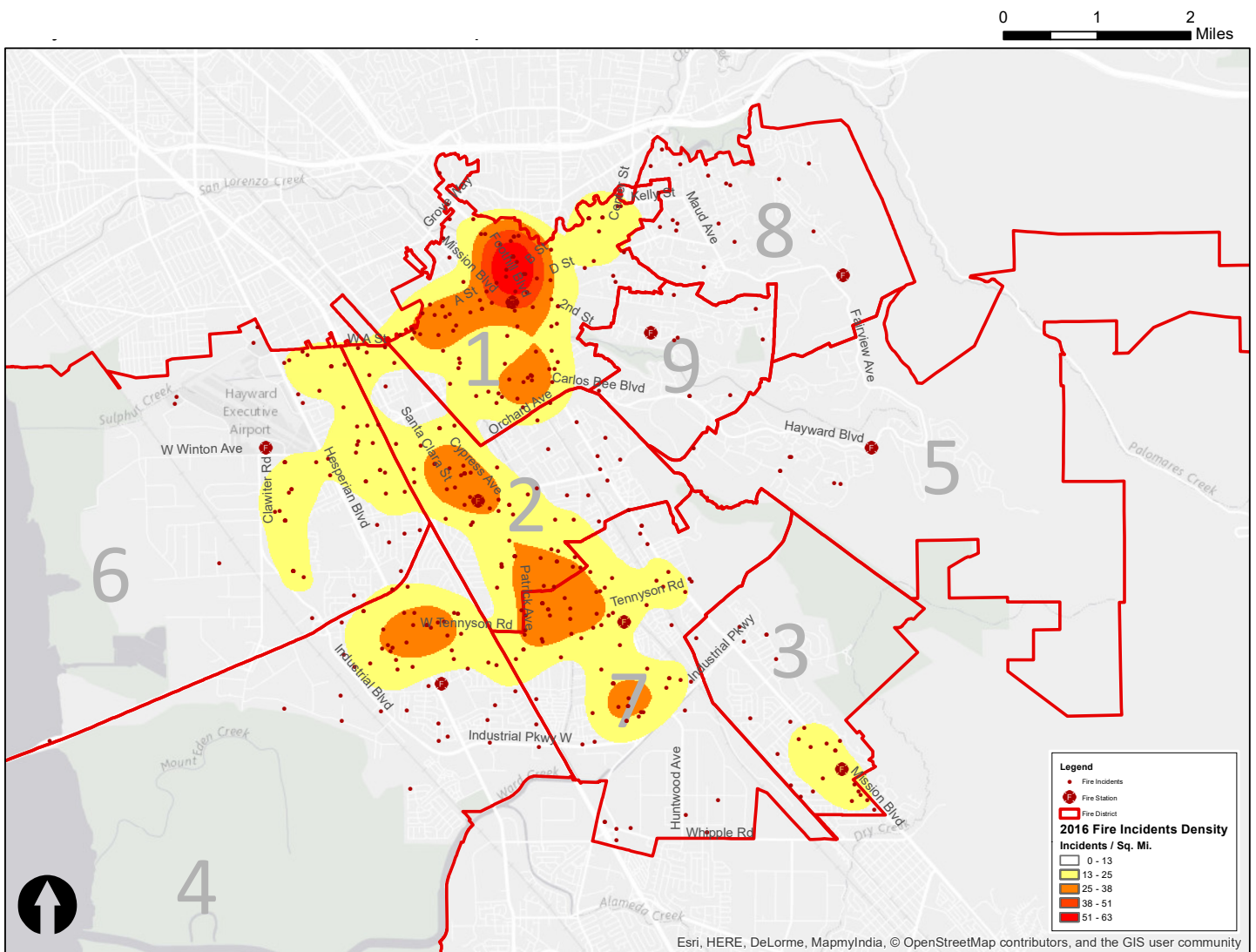
# Incidents by Time of Day



# Our Response

The Department responded to a total of **491** fires during 2016. Of this total, **76 (15.5%)** were vehicle fires, **53 (10.8%)** were structure fires, and **27 (5.5%)** were vegetation fires. While structure fires will be and are always a focus of Fire operations, wildland fires are also of major concern, as a considerable percentage of the City's square mileage is located in the East Bay Hills. The map below highlights the areas where fires were reported during 2016:

