



Oakland Fire Department 2023 ANNUAL REPORT





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MESSAGE FROM THE FIRE CHIEF



As the Oakland Fire Department (OFD) wrapped up the final days of 2023 and more than 154 years of serving the city of Oakland, I found myself grateful and optimistic.

I am thankful for all the dedicated members working in each division to ensure our department fulfills its mission; and for the City leaders, Oakland residents, businesses, and local stakeholders who support OFD year after year, helping to make a safer and more fire-safe and resilient community.



When I meet with staff and visit firehouses, I hear the commitment and enthusiasm from our members -- even amidst the significant challenges we face from a staffing and budgetary standpoint. The determination of our members across all ranks is astonishing; each person doing the job of two or three people and achieving real results.

The challenges we face in the years ahead are many. Despite that, we are actively growing our ranks, with a new academy of 45 recruits starting in March 2024, as we continue to modernize our outdated equipment and apparatus. I am also working closely with labor representatives and my executive staff in Fire Administration to expand access to enhanced physical and behavioral healthcare for our personnel. The health and wellness of our members is my top priority, and I refuse to allow financial and bureaucratic red tape to compromise our ability to get you the care and support our personnel need and deserve.

While I reflect on all that was accomplished together in 2023, I know that our impact is not solely measured by the over 75,000 calls we ran. There are countless instances each day where our members are doing the little things that protect life and property and promote emergency preparedness.

As we begin a new year and new chapter in OFD history, I am proud to highlight the incredible achievements and collective efforts that defined our journey throughout 2023. The dedication, expertise, and commitment of this department has truly made a lasting impact on the Oakland community.

Sincerely,

Fire Chief Damon Covington

2023 Accomplishments:

Community Outreach Initiatives: Our commitment to community engagement reached new heights in 2023. Through various outreach programs such as CORE and CERT educational events, and collaborative initiatives, we strengthened our bond with the Oakland community, fostering a sense of trust and unity.

Training Excellence: The relentless pursuit of excellence in training has been a hallmark of our department. In 2023, we implemented cutting-edge training programs, ensuring that our firefighters are equipped with the latest skills and knowledge to handle any situation effectively.

Emergency Response Success: The year 2023 posed its share of challenges, but our team's unwavering dedication shone through during emergency response situations. Your quick thinking, coordination, and bravery undoubtedly saved lives and protected our city.

Technological Advancements: Embracing innovation, we successfully integrated new technologies into our operations, enhancing our capabilities in fire prevention, incident management, and communication. These advancements position us at the forefront of modern firefighting.

Team Unity and Well-being: Recognizing the importance of a healthy and supportive work environment, we prioritized the well-being of our team members. Our efforts to foster a culture of inclusivity, mental health awareness, and mutual support have contributed to a stronger, more resilient department.

Strategic Planning: We embarked on a comprehensive strategic planning process to chart the course for our department's future. This involved setting clear objectives, refining our mission, and ensuring that we are prepared for the evolving challenges of the firefighting profession.

Looking Forward to 2024:

As we bid farewell to 2023, we eagerly embrace the promise and potential that 2024 holds for the Oakland Fire Department. The upcoming year presents us with new opportunities for growth, collaboration, and service to our community.

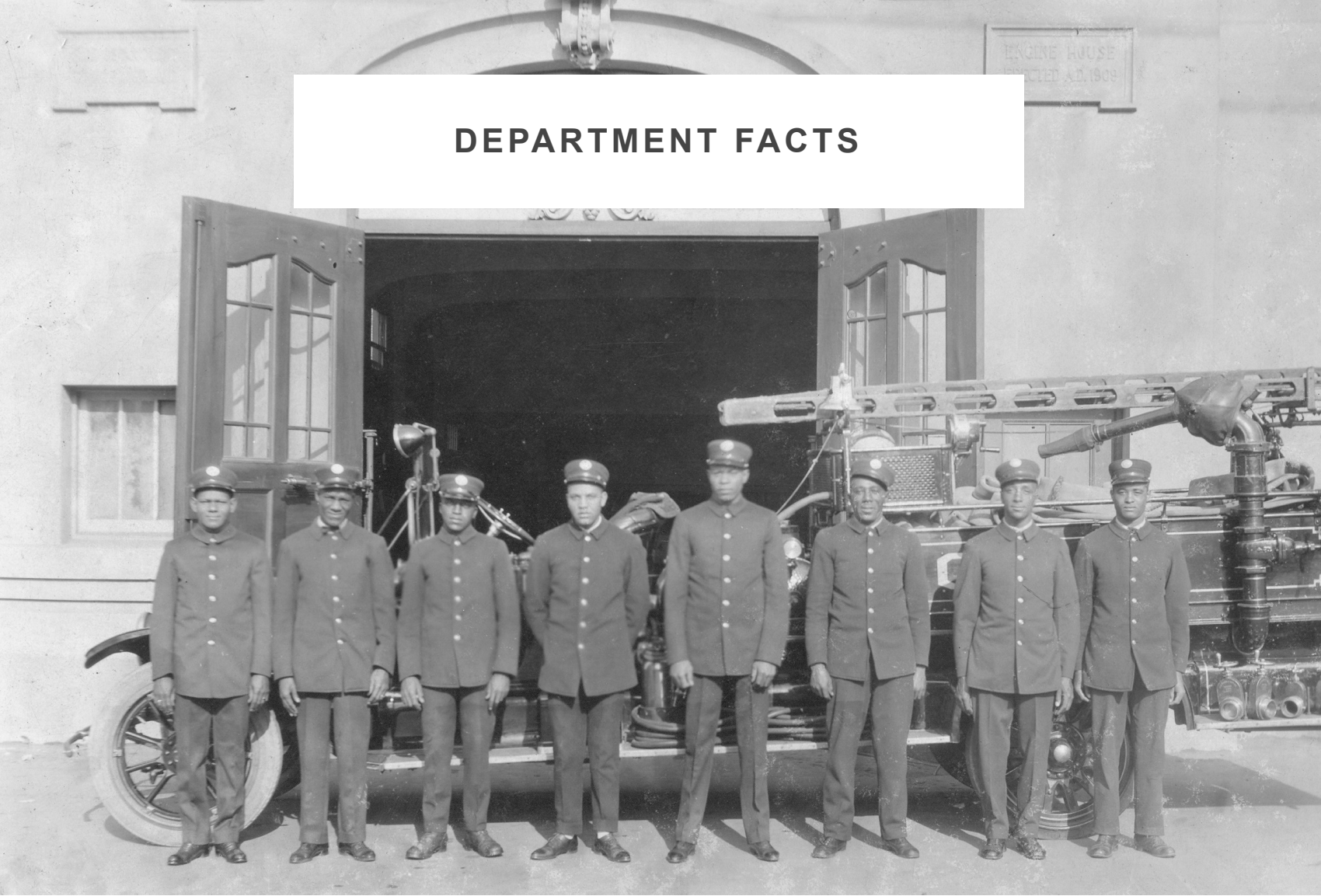
Continued Training and Development: Our commitment to excellence remains steadfast, and in 2024, we will continue to invest in the training and development of our personnel. By staying at the forefront of industry best practices, we can provide the highest level of service to our community.

Community Partnerships: Building on the successes of our community outreach initiatives, we will strengthen our partnerships with local organizations, schools, and residents. Collaborative efforts will be key to creating a safer and more resilient Oakland.

Innovation and Technology Integration: The fast-paced evolution of technology offers us new tools to enhance our capabilities. We will explore innovative solutions and technologies that can further improve our firefighting and emergency response efforts.

Camaraderie and Team Building: In the coming year, we will continue to prioritize the well-being of our team members. Fostering a sense of camaraderie, support, and pride in our shared mission will be central to our success.

DEPARTMENT FACTS



Established in 1869, the Oakland Fire Department has a rich history of dedicated members who are committed to providing the highest quality and highest level of courteous and responsive service to the residents, businesses, and visitors of Oakland. This is accomplished by implementing comprehensive strategies and training in fire prevention, fire suppression, emergency medical services, and all risk mitigation, including human-caused and natural disasters, emergency preparedness, 9-1-1 services and community-based fire services.

The Oakland Fire Department has:

- 564.20 authorized sworn personnel for fire suppression and emergency response (24-hour shifts or 40-hour position assignments)
- 173.26 authorized (full and part-time) civilian personnel
- 26 Fire Stations, which includes equipment and resources such as:
 - ◊ 25 Engine Apparatus
 - ◊ 7 Aerial Apparatus
 - ◊ Hazardous Materials Response Team
 - ◊ Technical Rescue Team
 - ◊ Airport Rescue Company
 - ◊ Water Rescue Team
 - ◊ Specialized Wildland Response Apparatus
- Over 77,882 response calls in 2023, of which 80% are calls for emergency medical services

STRATEGIC GOALS

Provide leadership to all aspects of the Department's operations, especially strategic planning, fiscal management, personnel management, and labor relations.

Deliver high-quality services when responding to emergency calls within 7 minutes, 90% of the time - from when dispatch first receives the call to arrival on the scene.

Create 9-1-1 incidents in the Dispatch system within 90 seconds for the annual volume of 60,000 emergency calls; maintain Computer Aided Dispatch/Records Management System (CAD/RMS) and the Center of Excellence accreditation, which will enable the Oakland Fire Department to compete for Emergency Medical Services (EMS) dispatch contracts.

Provide Communities of Oakland Respond to Emergencies (CORE) program and Community Emergency Response Team (CERT) training and public education; continue to implement the National Incident Management System (NIMS) and provide basic and advanced training to elected officials, management, and key staff to ensure an effective Emergency Operations Center (EOC).

