



City Council Memorandum

City of Arts & Innovation

TO: HONORABLE MAYOR AND CITY COUNCIL DATE: OCTOBER 4, 2016

FROM: FIRE DEPARTMENT WARDS: ALL

SUBJECT: NATIONAL FIRE PREVENTION MONTH AND FIRE PREVENTION DIVISION RECOGNITION

ISSUE:

Receive a presentation recognizing October as National Fire Prevention Month, and recognize the contributions of the Fire Prevention Division.

RECOMMENDATIONS:

That the City Council receive and file this informational report.

BACKGROUND:

October is National Fire Prevention Month. While the campaign lasts the entire month, most fire departments designate the second week of October as Fire Prevention Week, during which demonstrations and expos are held for the public.

DISCUSSION:

In recognition of Fire Prevention Month, on October 8, 2016, all fourteen of Riverside's fire stations will be open to residents between 10:00 a.m. to 4:00 p.m. to encourage the community to meet their neighborhood fire crews, tour their neighborhood fire station, and enjoy light refreshments while learning about fire and life safety.

On October 22, 2016, the Downtown Fire Station will host a Fire Expo on University Avenue in front of the Fire Station from 12:00 p.m. to 4:00 p.m., featuring fire engines and specialized equipment, tours of the Fire museum, and light refreshments. All residents are encouraged to attend these upcoming events and learn more about how to protect their homes and families from potential hazards.

Fire Prevention Division Recognition

In addition, the Fire Department is pleased to give special recognition to the hardworking staff of the Fire Prevention Division. With a staffing level of ten members, Fire Prevention continues to meet requested deadlines for plan check reviews; complete high priority inspections for many businesses that have critical timeframes; conduct follow up inspections; assist customers when entering hazardous materials into the California Environmental Reporting System (CERS);

respond quickly to complaints; maintain good records on billing/collecting fines from administrative citations and other payable fines; train personnel; assist internal and external customers; provide excellent customer service at the Fire Prevention counter; issue special event permits; participate on special committees; and process invoices for false alarms, inspections and citations. In addition, Prevention staff develop written procedures, create processes for new department and City software, and as a participating agency in the Certified Unified Program Agency with County Environmental Health, regulate hazardous material storage through the Business Emergency Plan (BEP) program.

Collectively, Fire Prevention aims to mitigate and reduce fire and life safety hazards by reviewing plans, enforcing fire codes, ensuring fire code compliance, and monitoring all processes to confirm they are working efficiently. The Fire Department's mission is "...to protect life, property, and the environment within the City through proactive life safety, community education, and emergency service programs." Fire Prevention furthers the Department's mission through its commitment to community risk reduction to all stakeholders, and also helps to ensure our firefighters are safe when responding to hazardous incidents.

Focus on Customer Service

Daily, the Fire Prevention team strives to provide world class customer service, beginning with the initial call or visit to the Fire Prevention counter. For our customers, time is money, and Fire Prevention makes every effort to help customers navigate the fire inspection and permitting processes as quickly as possible. Before the customer leaves, Fire Prevention staff verify that customer expectations have been met, and with their in-depth knowledge of California Fire Codes, Building Codes, Riverside Municipal Codes and other pertinent resources, give guidance as necessary to help customers accomplish their goals. Fire Prevention is actively engaged in partnering with our local businesses, community members, developers, and elected officials to ensure deadlines are met and life safety objectives are achieved.

Computronix

Three of our Fire Prevention team members have dedicated many hours to learning the City's new Computronix program, which will bring a community approach to delivering permitting services when implemented in June, 2017. An integral part of creating a "one-stop shop" for our customers, the team has been tasked with designing the work flow processes that need to occur to ensure accuracy during the permitting processes. This new process will allow Fire Prevention to work more collaboratively with the other participating departments, which will in turn make it a faster and more productive experience for all of our internal and external customers.

FISCAL IMPACT:

There is no fiscal impact associated with acceptance of this informational report.

Prepared by: Michael D. Moore, Fire Chief
Certified as to
Availability of funds: Scott G. Miller, PhD., Chief Financial Officer/City Treasurer
Approved by: Alexander T. Nguyen, Assistant City Manager
Approved as to form: Gary G. Geuss, City Attorney