## Hayward Fire Incidents 2016 Heat Map





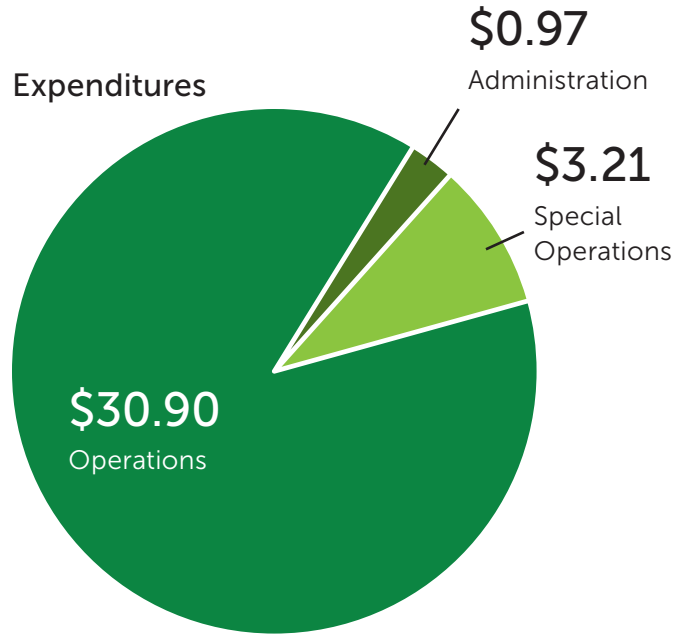
# Budget and Personnel

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Revenue



Expenditures



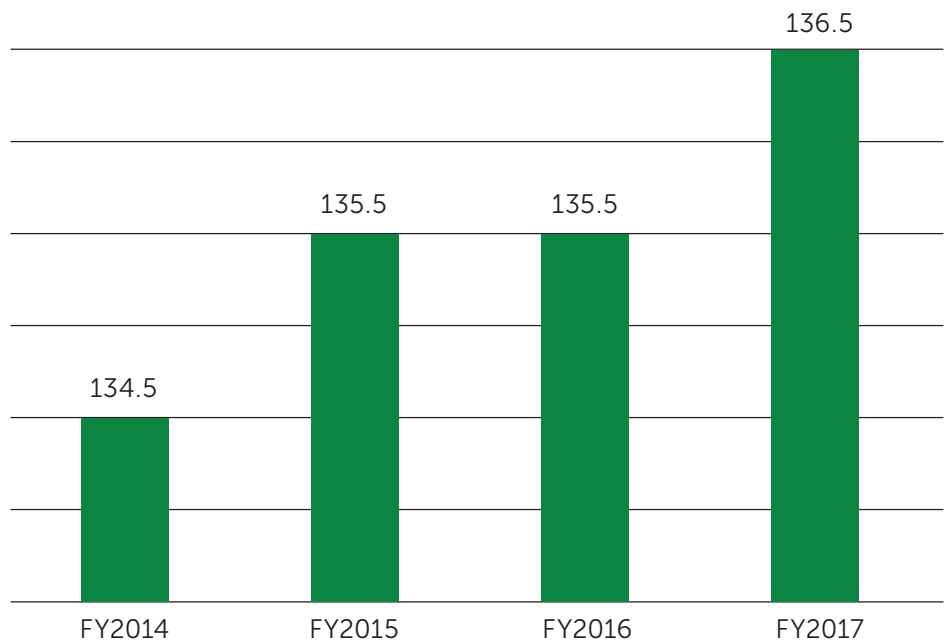
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**124**