Review 98-100% of all plans, sprinkler, fire alarm, evacuation, hood and duct Tenant Improvements (TI), and Tenant Parcel Maps (TPMs) within 3-15 business days; ensure public and private buildings are in compliance with the California Fire Code; develop and implement online permitting with an online payment option; develop and implement new inspection and billing database.

Ensure employee safety and health, which will result in increased productivity and reduced workers' compensation claims.

Partner with Oakland Public Works on the Capital Improvement Program and identify both major and minor projects within Fire to repair, update, and upgrade facilities, and replace aging fire stations; to provide logistical support to the Oakland Fire Department's facilities, apparatus, and equipment, including developing and instituting reasonable maintenance schedules to ensure CAL-OSHA compliance.

Continue to explore revenue opportunities, such as grant funds and cost-recovery fees; streamline the billing process to maximize revenue collection.

Continue to meet all mandated training, especially focused on new supervisors and managers, exercise and drill requirements for sworn personnel.

SERVICES INVENTORY

EXTERNAL SERVICES

Emergency Response and Suppression

The Field Operations Bureau is responsible for emergency medical response, fire suppression, mitigation of disasters, and rescue activities.

Code Compliance & Enforcement

The Fire Prevention Bureau conducts fire safety inspections of the City's buildings, structures, vacant lots, and cannabis operations. The Bureau also performs, what are termed state-mandated inspections, which include buildings used for public assemblies, educational purposes, institutional facilities, multi-family residential dwellings, and high-rise structures.

Investigations and Inspections

Investigate suspicious fires, fires resulting in injury or death, and incidents involving hazardous materials, bombs, or incendiary devices. Lead threat and hazard identification efforts to prevent, protect against, mitigate, and respond to hazards. Plan review and approvals of hazardous materials business plan inspections, underground storage tank inspections, and building plans for new construction and improvements to have required fire safety components.

Community Outreach and Information

Conduct community outreach to engage, inform, and train community members and partners in preparedness and response activities, manage the volunteer program, and disseminate public information and warnings for all hazards.

Local Support

Provides Aircraft Rescue Fire Fighting (ARFF) to Oakland International Airport to comply with FAA requirements, activates a FEMA-sponsored Search-and-Rescue Team when requested by CAOES, and maintains the Sea Wolf, the City's fireboat.

INTERNAL SERVICES

Emergency Response and Communication

Develop and maintain emergency mitigation, response, recovery plans, and inventory while participating in county and regional planning and preparedness activities. Activate the EOC for emergencies and planned events. Ensure proper processes and procedures for efficient communication within and across City departments during emergencies.

Recruit and Training

Provide in-service training for the Fire Academy recruits. Coordinate mandated fire-specific training for all existing and recruited personnel, including state-required hours of continued education to maintain certifications and licenses.



OAKLAND
FIRE DEPARTMENT



Pierce

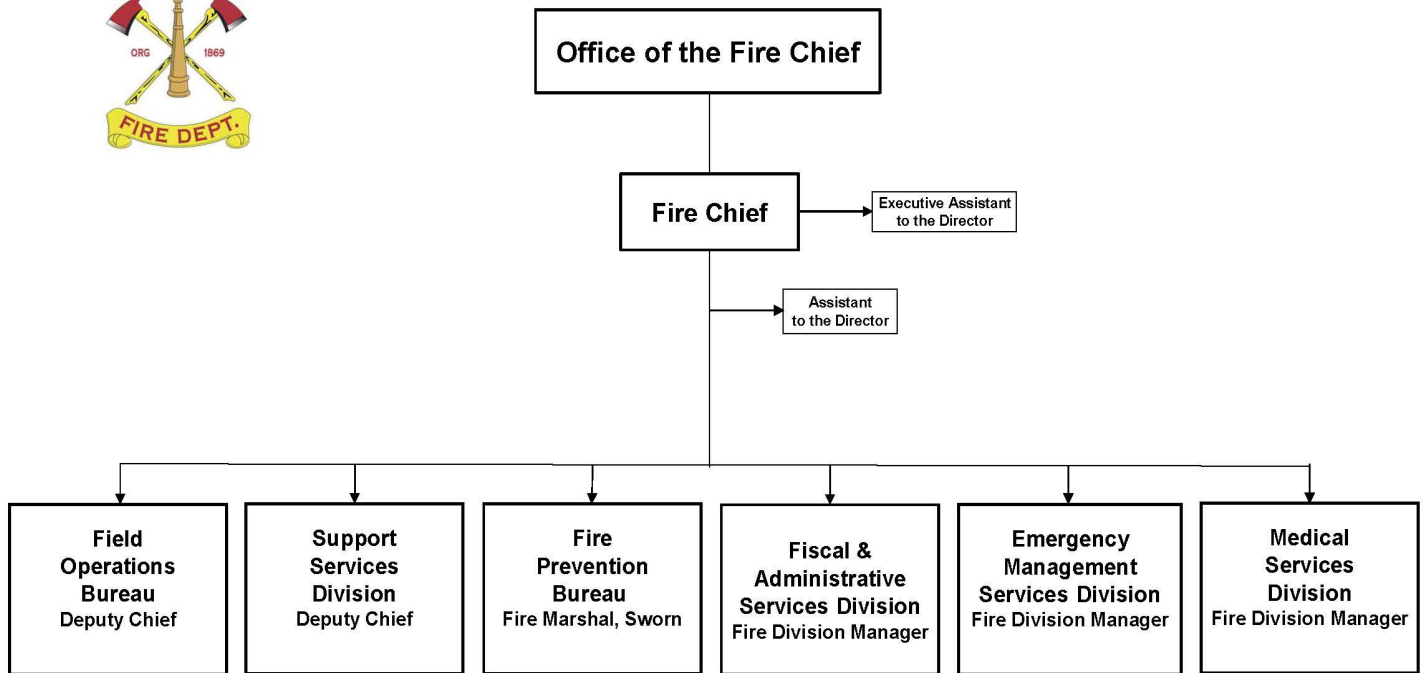
OAKLAND
FIRE

VORTI

T WOOD

ORGANIZATIONAL STRUCTURE

OAKLAND FIRE DEPARTMENT



Fire Chief:
Damon Covington

Assistant to the Director /PIO:
Michael Hunt

Executive Assistant to the Fire Chief:
Grace Santos

Deputy Chief—Field Operations Bureau:
Matthew Nichelini

Operations Assistant—Field Operations Bureau:
Randy Stukes

Deputy Chief—Support Services Division:
Demond Simmons

Assistant Chief:
Tracey Chin

Acting Assistant Chief:
Chris Landry

Captain of Operations:
Tracy Paganelli

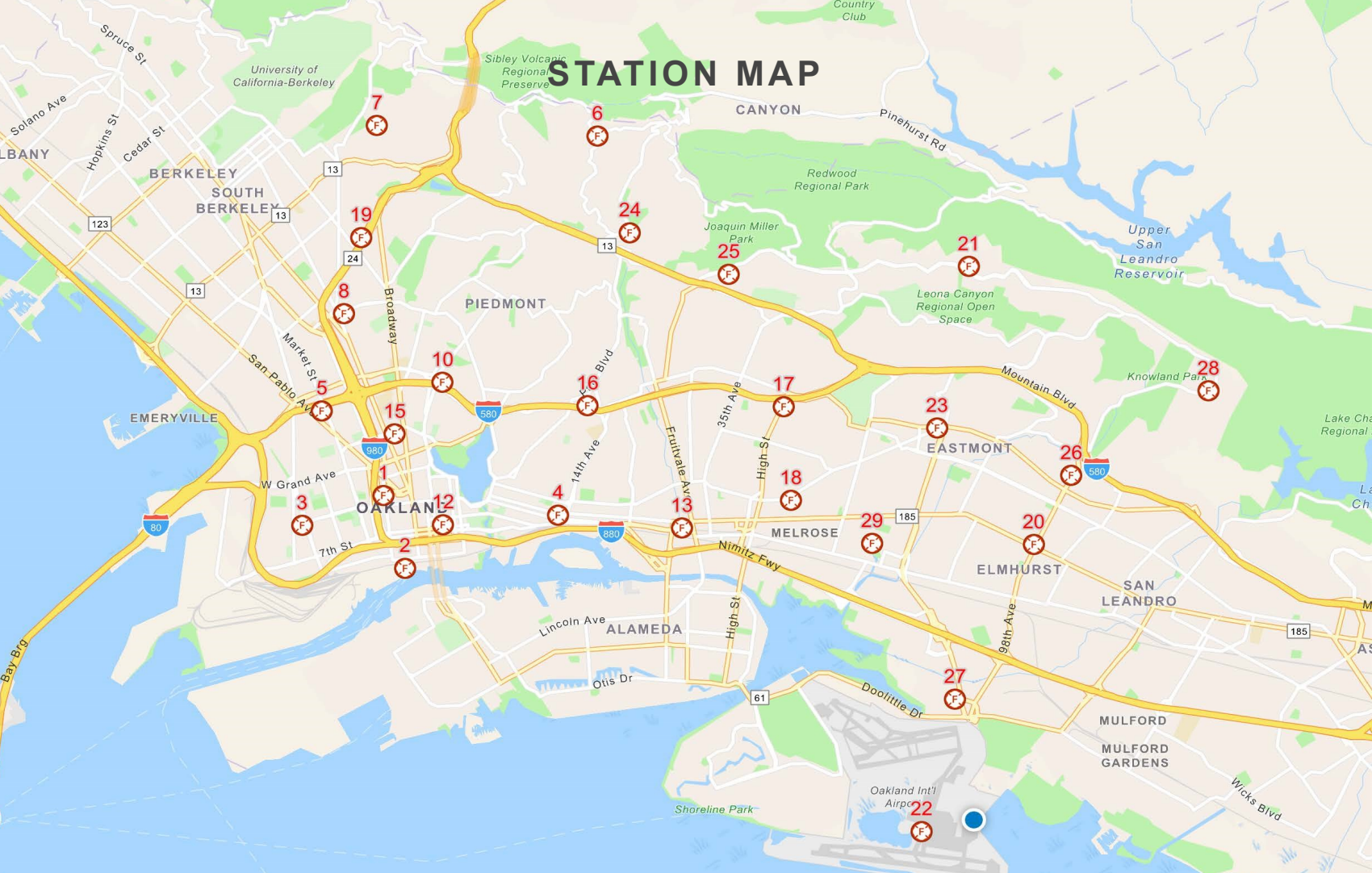
Captain of Services, Administration:
Ekundayo Wilson