Sworn

**13**

Civilian



# Medical Response

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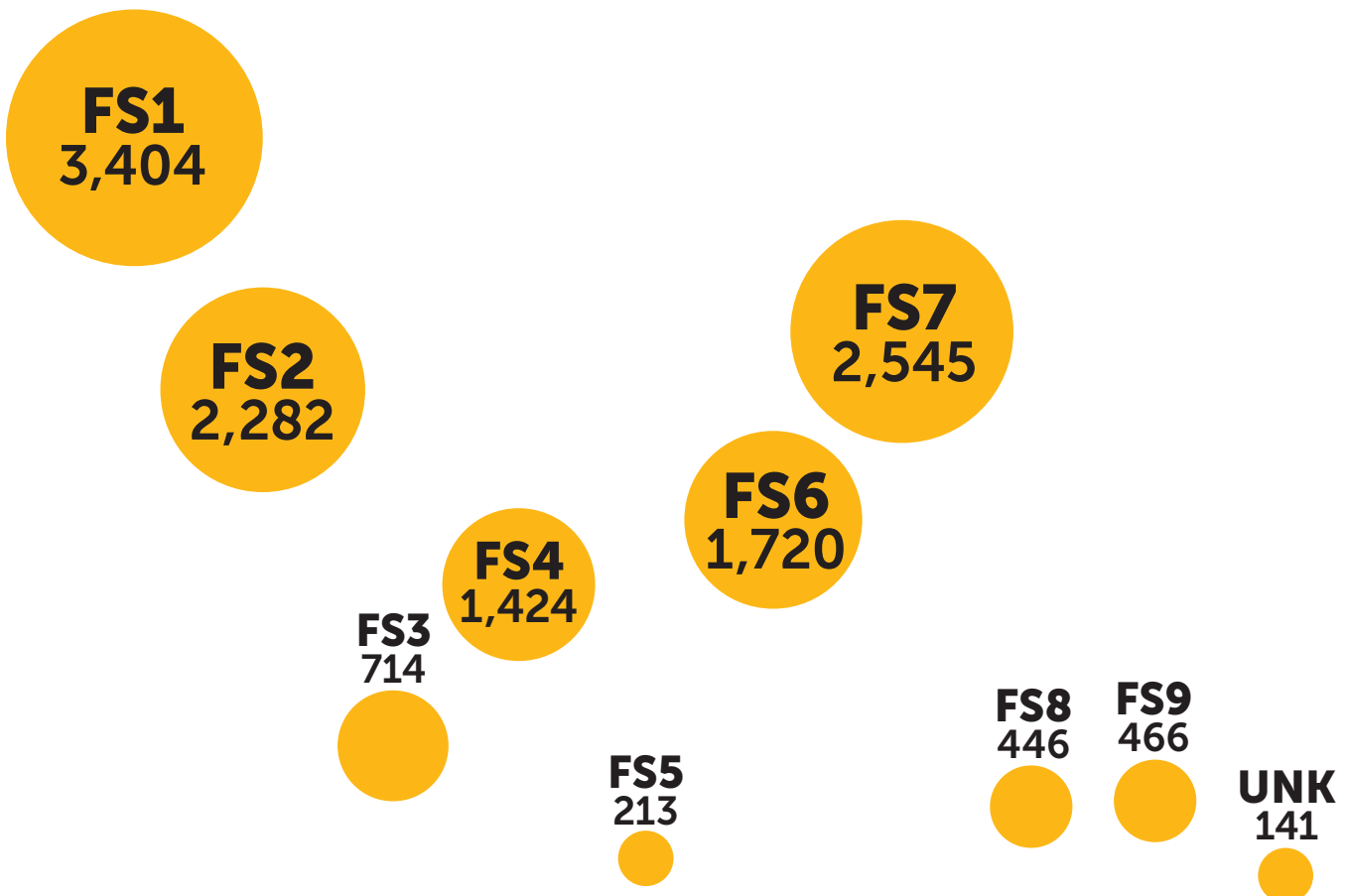
In addition to fire suppression, all sworn Fire personnel are also licensed as paramedics. 120 of the 124 emergency response staff employed by the Department are licensed as Paramedics. As a result, all response vehicles are staffed with a minimum of one Paramedic and one EMT. In addition, all response vehicles carry a full complement of advanced life support equipment to ensure the highest level of pre-hospital emergency medical services are provided to the public. Staff determines the extent to which the resident needs assistance, and if required, the person is transported to a hospital through the use of Paramedics Plus, which provides all transport services in Alameda County. Of the total call volume during 2016, over 76% were medical related.