Fire Marshal—Fire Prevention Bureau
Felicia Bryant

Fiscal and Administrative Services Division Manager:
Gene Tom

Emergency Management Services Division Manager:
Jessica Feil

Medical Services Division Manager:
Vena Sword-Ratliff



First Line Apparatus Summary

- 25 Engine Companies
- 7 Aerial Ladder Truck Companies
- 2 Water Tenders
- 1 Technical Rescue Team
- 1 Water Rescue Team
- 1 Airport Rescue Response Team
- 1 Hazardous Materials Response Team
- 1 Fire Investigation Unit

Geographical Information

- City of Oakland
- Population: 485,574
- Square Miles: 78.03



STATIONS



Firehouse No. 1
Battalion 2, Engine 1, Rescue 1, Truck 1
1603 Martin Luther King Jr Way



Firehouse No. 2
Engine 2, Marine 1
47 Clay Street



Firehouse No. 3
Engine 3, Hazmat 1 & 2, Truck 3
1445 14th Street



Firehouse No. 4
Engine 4, Truck 2
1235 International Boulevard



Firehouse No. 5
Engine 5,
934 34th Street



Firehouse No. 6
Engine 6
7080 Colton Boulevard

STATIONS



Firehouse No. 7
Engine 7
1006 Amato Avenue



Firehouse No. 8
Engine 8, Truck 5
463 51st Street



Firehouse No. 10
Engine 10
172 Santa Clara Avenue



Firehouse No. 12
Engine 12
822 Alice Street



Firehouse No. 13
Engine 13
1225 Derby Avenue



Firehouse No. 15
Engine 15, Truck 4
55 27th Street

STATIONS



Firehouse No. 16
Engine 16
3600 13th Avenue



Firehouse No. 17
Engine 17, Battalion 4
3344 High Street



Firehouse No. 18
Engine 18, Truck 6
5008 Bancroft Avenue



Firehouse No. 19
Air 1, Engine 19
5776 Miles Avenue



Firehouse No. 20
Battalion 3, Engine 20, Truck 7
1401 98th Avenue



Firehouse No. 21
Engine 21, Gator 21
13150 Skyline Boulevard

STATIONS



Firehouse No. 22

Engine 22

751 Air Cargo Road, Oakland International Airport



Firehouse No. 23

Engine 23

7100 Foothill Boulevard



Firehouse No. 24

Engine 24

5900 Shepherd Canyon Road



Firehouse No. 25

Engine 25

2795 Butters Drive



Firehouse No. 26

Engine 26, OES 2302

2611 98th Avenue



Firehouse No. 27

Comm 1, Engine 27

8501 Pardee Drive

MISSION STATEMENT

The proud members of the Oakland Fire Department are committed to providing the highest quality and highest level of courteous and responsive services to the residents, businesses, and visitors of Oakland.

This is accomplished by implementing comprehensive strategies and training in fire prevention, fire suppression, emergency medical services, and all risk mitigation, including: human-caused and natural disasters, emergency preparedness, 9-1-1 services and community-based fire services.



STATIONS



Firehouse No. 28

Engine 28, Enzzzzzgine 328
4615 Grass Valley Road



Firehouse No. 29

Engine zzz29
1016 66th Avenue

OFFICES & FACILITIES



Fire Prevention Bureau
250 Frank Ogawa Plaza, Suite 3341



Oakland Fire Department Administration
150 Frank Ogawa Plaza, Suite 3354



**Emergency Operations Center, Emergency
Management Services Division, Fire Department
Communications & Medical Services Division**
1605 Martin Luther King, Jr. Way



US&R CA-TF4
9812 Bigge Street



Training Tower & MACRO Headquarters
250 Victory Court



Support Services
7101 Edgewater Drive Bldg 3

OFFICE OF THE FIRE CHIEF

The Office of the Fire Chief directs overall policy, planning and management of the fire department. Responsible for providing effective leadership for the Department's operations through strategic planning, financial reporting, legislative action, performance measures, staff development and training; serves as the liaison to the Oakland community, Department staff, City management, the Mayor and City Council.



2023 Highlights:

- On November 13, 2023, Mayor Sheng Thao administered the oath to the new Oakland Fire Chief, Damon Covington.
- Awarded a \$1,263,456 FEMA / Department of Homeland Security grant to support ongoing disaster response and rescue operation efforts, to be utilized by the California Task Force Four Urban Search & Rescue Team.
- Awarded nearly \$300,000 in grants from the State of California and the McNeely Group to purchase new equipment and specialized tools to safely extricate persons trapped in cars, and to easily enter buildings.
- Recognized by The International Academies of Emergency Dispatch® (IAEDTM) as an Accredited Center of Excellence (ACE) for emergency medical dispatching. The Oakland Fire Department is the 137th MEDICAL ACE in the world and its 5th accreditation.
- Launched a pilot program to begin utilizing Real-Time Wildfire Monitoring System Technology ("Wildfire Sensors") in Oakland's High Fire Hazard Severity Zone to detect and prevent wildfires.
- Awarded a Federal Emergency Management Agency Staffing for Adequate Fire and Emergency Response Grant (SAFER) Grant for \$27,392,155 to hire new Oakland Firefighters this year.
- Successful recruitment of lateral Firefighters and Firefighter-Paramedics resulting in conditional offers and a hire date of March 2023.
- Promoted 26 members to new ranks within the department.
- For the first time in five years, the department developed a new three-year hiring list, with a new firefighter recruitment academy scheduled to start in March 2024.
- Successfully completed the 18-month MACRO pilot program, extended offers to 18 new responders, and transitioned to a full-fledged program within the Medical Services Division.

2023 STATS

OAKLAND FIRE DEPARTMENT RESPONSES BY COMPANY

January 1, 2023 through December 31, 2023

Engines	2023	2022	2021	2020	2019
E1	4013	4366	4118	4148	4793
E10		2593	2854	2049	2368
E12	3493	3175	2352	2662	3743
E13	4084	4662	4487	3787	3766
E15	5020	4546	4200	3306	3746
E16	3117	746	980	2580	2867
E17	2999	3424	3217	2546	2489
E18	4048	4203	4292	3818	3669
E19	1093	1052	935	841	1116
E2	2073	2301			
E20	3844	3949	4008	601	3558
E21	356	413	411	294	339
E22	42	42	568	351	149
E22A	615	552			
E23	3821	3879	3853	3738	3842
E24	819	898	840	658	740
E25	834	1323	1191	783	987
E26	2799	2979	3274	2843	2859
E27	2815	2994	3081	2409	2536
E28	405	441	470	433	381
E29	3898	4322	4232	3696	3997
E3	2635	2656	2540	2053	2452
E4	3250	3927	3786	3225	2885
E5	3019	3059	2929	2368	2448
E6	303	301	333	356	335
E7	278	273	312	293	323
E8	3334	3010	2817	2315	2791

BCs	2023	2022	2021	2020	2019
B2	733	750	871	726	706
B3	487	505	568	589	542
B4	838	864	893	869	778

Trucks	2023	2022	2021	2020	2019
T1	1688	1697	1866	1824	1859
T2	1576	1597	1613	1130	1387
T3	746	685	1038	964	866
T4	2165	2011	1769	1532	1725
T5	1165	1106	1009	940	1187
T6	1950	1980	1833	1604	1667
T7	1850	1805	1715	1446	1646

HazMat	2023	2022
HM1	28	36
HM2	5	2
HM3	27	36
HM4	211	227

Boats	2023	2022
MARINE1	22	17
MARINE2	13	16
MARINE3		1

Rescue	2023	2022
R1	513	383
R2	4	4

OAKLAND FIRE DEPARTMENT INCIDENT SUMMARY REPORT Jan 1, 2023- Dec 31, 2023

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	Totals
Structure Fires	85	89	83	85	55	62	53	52	76	66	68	64	838
Vehicle Fires	112	100	110	135	127	135	159	129	115	133	104	126	1485
Grass/Wildland	19	15	16	33	36	59	106	73	62	45	34	19	517
Natural Gas	52	49	49	42	41	46	27	30	31	36	44	50	497
Carbon Monoxide	70	34	48	27	34	49	43	32	35	39	50	52	513
Outside Fire	136	161	139	145	144	142	164	165	165	142	164	121	1788
Encampment Fire	128	101	128	146	171	131	167	150	153	183	143	143	1744
Engine Utility	264	177	171	174	170	179	163	206	188	214	187	191	2284
Truck Utility	121	133	138	98	118	124	114	100	96	128	103	129	1402
HazMat	27	43	43	43	47	54	38	35	39	48	41	37	495
Airport Responses	2	0	3	1	1	1	3	1	1	2	1	1	17
Commercial PFAS	352	302	399	240	319	306	308	309	334	327	332	324	3852
BART	0	1	1	0	0	0	1	0	0	1	1	0	5
Rescue/Extrication	26	22	24	15	18	20	18	39	31	42	47	45	347
EMS Code 3	3128	3031	3119	3063	3145	3026	3063	3247	3101	3232	3060	3221	37436
Investigation/Other	65	83	54	51	38	64	69	76	58	70	66	49	743
MA's	7	3	7	7	1	2	2	6	3	2	1	0	41
EMS Code 2 ***	1397	779	1250	1289	1276	1227	1303	1365	1266	1249	1245	1308	14954
MACRO	1305	1372	1385	907	844	676	455	479	380	368	434	319	8924
MONTHLY TOTAL	7296	6495	7167	6501	6585	6303	6256	6494	6134	6327	6125	6199	77,882

FIELD OPERATIONS BUREAU

The Oakland Fire Department's Field Operations Bureau stands as the largest division with 435 members, dedicated to minimizing harm to individuals, property, and the environment. The Bureau oversees the day-to-day administration of field operations, supervises personnel, and manages critical functions such as fire suppression, emergency medical services, disaster management, and comprehensive hazard risk mitigation. In addition, the Bureau encompasses the Special Operations Division and the FEMA Urban Search & Rescue (US&R) California Task Force 4.