## EMERGENCY MEDICAL SERVICES

# 14,630

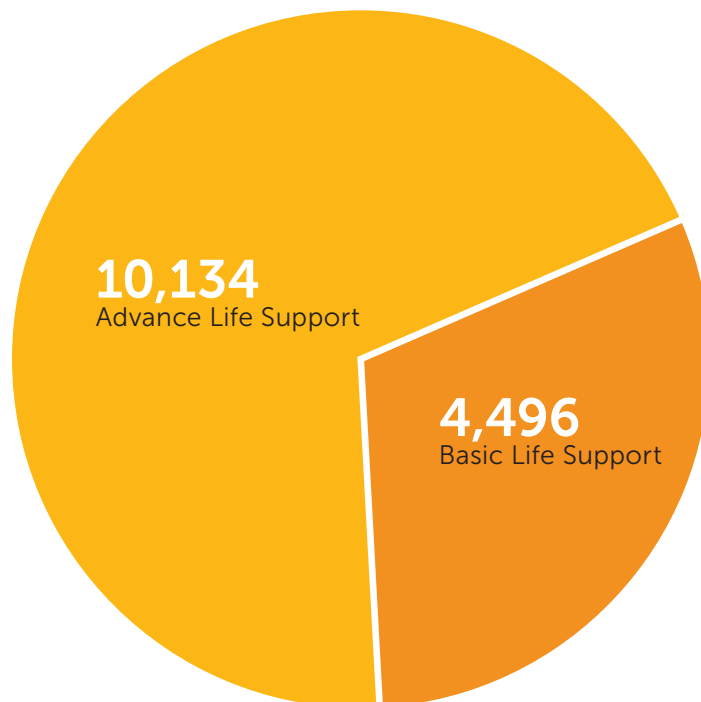
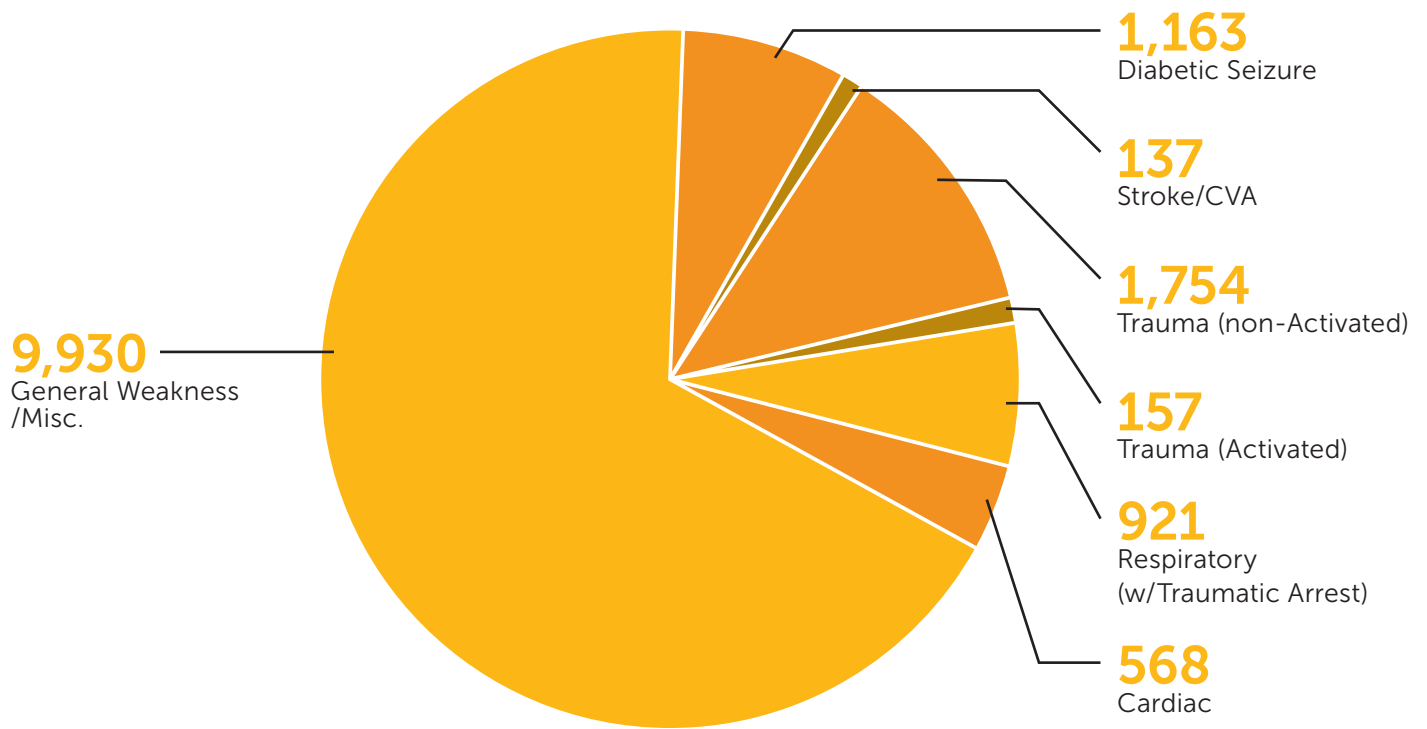
## EMS PATIENTS BY STATION

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# Medical Response

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# Training

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The City of Hayward is an all-hazards agency that is trained to respond to emergencies involving structural and wildland firefighting, vehicle extraction, high and low angle rescue, hazardous materials response, and first responder advanced life support delivery system. The skills needed to accomplish these tasks are complex and must be practiced and updated continuously. In 2016, Hayward firefighters were afforded and took advantage of a multitude of training opportunities offered throughout the year both in-house or through other agencies, amounting to a total of 20,116 hours. What follows below are some examples of the topics covered in these sessions during 2016:

- Wildland fire training
- Emergency preparedness/disaster training
- Risk assessment
- Leadership
- Customer service
- Search techniques
- Latest fire attack techniques
- Instructor training
- Driver training
- Boat operator training
- Diver/swim training
- Urban search and rescue (USAR)



**The City of Hayward...is trained to respond to emergencies involving structural and wildland firefighting, vehicle extraction, high and low angle rescue, hazardous materials response, and first responder advanced life support delivery system.**

Apart from fire training, fire staff also took part in over 200 hours of EMS-related training. Much of the training was centered on implementing the latest techniques and strategies to best address the myriad of different emergency calls faced by the Department's firefighters each day. Between the training sessions for both fire and EMS, staff logged over 22,116 hours of training in 2016 alone. In addition to training current firefighters, the City also has a well-established recruit academy. During these academies, the training staff devoted 5,760 hours of instruction to prepare these new personnel for their first assignments as Hayward firefighters.