The Field Operations Bureau is comprised of the Deputy Chief of Operations, two Assistant Chiefs, nine Battalion Chiefs, a Special Operations Battalion Chief, a US&R Battalion Chief, and administrative staff. The Bureau boasts a team of 48 Captains, 60 Lieutenants, and 82 Engineers, along with 100 Firefighter-Paramedics and 170 Firefighters.

Daily, the Bureau maintains a minimum staffing level of 140 members strategically stationed across 26 fire stations within three Battalions. This dedicated team operates 25 Engines, seven Aerial Ladder Trucks, and six Aircraft Rescue Firefighting (ARFF) Apparatus.

Our versatile members are trained to cross-staff various specialized teams, including the Hazardous Materials Response Team, Technical Rescue Response Team, Water Rescue Team, as well as Wildland and Trail Rescue apparatus. This multifaceted approach ensures a comprehensive and effective response to a wide range of emergency situations.

In 2023, the Field Operations Bureau responded to over 54,000 calls, 838 confirmed structure fires, 1,485 vehicle fires, 517 vegetation fires, 3,532 outside fires, 37,436 emergency medical responses, 1,505 hazardous materials/odor responses, 3,686 utility calls, 17 ARFF incidents, five BART responses, 347 heavy rescue/extrication calls, 41 mutual aid responses, six Federal and State requests for US&R deployment, and 4,595 "other" responses.



Aside from responding to emergency calls, the Field Operations Bureau also contributes apparatus and firefighters to community events. Our team actively participated in 144 public education events and four career fairs, and our 1967 Van Pelt Parade Fire Engine participated in various parades and ceremonies around the region.

Over the last year, the Field Operations Bureau announced the promotion of one Assistant Chief, three Battalion Chiefs, five Captains, 11 Lieutenants, and one Paramedic. Additionally, the team welcomed nine new Firefighter-Paramedics and 23 new Firefighters.

FIELD OPERATIONS BUREAU

SPECIAL OPERATIONS DIVISION

The Special Operations Division supports specialized calls for service and works with the Port of Oakland and the Federal Aviation Administration (FAA), as well as multiple other public and private entities, to ensure common operating objectives and priorities when called for service. Special Operations is responsible for managing operational readiness which includes certification, qualification, and continuing education training for Aircraft Rescue Firefighting, Hazardous Materials Response, Technical Rescue, and Water Rescue.



Aircraft Rescue Firefighting (ARFF) Highlights:

- Completed Live Burn training for ARFF members at the San Bernardino Regional Emergency Training Center.
- Successfully completed two days of rigorous inspections by the FAA.
- Completed training and provided support for San Francisco Fleet Week aircraft, including the U.S. Navy Flight Demonstration Squadron (Blue Angels).
- Provided support and equipment for the United States Secret Service to ensure safe movement of the Vice President of the United States during a visit to the Bay Area.

Hazardous Materials Response (HazMat) Highlights:

- Completed annual training for all HazMat members including Level-A Personal Protective Equipment Confidence course, a full field scenario, and Hazardous Waste Operations and Emergency Response (HAZWOPER) training.
- Completed daily operations to support the Abandoned Hazardous Substance Emergency Response Program.
- Secured grant funding to replace the City of Oakland air monitoring equipment.
- Identified funding opportunities for the replacement of HazMat team vehicles.

Technical Rescue Team (TRT) Highlights:

- Completed annual Cal/OSHA Confined Space training for all TRT members.
- Performed successful rescue operations at a complex wall collapse/trench rescue incident.
- Collaborated with HazMat team, Field Operations personnel, and Law Enforcement to perform Confined Space recovery under challenging conditions.
- Collaborated with the California Highway Patrol Golden Gate Division Air Operations helicopter and East Bay Regional Parks Fire Department to successfully rescue an injured hiker in the Claremont Canyon area.

Water Rescue Team Highlights:

- Provided personnel, equipment, and support for multiple California Office of Emergency Services Water Rescue deployments throughout



FIELD OPERATIONS BUREAU

the state for storm-related flooding.

- Provided support for the United States Coast Guard during San Francisco Fleet Week to ensure boater and pilot safety in and around regulated areas in the San Francisco Bay.
- Secured grant funding to replace and equip two Inflatable Rescue Boats.
- Preparation for replacement of a Jet Dock® drive-on boat dock and delivery of a new MetalCraft Marine® Fire Boat.

FEMA URBAN SEARCH & RESCUE CALIFORNIA TASK FORCE 4

The Oakland Fire Department is the Sponsoring Agency for California Task Force Four (CA-TF4), one of twenty-eight FEMA Urban Search and Rescue (US&R) teams for man-made or natural disaster response. The US&R Program Manager is responsible for a \$1.285M Cooperative Agreement grant and operational readiness, while the Program Coordinator oversees the day-to-day operations of purchasing and maintaining the equipment cache, organizing monthly trainings, developing mobilization exercises, and managing deployments.

Weather was a critical factor in 2023, CA-TF4 US&R team members deployed on two Federal and four State missions.

FEMA US&R

- Tropical Storm Idalia, Florida
- Maui Wildfires, Hawaii

California Office of Emergency Services (OES)

- OES March Winter Storms, Mammoth
- OES Preposition/Mobilization, Monterey, Pajaro, Santa Maria
- OES Preposition/Mobilization, Inyo County
- OES Preposition/Mobilization, Riverside County

The Task Force had 90 members participate in Search and Rescue Common Operating Platform (SARCOP) training this year. This platform is an interagency dashboard and Geographic Information System (GIS)

tool designed to assist agency leadership with planning and conducting more effective and efficient search and rescue operations. CA-TF4 also hosts a FEMA US&R Branch flagship training course, Medical Team Specialist, a 46-hour intensive training for collapsed structure medicine in the disaster environment. Doctors and paramedics are trained to provide medical care to trapped victims during rescue, oversee team health, and perform emergency canine



FIELD OPERATIONS BUREAU

care for search canines. The training is a mandatory course for all Medical Team Managers and Medical Specialists in the US&R System. Twenty-eight students completed this training culminating in a night exercise simulating an earthquake with victims in a rubble pile.

In 2023 the CA-TF4 canine team was recognized with US&R CA-TF3 (Menlo Park) and CA-TF7 (Sacramento) canine teams by the Council of the County of Kauai for bringing 15 canine teams to train with Kauai Search and Rescue (SAR) teams. US&R Live-Find Canines are highly trained to find people buried alive in disasters. CA-TF4 has 11 Live-Find Canines and two human remains detection canines.

Specialized training provided to our members in 2023 included:

- Boat Operations Training
- Confined Space Operations
- Hazmat: Enhanced Operations in the Contaminated Environment
- Class A Driver Training
- Incident Support Team Training
- Grants Management Workshop
- Training Managers Workshop
- Task Force Leader Training
- Plans Team Training

CA-TF4 is represented on the national level with multiple members serving on FEMA US&R Branch subgroups including Structures, Rescue, Public Affairs, Medical, and Search.

Equipment recapitalization is extremely important to the Task Force. In 2023 CA-TF4 was able to purchase equipment in the following disciplines: Communications, Hazardous Materials, Rescue, Water & Flood Rescue, Medical, Logistics, and Search.



SUPPORT SERVICES DIVISION

The Support Services Division manages the timely and cost-effective purchase, acquisition, coordination, maintenance and repair of Fire Department facilities, fire apparatus, personal protective safety gear, tools and equipment. In addition, Support Services oversees the operations of the Fire Dispatch Center which provides dispatch service support for emergency calls and non-emergency calls throughout the City, and coordinates with the Information Technology and Oakland Police Departments to implement and maintain the City's Integrated Public Safety System (IPSS).

Support Services is responsible for a broad array of administrative, financial, and programmatic service areas that are essential for maintaining operational readiness. These areas include Fleet Management (apparatus maintenance and repair), facilities, and other vital services.

The Oakland Fire Department Fleet Management program is responsible for maintaining the operational readiness of the Department's fleet of apparatus and support vehicles. Performing routine and emergency repairs, safety inspections, preventative maintenance, communications equipment installation, and emergency apparatus outfitting are among a few of the countless duties that are carried out by our fleet management team.

Additionally, Support Services is responsible for the general maintenance of all the Department's fire stations and division offices, the project management of the building processes for new department facilities and the restoration of existing facilities.

2023 Highlights:

- Established contracts with new vendors.
- Renewed contracts with several existing vendors.
- Reestablished monthly meetings with Public Works and Information Technology Department members.
- Purchased new Motorola portable and mobile radio systems.
- Took delivery of two new water tenders.
- Submitted a technology (hardware/software) plan to the Fire Chief's Office.
- Assisted Public Works and the Real Estate Divisions with remodeling activities at fire stations.
- Purchased a new cascade system for the Drill Tower.
- Re-established several working groups.
- Purchased several shipping containers for miscellaneous use at the Drill Tower.
- Purchased two sets of wood ladders.
- Collaborated with the Bay Area Training and Exercise Program and the Emergency Management Services Division to deliver an active shooter exercise for 2024.