**21**  
CPR classes

**227**  
Personnel Trained

# Eden Area Regional Occupational Program

2016 was the second year that the Hayward Fire department partnered with the Eden Area ROP's First Responder Program. The program was developed to help students explore or prepare for careers in either the Fire Service or Emergency Medicine (EMT/Paramedic). The students (Cadets) spend time at the Hayward Fire Department's training grounds every Monday for hands-on training and coaching delivered by Hayward Firefighters. Here they can physically apply the skills and theories they learn in the classroom, thereby creating a more complete learning experience. Topics and skills range from the use of hose lines and ladders for fire suppression, the proper use of self-contained breathing apparatus and protective clothing, preparation for the firefighter testing process, CPR training, basic wild land firefighting

operations, and search and rescue techniques. Other topics stressed by the Hayward Fire Instructors are the concepts of teamwork, work ethic, attention to detail, self-confidence, and discipline. It was determined that the best way to implement this partnership was through the introduction of a mentorship program. Cadets participate in an interview process and are matched up with a Firefighter who has volunteered to participate in the program. The Cadet and Mentor work together to build upon individual strengths and recognize areas where improvement is needed, followed by strategies to make positive changes. They will set goals, and lay out a plan for each Cadet's career path. The ultimate goal of this partnership is to have the Cadet become a professional Firefighter.

**The program was developed to help students explore or prepare for careers in either the Fire Service or Emergency Medicine**



# Significant Events

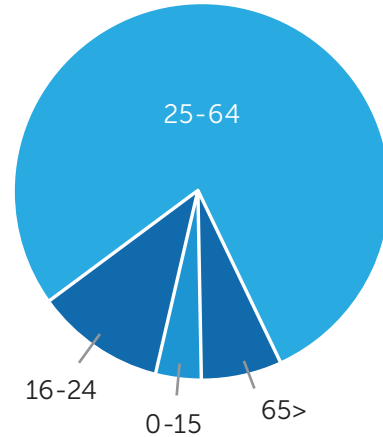
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## Firehouse Clinic

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The Firehouse Clinic represents an innovative collaboration of the Hayward Fire Department, Tiburcio Vasquez Health Center, Acute Care Hospitals, and the Alameda County Health Care Services Agency. The Clinic saw almost 3,400 patients during its first full year of operation in 2016, with the number only expected to increase during 2017.

Clinic Patients by Age



## Extensive Statewide Fire Season

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City wildland fire suppression task force crews were dispatched to numerous wildfires throughout the State during the Summer and Fall of 2016. The more notable fires included Soberanes, Blue Cut, Chimney, and Rey. In total, department crews logged over 14,000 hours of mutual aid in order to assist in suppressing some of the largest fires in recent history, which consumed over 276,000 acres of terrain. Of these fires, the Soberanes

fire was the largest (at 132,000 acres), and ultimately became the most expensive fire to fight in the State's history. On that fire alone, the City of Hayward sent 5 strike teams and spent up to 14 days on the fire lines. Since 2013, fires throughout the State have exhibited extreme fire behavior due to the ongoing drought. In addition, the fires that were in urban interface/intermix areas had a very large number of structures destroyed.



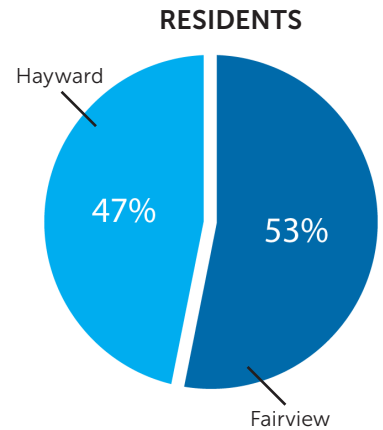
## Defensible Space Residential Assistance Program and Chipping Program

This State Fire Assistance (SFA) grant is made possible by federal financial assistance provided to the California Fire Safe Council (CFSC) from the USDA Forest Service ("USFS"). We have committed to providing leadership, project management, technical input and in-kind services of staff and community members. The Department has been awarded \$116,781 during the grant period from September 2015 through September 2017. We have committed to providing \$121,300 in matching funds.

The Hayward Fire Department is pleased to also join with CAL FIRE Santa Clara Unit, East Bay Regional Park District (EBRPD), and Hayward Area Recreation District (HARD) for matching funds during this grant period. During the 2016 calendar year, the Department focused on inter-agency collaboration, along with conducting an 8-week Summer chipping program, and creating a pilot resident assistance program whereby the Department will provide to qualifying residents defensible space assistance.