TRAINING DIVISION

The Training Division is responsible for all training and educational opportunities that advance the competency of all Oakland Fire Department personnel. The division is comprised of one Training Chief, a Captain, and an Engineer. Training and education curriculum/courses are developed using industry standards/best practices; NFPA recommendations; State Fire Training courses; evidence-based research from the Underwriters Laboratory Fire Service Research Institute (FSRI); and methodologies developed by past and current OFD members.

2023 Highlights:

- Established 2023 & 2024 Strategic Training & Education Plan.
- Hosted several State Fire Training company officer and chief officer courses.
- Delivered one officer academy for newly promoted company officers.
- Completed curriculum for water tender operations.
- Continued with training and education activities with the Alameda County Training Officers Working Group.
- Delivered a Microsoft Office Suite educational session with Citywide Training.
- Assisted with the delivery of four quarterly hazardous materials training and education activities.
- Completed probationary testing and evaluation for two classes.



FIRE DISPATCH CENTER



The Fire Dispatch Center serves as the first point of contact for 9-1-1 callers needing fire or medical services in the City of Oakland. Approximately 77,882 calls are processed each year by highly trained, Emergency Medical Dispatch (EMD) certified staff. In addition to biennial recertification, which includes CPR training, the Fire Dispatch Center has been an Accredited Center of Excellence (ACE) by the International Academies of Emergency Dispatch for over 15 years.

2023 Highlights:

National Public Safety Telecommunicators Week (April 10 – 14, 2023)

The Fire Dispatch Center (FDC) had a week-long schedule of events to celebrate the outstanding work of our 9-1-1 dispatchers, such as a Color Party, Hawaiian Luau Day, Mardi Gras, and Oakland Proud, thanks to the many sponsors such as our Command Staff, Local 55, Galls Uniform, Motorola Solutions and Bloom Pizza.



Accredited Center of Excellence (ACE) Re-Accreditation

In March 2023, the FDC was notified of its fifth re-accreditation by the International Academies of Emergency Dispatch (IAED). There are twenty (20) criteria that the Center must meet or exceed to be an ACE, and for the fifth time since 2007, the IAED designated our Center with this distinction. This reflects the dedication and commitment of our dispatchers and the efficacy of our Quality

Assurance/Quality Improvement (QA/QI) Program, which is under the direction of QA/QI Officer Perry Lamont.

Uniform Update

In an effort to update the FDC dispatcher and supervisor uniforms, this project was started in 2022 and took effect in early 2023. The FDC wanted a professional look consistent with other fire communications centers in the region while making a distinction from our sister communications center of the Oakland Police Department.





Installation of Custom Candice Koshman “Thin Gold Line” American Flag

OFD’s Engineer of Fire Candice Koshman’s ongoing labor of love made its way to the Fire Dispatch Center in June. She, along with the help of Lieutenant Frank Mui, created this impressive American Flag made of used firehose. To make this piece specific to the FDC, she included “The Thin Gold Line” which is the color symbol of 9-1-1 Dispatchers nationwide.



Personnel

Unprecedented in the history of the Fire Dispatch Center, seven new dispatchers were hired in the first two quarters of 2023. These new hires came from various backgrounds, ranging from a tenured EMS dispatcher, a former paramedic, reallocations from OPD, and one with no public safety background. Thanks to Supervisors Bakia Haywood and Katrina Crayton for serving as Training Coordinators and running the Dispatch Academy.

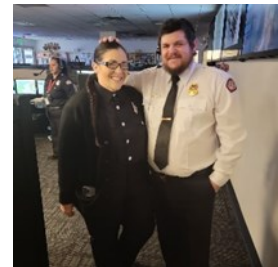
On January 23, 2023, Fire Dispatcher Ben Nicolls was promoted to Fire Supervisor.



International Firefighters Day Observation

May 4th is International Firefighters Day, which coincides with the Feast Day of Saint Florian, the Patron Saint of firefighters.

This year, the Fire Dispatch Center invited OFD Chaplain Father Jayson Landeza to give a blessing over the station intercom.

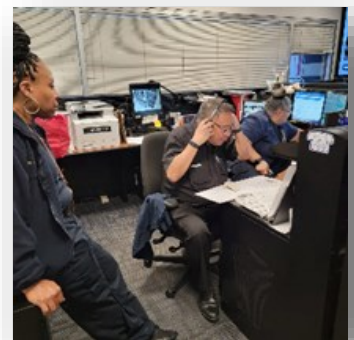


“Sleepless in Oakland” Recognition by Journal of Emergency Dispatch Article



On August 28, 2023, the Journal of Emergency Dispatch published an article that covered the Herculean task of submitting the massive amount of data required by the International Association of Emergency Dispatchers to get re-certified as an Accredited Center of Excellence (ACE). A challenging project in any given year, this was made ten times harder following the disastrous ransomware attack that occurred in February, just as the required data package was due.

Kudos to QA/QI Officer Perry Lamont for his dedication to maintaining the Department’s ACE designation.



EMERGENCY MANAGEMENT SERVICES DIVISION

The **Emergency Management Services Division** within the Oakland Fire Department strives to build a safer and more resilient Oakland. We accomplish this goal by leveraging partnerships, developing our core capabilities, and maintaining a culture of preparedness.

We ensure the City of Oakland can respond to, recover from, and mitigate against any hazard that affects our city, the region, the state, and beyond.

Emergency Activations

The Emergency Management Services Division (EMSD) is responsible for city-wide disaster and emergency response operations, including monitoring upcoming events such as adverse weather and community gatherings that could affect operations and impact Oakland residents. EMSD also oversees the Emergency Operations Center (EOC), which acts as a pivotal hub for coordinating and managing responses to emergencies. This involves assessing potential impacts, strategizing, and executing response efforts. EMSD maintains a constant state of readiness and coordinates with internal and external stakeholders to prepare for necessary actions in mitigation and response.

From late December 2022 into January 2023, a series of nine “atmospheric rivers” dumped a record amount of rain and mountain snow across the western U.S. and Canada, hitting California particularly hard. More than 32 trillion gallons of water rained down across the state. The City of Oakland received 18.33 inches of rainfall in 23 days (>69% of average annual rainfall). From December 2022 through February 2023, winter storms prompted activations, including the opening of the Emergency Operations Center (EOC). City employees and CERT volunteers assisted in filling and distributing sandbags at 5050 Edgewater, with Disaster Service Workers (DSW) and DSW-Volunteers contributing approximately 60 and 102 hours, respectively. Parks and Recreation staff volunteered for DSW shifts at overnight shelters, supporting unhoused residents. Additionally, CERT Members conducted community damage assessments, using a digital Windshield Assessment tool to report incidents directly to the EOC.



In February 2023, a cyber event triggered EOC activation to support response and recovery efforts. During the 4th of July Firewatch 2023, EMSD activated the EOC and collaborated with ORCA/RACES and CERT volunteers for real-time fire patrols, reporting hazards to the EOC. Mutual aid activation and virtual EOC activation occurred during the Asian-Pacific Economic Conference (APEC), with EMSD staff deployed to the San Francisco EOC to support emergency activities. Throughout the Conference, Oakland's EOC remained on stand-by, coordinating with SF DEM and local airports to ensure public safety.

Communities of Oakland Respond to Emergencies (CORE)

The CORE Program with the [#ReadyOakland](#) outreach initiative and its community partners contributed to the significant increase in awareness among Oakland residents of new and existing emergency preparedness and response methods, materials, training opportunities, and events leading to wider participation in Community Emergency Response Team (CERT) and Personal Emergency Preparedness (PEP) training courses; and the increase in number of DSW–Volunteers signing up to support the official City of Oakland EOC activations.

EMERGENCY MANAGEMENT SERVICES DIVISION

2023 Highlights:

Outreach

- Over 120 volunteer hours were dedicated to assisting CERT trainings and promoting CERT and disaster awareness at Oakland events.
- Attendance at over 100 Community engagement meetings attended to promote emergency preparedness and the CORE Program.
- Participation in more than 12 community events resulting in 1,013 direct engagements focusing on promoting CERT, PEP, and general disaster preparedness awareness.

Community Organizing

- The 2023 CERT All-Hands meeting held on April 15, 2023, provided an opportunity for CERT members to network with EMSD staff, hear about the amazing work the volunteers had done in prior years, learn of upcoming opportunities, and practice valuable CERT Skills.
- Additionally, new CERT teams began organizing and the first CERT Team Mapping project launched.



CERT Team Mapping

Training

- Personal Emergency Preparedness Training (PEP): Conducted 11 workshops, training 285 residents
- Community Emergency Response Team Training (CERT): Facilitated five cohorts, graduating 89 Oakland residents.
- Encampment Safety Training (EST): Piloted the first Encampment Safety Training to 22 residents of the Peralta Cabins in West Oakland. Training included Fire Safety, Emergency Preparedness, and Basic Medical Interventions to save lives and reduce impacts on first responders.
- Active Shooter Training (AST): Collaborated with community partners in Little Saigon to provide Active Shooter training, equipping residents and businesses with survival and response skills.

Exercise

- CERT National CERT Association Conference Exercise:
The City of Oakland, in partnership with San Francisco NERT, developed and conducted an exercise for local and national CERT members to test skills and abilities during the 2023 National CERT Conference in Burlingame California. CERT Teams from all Bay Area Counties (including one from the City of Oakland) and individuals from across the nation competed in a series of CERT-based skill-building scenarios.
- 2023 Great Oakland ShakeOut (GOSO):
On October 19, 2023, EMSD facilitated an emergency evacuation drill and conducted mini-PEP training at Arise High School in the Fruitvale Village. The aim was to raise awareness among students and staff about earthquake safety and general emergency preparedness.
 - ◇ Over 80 high school students participated in a 30-minute mini-PEP training.
 - ◇ Additionally, 200 students took part in a school-wide Emergency Evacuation Drill.