## Improvements to Fire Stations 1–6 and the Training Center

This large-scale project, which was fully designed by the end of 2016, is expected to commence construction during the Spring of 2017. The first group of stations to be addressed will be Stations 1-5 and include much-needed improvements, such as addressing structural and seismic deficiencies; substandard training rooms and bio-hazard equipment cleaning areas; code compliance; ADA compliance; inadequate accommodations for department personnel; and apparatus bay door modifications.



Home Serviced

**147**

Acres Cleared

**79.8**

Yards of Material

**492**

Total Cost

**\$17,745**

Cost per home

**\$120.71**

## Tabletop EOC Exercise

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In October 2016, the Hayward Fire Department hosted an three-day Emergency Operations Center exercise for employees from all city departments. A total of 52 Hayward employees participated in the simulation, which called staff to implement ICS to respond to a major earthquake scenario at various time intervals following the initial incident. In a follow-up survey, 100% of respondents reported that the exercise increased their ability to effectively respond to an emergency, and 69% indicated that the exercise helped them evaluate staff training needs.

# 100%

**of respondents reported that the exercise increased their ability to effectively respond to an emergency**

## Water Rescue Program

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Our Program consists of 43 rescue swimmers who are all paramedic and Boat Operator trained. They have had to complete a rigorous State Fire Marshal Open Water Rescue Course specifically designed for the San Francisco Bay. In addition to the rescue swimmer training all personnel are trained to operate HFD Rescue Boat 1 (RB1), which allows versatility in our daily operations so we can continuously provide service to our surrounding waterways. Over the course of this year we have trained our Firefighters as instructors in both Open Water Rescue and Boat Operator, they now provide instruction to surrounding departments and certification in the State Fire Marshal Curriculum. The HFD Rescue Swimmer Program has been requested by Coast Guard Sector San Francisco multiple times this year to aid in victim search and Recovery. One specific rescue was on the morning of August 4th. While training on the SF Bay, Hayward Firefighter Rescue Swimmers rendered aid to a distressed person that jumped from the Dumbarton bridge. RB1 crew coordinated with the Coast Guard helicopter, located the victim and deployed our Rescue Swimmer into the water. The victim was evaluated, treated, and quickly transported back to the closest marina where an ambulance was waiting.

**Our Firefighters now provide instruction to surrounding departments and certification in the State Fire Marshal Curriculum**





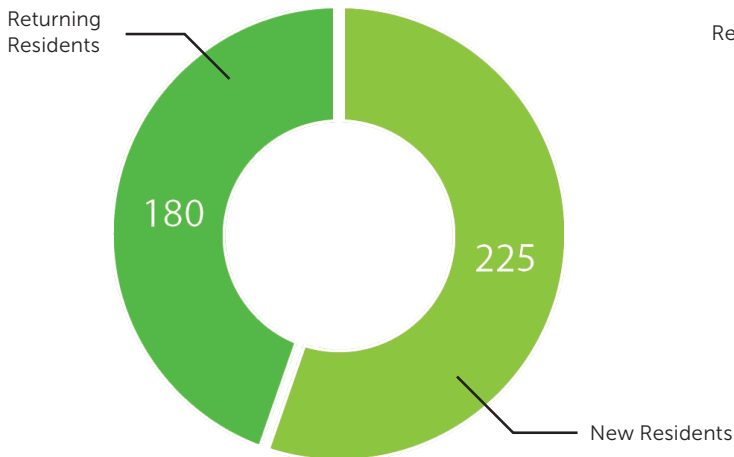
# Community Outreach

## CERT Program

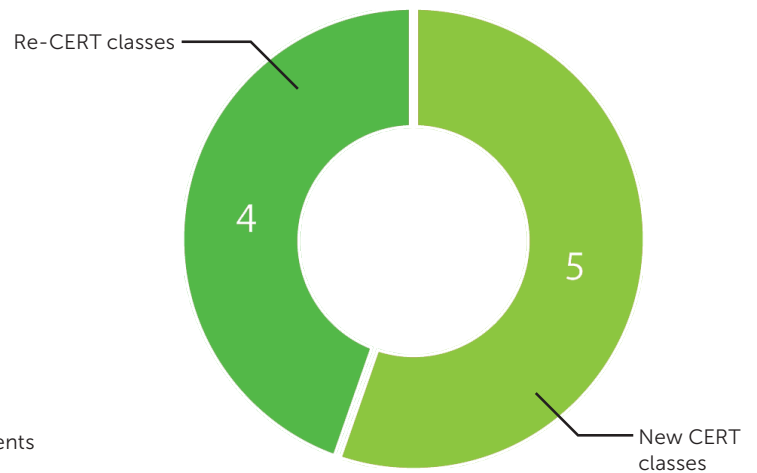
The City's Citizens Emergency Response Team (CERT) program educates residents about disaster preparedness for hazards that may impact the Bay Area and trains them in basic disaster response skills, such as fire safety, light search and rescue, team organization, and disaster medical operations. Using training learned in the class-room and during exercises, CERT volunteers can assist others in the City following a disaster when professional responders are not immediately available to help. CERT volunteers are also encouraged to support local emergency response agencies by taking an active role in emergency preparedness efforts.



NUMBER OF RESIDENTS TRAINED IN CERT



NUMBER OF CERT CLASSES



GRANT MONEY RECEIVED CAL OES  
THROUGH ALAMEDA COUNTY

**\$20,000**

## Emergency Prevention

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Installed

**145**

Smoke Alarms  
in

**83**

Homes

**24**

AEDS  
Inspected

**4**

AEDS  
Placed

**76**

Demos/Tours

**15**

Classroom  
Presentations

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## Giving Back with Rebuilding Together Oakland/ East Bay and Home Depot

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Through the City of Hayward's Housing Rehabilitation Program grant, the department's Academy Recruit Class of 16-1 worked with Rebuilding Together and Home Depot to make much needed home repairs for a Hayward resident.

# Fire Prevention

The Fire Prevention Division enforces the Uniform Code and applicable State and Federal codes and standards for the purpose of preventing fires. The Division's scope of responsibilities includes the following areas:

- Enforcing the use of approved building and fire protection devices
- Regulating storage and use of hazardous materials and operations
- Maintaining warning devices, fire extinguishing equipment, and building exit systems

**2,433**

**Business Inspection  
and Permits**

**15**

**Special Events**

**1**

**Fireworks/  
Open Flames**

**42**

**Fire  
Investigations**

**39**

**Schools**

**612**

**Hazardous Materials  
Investigations**

The Hazardous Materials Division regulates the storage and use of hazardous materials in above ground facilities and underground storage tanks as follows:

- Plan checks and inspections
- Cleanups of hazardous spills, soils, and groundwater contamination
- Routine oversight of hazardous materials facilities

In addition, the Division develops, coordinates, and delivers hazardous materials-related training and enforces the City's Hazardous Waste Minimization Ordinance to reduce the proliferation of hazardous waste generated by Hayward's industrial and commercial establishments.



# Personnel Achievements

## Promotions

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**Martin Barbano**  
Captain



**Trish Reardon**  
Captain



**Eric Brassfield**  
Apparatus Operator



**Michael Dominguez**  
Apparatus Operator

## New Employees

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**Joshua Hobbs**  
Firefighter



**Evan Look**  
Firefighter



**Matthew Lora**  
Firefighter



**Kyle Means**  
Firefighter



**Manuel Sanchez**  
Firefighter



**Trevor Ybarra**  
Firefighter

## Retirements

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**Mark Cassells**  
Apparatus Operator



**Vince Hobbs**  
Captain



**Steven Holt**  
Captain



**Dan Jones**  
Captain



**Gerald Price**  
Apparatus Operator



**Robert Reichmuth**  
Apparatus Operator



**Robert Trujillo**  
Apparatus Operator