EMERGENCY MANAGEMENT SERVICES DIVISION



Training and Exercise Development & Participation

EMSD's training catalog plays a crucial role in enhancing the preparedness of both city staff and residents – fostering a resilient community in the face of unforeseen crises. For city staff, these trainings provide valuable opportunities to refine response protocols, practice coordination among various departments, and familiarize themselves with emergency procedures. This not only ensures a more efficient and effective response but also instills confidence and competence among staff members.

Simultaneously, residents benefit from such trainings by gaining essential knowledge on emergency preparedness, evacuation procedures, and first aid techniques. Empowering residents to be proactive in emergencies contributes to a safer community, as they become integral partners in the overall emergency response efforts. Additionally, the shared understanding cultivated through these trainings fosters community cohesion, reinforcing the collaborative spirit necessary during challenging circumstances.

Training

- Disaster Service Worker (DSW) Training:
 - ◇ 12 Monthly deliveries through New Employee Orientation.
 - ◇ Four Quarterly deliveries through Supervisor Academy.
- Emergency Respite Center training series consisting of three modules. Only two modules were delivered in 2023 due to staffing constraints.
 - ◇ ERC (Emergency Respite Center Operations) – one workshop delivered training 30 city staff and volunteers.
 - ◇ ART (Awareness, Resilience, and Tools) – one workshop delivered training 84 city staff and volunteers.
- Integrated Preparedness Plan (IPP):
 - ◇ In mid-2023, EMSD launched a citywide IPP process to engage City departments to learn what trainings, exercises, and policy updates are needed to make sure the City is prepared to respond to future emergencies and disasters.

Exercises

EMSD plans and coordinates city-wide exercises, ensuring participation of relevant internal and external stakeholders. This encompasses various departments and divisions within the city, CORE volunteers, and Community Partners whenever feasible. This collaborative effort aims to broaden and enhance the city's ability to respond to and recover from emergencies and disasters. The division hosted two major exercises for the 2023 calendar year. The first was the regional 2023 Golden Eagle C-POD full-scale exercise. EMSD



EMERGENCY MANAGEMENT SERVICES DIVISION

activated a Commodity Point of Distribution (C-POD) at Arroyo Viejo Park to test the City's ability to distribute vital goods during an emergency and communicate details through amateur radio networks. 10 City staff from 4 departments and 24 CERT and ORCA volunteers participated. The second was EOC focused where EMSD conducted an advanced EOC Training with an accompanying tabletop exercise in May 2023. 25 city staff with defined EOC responsibilities from 12 City Departments participated in the training/exercise hybrid.

Disaster Council

In accordance with Article 10 of the California Emergency Services Act, local governments may establish a disaster council through ordinance. This council is tasked with creating plans to address any conditions that could lead to a local emergency or state of emergency.

Section 8.50 of the City of Oakland Municipal Code delineates the powers and responsibilities of the Emergency Management and Disaster Preparedness Council ("Disaster Council" or "EMADPC") within the City of Oakland. The primary role of the EMADPC is to advise the City Council on emergency and mutual aid plans and agreements, and to propose ordinances and resolutions, rules and regulations to support the implementation of these plans.



Furthermore, the Disaster Council is responsible for developing the Emergency Operations Plan and assessing programs and resources to prioritize preparedness, mitigation, response, and recovery activities.

The Disaster Council met in October of 2023 to re-assemble under the new leadership (newly elected Mayor, newly appointed City Administrator, and Department Directors). During this meeting, the Emergency Management Services Division provided a comprehensive report detailing its achievements over the past eighteen (18) months, as well as potential challenges that could impede the progress of ongoing projects. The Disaster Council then prioritized future planning efforts for the city.

The Disaster Council agreed upon the formation of working groups to build capacity and capability. These working groups will focus on establishing clear goals and strategies to reduce the potential loss of life and property from disasters. They will also work on enhancing emergency preparedness, addressing public education, and coordinating mitigation, response, and recovery efforts. Additionally, the working groups will collaborate with community partners to ensure effective planning and response.

Plans

The City of Oakland's Emergency Operations Plan serves as the primary document guiding the city's response during significant disasters. Adopted by the City Council in April 2023, this plan outlines the framework for coordinating emergency response efforts and ensuring the safety and well-being of Oakland residents during times of crisis.

FIRE PREVENTION BUREAU

The Fire Prevention Bureau (FPB) provides overall fire code regulatory compliance functions for the City of Oakland. The FPB serves to directly benefit the health and life safety well-being of the entire community, through comprehensive fire protection engineering review and approval of new construction and tenant improvement plans, for fire and life safety comportment, and through a comprehensive inspection and enforcement of the CA Fire Code. Annual inspection programs include State-mandated and operational permit inspections conducted by FPB code inspectors, with non-permitted and multi-unit residential inspections performed by engine company personnel.

Vegetation Management inspections in the Very High Fire Danger zones of Oakland Hills are conducted by FPB Fire Code Inspectors, with residential lots inspected by engine company personnel. The FPB also directly manages hazardous building referrals from engine companies for a thorough compliance enforcement follow-up; and coordinates fire cause investigations with three sworn investigators. The FPB has a very robust Public Fire Education Program (ages preschool to seniors) that reaches thousands of citizens annually.

OFD/FPB ACCELA Database

The Oakland Fire Department's (OFD) transition to the ACCELA software over a year ago has been a success. As the platform grows, the Fire Prevention Bureau's (FPB) administrative team, fire protection engineers, and inspectors will have one reliable system to process plan reviews, special events, cannabis and food truck permits, and schedule inspections.

Collaborative efforts between the Oakland Information Technology Department (ITD) and FPB are underway to develop an ACCELA search tool to access legacy data housed in an outdated stand-alone database. The tool will assist FPB in fulfilling public records and subpoena requests. FPB hopes to have a prototype ready for demonstration in Spring 2024.

The ACCELA software is credited for improvements to response time and coordination between FPB and Operations for engine company referrals.



Fire Investigators

FPB is actively working with Operations members to increase its pool of qualified investigators, which assisted with staffing and completing mandatory assignments.

Inspections

In 2023, FPB completed the following:

- Vegetation Management—Completed 25,952 inspections

FIRE PREVENTION BUREAU

- ◇ As of November 22, 2023, 90 % or 23,403 properties were compliant and 9% or 2,371 were non-compliant.
- ◇ Assisted property owners within the very high fire severity zones of Oakland to become better prepared against the spread of fires.
- ◇ Worked with Public Works contractors to complete weed abatement and roadside clearance on over 140 city-owned parcels, which is equivalent to over 117 acres and 27 roadside areas.
- ◇ In 2023, the goat grazing cleared 102 parcels, which is equivalent to 1190 acres.



- State Mandate Inspections—Completed 2763 as of November 22, 2023.
- Stormwater Inspections
 - ◇ OFD no longer completes this inspection type. The program has been transferred to the Watershed and Stormwater Division.
- The SMART Inspections—Completed 23 inspections as of November 22, 2023
 - ◇ Unified inspections with other units such as Code Compliance, Building, and the Oakland Police Department (OPD)

Overall Successes

In 2023, for the very first time in the history of the OFD, every single inspector within the Fire Prevention Bureau successfully met their Fire Inspector requirements and submitted their Fire Inspector certifications. Chief Covington acknowledged and congratulated each member on this major accomplishment.



Collaborations

- FPB collaborated with the Oakland Department of Transportation (OakDOT) on projects such as the Bicycle Coalition and safe street designs in high-traffic areas. FPB and OakDOT engineers continue to meet each month to review and study street designs.
- In 2023, the City Administrator's Office restarted the Development Services Advisory Group (DSAG) which FPB plays a major role in. The goal of the DSAG is to provide a regular channel of information exchange between Oakland's permitting and development services and the respective industries and constituencies that they represent. The DSAG updates and receives feedback regarding planned customer service, systems, and procedures related to development permitting and is envisioned to be a productive forum for discussing policy, regulatory, and city planning topics.
- Fire Marshal Felicia Bryant participated in the Oakland Builders Alliance Permitting Forum, where she sat on the Q&A panel and provided answers to questions and concerns regarding the fire permitting process.

FIRE SAFETY EDUCATION AND COMMUNITY ENGAGEMENT

The Oakland Fire Department Public Education and Community Outreach arm works to reach, educate, and train the public on fire and life safety hazards. Our members can be found at local community meetings, health fairs, and special events throughout the year. This allows the Oakland Fire Department an opportunity to interact with tens of thousands of residents a year, disseminating a message of safety first.

For information on engagement opportunities, please contact the Oakland Fire Department Public Education Coordinator at PublicEdOFD@oaklandca.gov or (510) 238-3462.

Public Education

- In 2023, FPB completed over 200 events, including school visits, station tours, community events, fire safety training, careers fairs, mentoring events, National Night Out, and smoke alarm distribution events.
- During Fire Prevention Week FPB visited eleven schools, reaching over 1300 students, and included Smokey the Bear, members from Operations, and the Fire Chief's Office.
- FPB distributed over 100 smoke alarms and 50 carbon monoxide alarms to help save lives and reduce the spread of fire.
- FPB developed an ACCELA Special Events platform for the city. The template is being mirrored, creating an opportunity for OFD to play an active part in the development process.



MEDICAL SERVICES DIVISION

The Medical Services Division (MSD) is responsible for providing Oakland Fire Department personnel and Mobile Assistance Community Responders of Oakland (MACRO) responders with continuing education and training that meets the state-mandated minimum requirements for Emergency Medical Technicians (EMT) and Paramedics (EMT-P). Fire personnel serve as first responders to emergency calls that may require basic and advanced emergency care when dispatched through the 911 system.

The Medical Services Division (MSD) faced some staffing challenges in early 2023. The team lost one of its three Emergency Medical Services (EMS) Coordinators, leaving the remaining two to work tirelessly to meet the goals of the division. Late in the third quarter, MSD hired two part-time EMS Instructors, which proved to ease the load and provide more opportunities to conduct mandatory, non-mandated, and infrequent EMS situation training.

MSD procured and installed new video cameras to increase security surrounding the tracking and distribution of EMS narcotics. The project, which was started in 2021 by former MSD personnel, took approximately two years to complete thanks to the collaborative efforts of current MSD personnel, the Oakland Information Technology Department (ITD), and the Emergency Management Services Division (EMSD). The project meets the security requirements of the Drug Enforcement Administration (DEA) recommended guidelines and increases MSD's ability to accurately track and distribute EMS narcotics and note inaccuracies for corrective measures in real-time.

All MSD members are active on Alameda County Emergency Medical Services Authority (EMSA) committees to stay abreast of county and statewide best practices in EMS. EMS Coordinators Darrell Lee and Che King actively participate in Quality Council and Data Steering Committee meetings. The committee focuses on changes to ESO, which will enhance the collective data used to study types of calls, people, and areas served, and identify areas that need increased attention. The findings will highlight the compliance of equitable service given and help find ways to improve the standardized EMS service provided throughout the county. The committee also took a deep dive into the Alameda County EMS protocols for 2024. Several changes were made that highlight how we measure and treat pediatric patients, treat and perform life-saving measures for respiratory and cardiac arrest patients, identify and assist suspected victims of human trafficking, and create solutions to the statewide problem of EMS wait times at the hospital.

MSD Manager Vena Sword-Ratliff and EMS Coordinator Che King actively participate on the Alameda County EMS Chiefs Committee. The committee meets monthly to discuss, collaborate, and plan for best practices on various EMS-related issues. The highlights of this year are the Alternate Response Method for non-emergent calls and Mental Health Crisis Response Teams. The Oakland Fire Department (OFD) Mobile Assistance Community Responders of Oakland (MACRO) has been a model leader in these discussions. Che and Vena provided information to assist and compare methods used in creating and operating these response teams.



MEDICAL SERVICES DIVISION

MSD Program Analyst Dena Delaviz and MACRO Program Manager Elliott Jones created data-sharing information on MACRO's progress to the community and stakeholders. The data included run stats, population served, and information on response interactions, which allows OFD to see how it has affected the community. The stats, pie charts, and incident descriptions created a communication platform with other alternate response providers to help problem-solve and prove the program's efficacy. The data and statistic collection is not the norm nationwide when comparing this type of work. OFD, MACRO, and Dena are ahead of their peers when comparing the work.

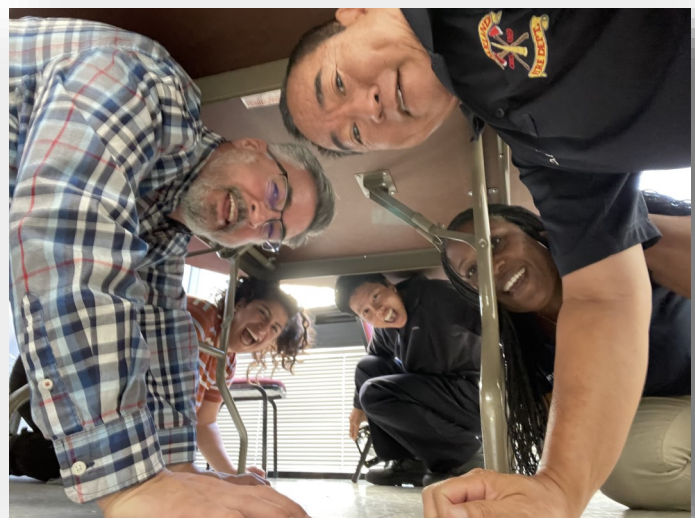
MSD is responsible for all emergency medical services (EMS) training of OFD personnel. In 2023, MSD completed multiple hours of training to keep OFD personnel compliant with California State requirements for EMS personnel. EMS Coordinator Darrell Lee, with the assistance of the MSD training team, completed the following courses for state and county compliance taught in-house or coordinated training with an outside vendor:

- EMT course 133
- EMT-Paramedic 72
- CPR- 127
- CPR Instructor 26
- ACLS-Advance Cardiac Life Support 25
- PALS- Pediatric Advance Life Support 67
- PHTLS- Prehospital Trauma Life Support 23
- MCI/ASHER- 362
- 2024 ALCO updates 136

The Mobile Assistance Community Responders of Oakland (MACRO)

MACRO has made progressive strides with its community responses by connecting recipients to community services for needs associated with food insecurities, shelter insecurities, local disturbances, and low-level mental health issues. After completing an 18-month pilot project, the MACRO leadership plans to increase staffing in operations and administration during the first quarter of 2024. With the collaborative efforts of the Oakland Police Department (OPD), several calls are identified as low-level non-criminal incidents and have been included in the call types that MACRO can respond to. Leadership continues to work closely with the advisory board to identify ways to increase program efficacy and community engagement.

The MACRO program has proven to be a necessary first responder team that continues to evolve to meet the community's needs. The field staff provide feedback and input on training needs and share their insight on the future progression of the program. The MACRO staff is deeply invested and has committed to doing their best work to serve the Oakland community.





CITY OF
OAKLAND

MACRO

EMPATHY | SERVICE | COMMUNITY

The Mobile Assistance Community Responders of Oakland (MACRO) Program

The Mobile Assistance Community Responders of Oakland (MACRO) Program is a community response program for non-violent, non-emergency 911 calls. The purpose of MACRO is to meet the needs of the community with a compassionate care first-response model grounded in empathy, service, and community. MACRO's goal is to reduce responses by police, resulting in fewer arrests and negative interactions, and increased access to community-based services and resources for impacted individuals and families, most especially for Black, Indigenous, and People of Color (BIPOC).

In 2023 MACRO hit two major milestones, marking one year in service as well as the end of the eighteen-month "pilot" phase which launched in April of 2022. Over the lifetime of the program, MACRO has responded to over 16,000 incidents with over 8,000 in 2023. MACRO began accepting calls for service from the public on August 1, 2022, and month over month witnessed an increase in service requests.

In 2023 more than 26% of all MACRO incidents were generated by dispatch and the MACRO@oaklandca.gov email. This year MACRO made over 1,500 connections to local service and support providers.



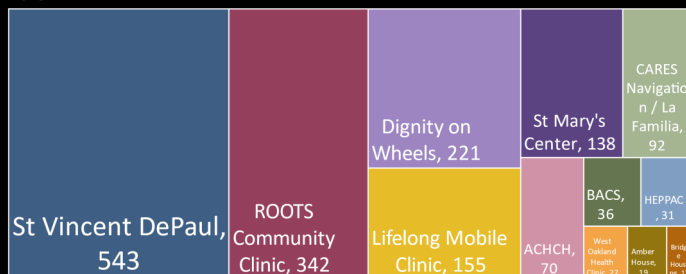
The Oakland Fire Department is scheduled to roll out a dedicated MACRO phone line to dispatch incoming MACRO calls in the first quarter of 2024.

2023 Highlights:

- MACRO reached one year in service and completed the 18-month pilot phase.
- Completed interviews for the second hiring group of MACRO responders.
- Six MACRO transport vans were put into service.
- Continue to reinforce MACRO Village at the Training Division with plans to expand its footprint.

LOCAL SERVICE REFERRALS

2023



➤ In 2023, 22% of all incidents expressed desire and were referred by MACRO responders to local service providers for more targeted support.

FISCAL AND ADMINISTRATIVE SERVICES DIVISION

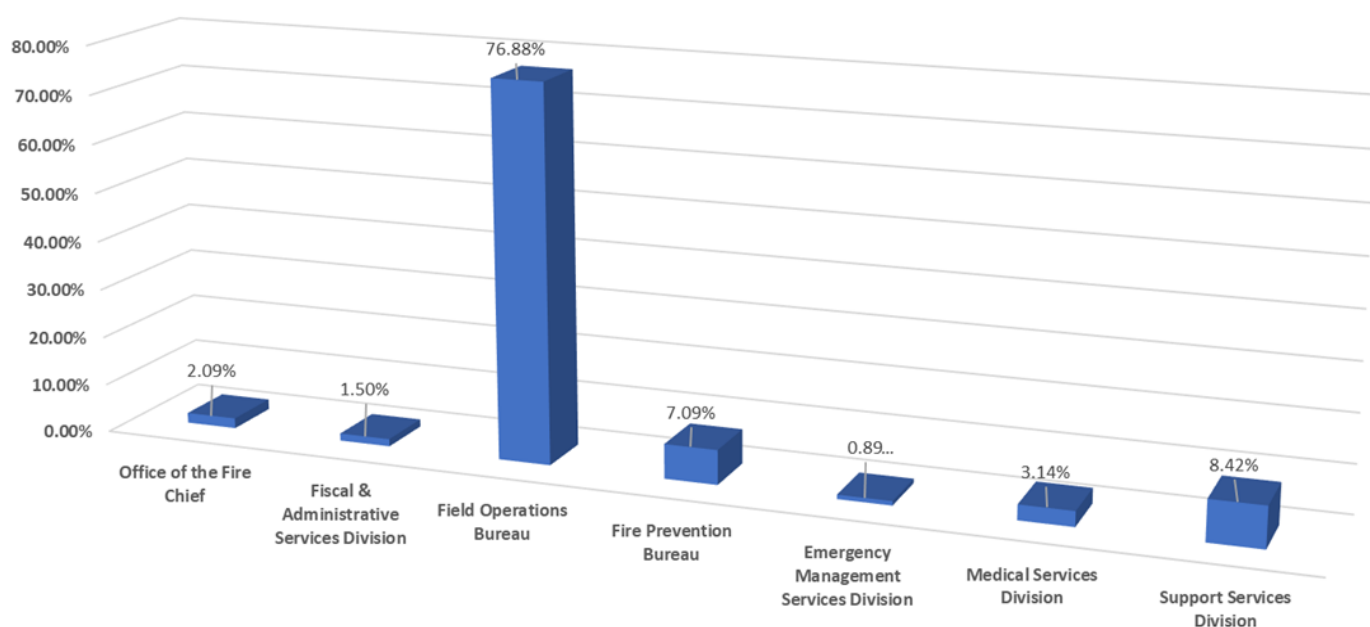
The Fiscal and Administrative Services Division is made up of three functional areas, providing support to all the Fire Department's core Public Safety functions: Human Resources & Payroll and Fiscal Services.

The **Fiscal Services** unit provides accounting, accounts payable, accounts receivable, audits, budget development, contracting and purchasing, financial reporting, grant services, reimbursements, and general ledger adjustments for the Fire Department. This unit works hand in hand with the Finance Department.

Fund Group	OFD Bureau/Division	FY 2019-20 Actuals	FY 2020-21 Actuals	FY 2021-22 Actuals	FY 2022-23 Unaudited Actuals	FY 2023-24 Biennial Adopted
General Funds						
	Office of the Fire Chief	\$1,281,159	\$978,084	\$1,359,076	\$1,409,040	\$3,864,847
	Fiscal & Administrative Services Division	\$2,198,540	\$2,165,270	\$2,035,751	\$2,515,730	\$3,361,159
	Field Operations Bureau	\$140,010,498	\$135,055,186	\$147,911,121	\$153,115,146	\$168,845,085
	Fire Prevention Bureau	\$9,860,573	\$9,082,452	\$4,378,586	\$4,612,110	\$3,910,096
	Emergency Management Services Division	\$489,151	\$660,959	\$936,168	\$1,114,878	\$2,000,069
	Medical Services Division	\$1,983	\$11,505	\$998,408	\$785,452	\$4,811,895
	Support Services Division	\$11,556,445	\$10,952,192	\$9,602,198	\$14,696,577	\$15,844,338
General Funds Total		\$165,398,348	\$158,905,648	\$167,221,310	\$178,248,933	\$202,637,489
Special Revenue Funds						
	Office of the Fire Chief	\$0	\$0	\$0	\$0	\$852,315
	Fiscal & Administrative Services Division	\$71,769	\$49,636	\$8,626	\$18,244	\$23,474
	Field Operations Bureau	\$7,029,289	\$15,382,667	\$4,449,723	\$4,275,606	\$4,919,978
	Fire Prevention Bureau	\$152,769	\$253,547	\$5,527,642	\$5,919,439	\$12,096,943
	Emergency Management Services Division	\$1,297,946	\$1,021,840	\$1,503,882	\$1,646,302	\$0
	Medical Services Division	\$2,160,247	\$2,007,043	\$2,177,105	\$4,718,743	\$2,288,272
	Support Services Division	\$2,815,644	\$3,613,453	\$2,563,365	\$2,322,950	\$2,905,883
Special Revenue Funds Total		\$13,527,663	\$22,328,186	\$16,230,342	\$18,901,283	\$23,086,865
Enterprise Funds						
	Fire Prevention Bureau	\$244,275	\$252,695	\$203,058	\$36,540	\$10,658
	Support Services Division	\$186,982	\$183,843	\$52,195	\$233,352	\$276,162
Enterprise Funds Total		\$431,256	\$436,538	\$255,253	\$269,892	\$286,820
Internal Service Funds						
	Field Operations Bureau	\$9,234	\$9,234	\$24,382	\$6,926	\$0
	Emergency Management Services Division	\$0	\$0	\$50,463	\$14,893	\$6,639
	Support Services Division	\$860,341	\$805,566	\$1,146,409	\$5,468,229	\$0
Internal Service Funds Total		\$869,576	\$814,800	\$1,221,253	\$5,490,048	\$6,639
Grand Total		\$180,226,844	\$182,485,171	\$184,928,158	\$202,910,156	\$226,017,813

Fund Group	OFD Bureau/Division	FY 2020-21 Midcycle Adopted FTE	FY 2021-22 Biennial Adopted FTE	FY 2022-23 Midcycle Adopted FTE	FY 2023-24 Biennial Adopted FTE
General Funds					
	Office of the Fire Chief	4.00	4.00	4.00	4.00
	Fiscal & Administrative Services Division	9.70	10.70	12.90	13.80
	Field Operations Bureau	533.00	501.00	555.00	516.00
	Fire Prevention Bureau	47.00	12.00	13.00	12.00
	Emergency Management Services Division	2.75	2.75	2.75	2.75
	Medical Services Division	0.00	1.00	3.00	3.00
	Support Services Division	18.00	19.00	19.00	68.30
General Funds Total		614.45	550.45	609.65	619.85
Special Revenue Funds					
	Office of the Fire Chief	0.00	0.00	2.00	3.00
	Fiscal & Administrative Services Division	0.30	0.30	0.10	0.20
	Field Operations Bureau	3.95	5.20	5.20	5.20
	Fire Prevention Bureau	0.00	43.60	45.00	46.00
	Emergency Management Services Division	5.93	5.93	5.93	5.81
	Medical Services Division	7.00	8.00	54.50	54.50
	Support Services Division	12.00	11.00	11.00	9.70
Special Revenue Funds Total		29.18	74.03	123.73	124.41
Enterprise Funds					
	Fire Prevention Bureau	1.00	1.00	1.00	0.00
	Support Services Division	1.00	1.00	1.00	1.00
Enterprise Funds Total		2.00	2.00	2.00	1.00
Internal Service Funds					
	Support Services Division	1.00	1.00	1.00	0.00
Internal Service Funds Total		1.00	1.00	1.00	0.00
Grand Total		646.63	627.48	736.38	745.26

% of FY 2023-24 Budget by OFD Bureau / Division



FISCAL AND ADMINISTRATIVE SERVICES DIVISION

The **Human Resources & Payroll** unit is responsible for the daily processing of all personnel-related and payroll matters and maintains individual personnel files for everyone who works for OFD. It is divided into Personnel Administration, Employee Relations, Hiring and Recruiting, Workers' Compensation, Medical and Payroll. This unit works hand in hand with the Human Resources Management Department (HRMD), the Employee Relations and Risk Management Divisions of HRMD, and the City's Central Payroll Office.

2023 Highlights:

- Recruited and hired candidates for Academy 1-23.
- Recruited and sent candidates to the background phase for the upcoming Academy 1-24.
- Conducted comprehensive employee onboarding.
- Resolved employee relations issues, resulting in a decrease in formal complaints.
- Acted as a trusted advisor to management on human resources-related matters, providing guidance and recommendations.
- Implemented a new payroll system, reducing errors and improving efficiency, adding more internal payroll audits.
- Converted the ELDE MACRO staff into full-time hires.
- Improved disciplinary process by providing training to supervisors and completing investigations promptly.

2024 HR and Payroll Unit Goals:

- Develop and deliver training programs on compliance and ethics, ensuring adherence to legal and ethical standards.
- Create and implement performance management strategies that improve employee performance.
- Develop and facilitate training programs for supervisors/managers.
- Design and execute strategies to improve workplace safety, reducing accidents.
- Lead the development and implementation of an employee recognition program, resulting in increasing employee morale.
- Develop and maintain HR policies and procedures in compliance with local labor laws and regulations.
- Spearheaded employee engagement surveys, analyzed data, and implemented action plans to address areas of improvement.





Mayor Sheng Thao participated in the 2023 Fire OPS 101 event at the Training Division.

2023 RETIREMENTS



Lamont Becton, Engineer of Fire
Donald Bozman Jr., Engineer of Fire
Lucien Cazenave, Engineer of Fire
Joanelle Cook, Engineer of Fire
Pablo Cruz, Firefighter
Hanns Detlefsen, Firefighter
Keenan Fincher, Engineer of Fire
Gala Gulley, Payroll Personnel Clerk III
Leonard Jung, Engineer of Fire
Daryl Liggins, Captain
Alvaro Lizama, Firefighter Paramedic
Mark Sura, Firefighter
Gene Tom, Fire Division Manager

2023 PROMOTIONS



Damon Covington promoted to Chief of Fire
Matthew Nichelini promoted to Deputy Chief of Fire
Demond Simmons promoted to Deputy Chief of Fire
Tracey Chin promoted to Assistant Chief of Fire
Christopher Foley promoted to Battalion Chief
Michael Hughes promoted to Battalion Chief
Porya Jeddi promoted to Battalion Chief
Lionel Jarreau promoted to Battalion Chief—LDA
Christian Mercado promoted to Captain
Travis Nelson promoted to Captain

2023 PROMOTIONS CONTINUED

Justin Sanchez promoted to Captain

Michael Worthington promoted to Captain

Lawrence Young promoted to Captain

Matthew Amormino promoted to Lieutenant

Michael Andrews promoted to Lieutenant

Marc Baker promoted to Lieutenant

Jerome Boyd promoted to Lieutenant

Michael Brena promoted to Lieutenant

Robert Murphy promoted to Lieutenant

Jarred Neal promoted to Lieutenant

Aaron Quinn promoted to Lieutenant

Demorieux Reneau promoted to Lieutenant

John Richardson promoted to Lieutenant

Anthony Valerio promoted to Lieutenant

Antonina “Nina” Wyszatycka-Moore promoted to Administrative Assistant II

Benjamin Nicolls promoted to Fire Communications Supervisor

Jack Schmidt promoted to Management Assistant





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