

NORTH COUNTY FIRE PROTECTION DISTRICT

330 S. Main Avenue • Fallbrook, California 92028-2938 • Phone: (760) 723-2005 • Fax: (760) 723-2072 • Web: www.ncfire.org

BOARD OF DIRECTORS

CINDY ACOSTA
JEFFERY EGKAN
DAVID KENNEDY
KENNETH E. MUNSON
JOHN VAN DOORN

STEPHEN J. ABBOTT - Fire Chief/CEO - sabbott@ncfire.org
ROBERT H. JAMES - District Counsel - roberthjameslaw@gmail.com
LOREN A. STEPHEN-PORTER - Executive Assistant/Board Secretary - lstephen@ncfire.org

TO: BOARD OF DIRECTORS
FROM: STEPHEN ABBOTT, FIRE CHIEF/CEO
SUBJECT: BOARD MEETING PACKAGE
DATE: April 27, 2021

Enclosed is your Board package for the Regular **April** Board Meeting. We have tried to include the information you will need to effectively consider and act on agenda items. The Board meeting will be held at the regular meeting venue at **FALLBROOK PUBLIC UTILITY DISTRICT, 990 EAST MISSION ROAD, FALLBROOK, CALIFORNIA.**

Please note this month's meeting is scheduled for **Tuesday, April 27, 2021,** beginning at **4:00 p.m.**

It is our goal to be prepared to respond accurately to Board questions and concerns. You can help us achieve this goal by contacting me ***prior to*** the Board meeting with your questions and concerns. This will allow time for the Staff and me to provide the appropriate information for review at the Board meeting.

To ensure a quorum is present, please call Loren in advance of the meeting if you will be unable to attend. She may be reached at (760) 723-2012.

Respectfully,



Stephen Abbott
Fire Chief/CEO



PROUDLY SERVING THE COMMUNITIES OF FALLBROOK, BONSALL AND RAINBOW

DUTY ~ INTEGRITY ~ RESPECT



NORTH COUNTY FIRE PROTECTION DISTRICT

AGENDA FOR REGULAR BOARD MEETING

APRIL 27, 2021 AT 4:00 p.m.

LOCATION:

**FALLBROOK PUBLIC UTILITY DISTRICT
990 EAST MISSION ROAD
FALLBROOK CALIFORNIA**

PUBLIC ACTIVITIES AGENDA

For those joining us for the Public Activities Agenda, please feel free to depart at the close of the agenda. We invite you to stay for the remainder of the business meeting.

CALL TO ORDER

ROLL CALL

MOMENT OF SILENCE

PLEDGE OF ALLEGIANCE

1. **PUBLIC COMMENT — PRESIDENT VAN DOORN** (pgs. 5-6)
➤ STANDING ITEM: Members of the Public may directly address the Board of Directors on items of interest to the Public provided no action will be taken on non-agenda items. The Board President may limit comments to three minutes per speaker (Board of Directors Operations – Elections, Officers and Terms SOG § 4.2.6.3.).
2. **COMMUNITY CHALLENGE COIN AWARD — D/C MAHR AND CHIEF ABBOTT** (pgs. 7-8)
➤ RECURRING ITEM: Recognition of governing body and staff of Fallbrook Regional Healthcare District for their ongoing effort during the COVID-19 Pandemic.
3. **COMMUNITY CHALLENGE COIN AWARD — CAPTAIN CHOI AND CHIEF ABBOTT** (pgs. 9-10)
➤ RECURRING ITEM: Recognition of Barbara Chambliss, who took steps to locate a missing individual.
4. **COMMUNITY CHALLENGE COIN AWARD — CAPTAIN HARRINGTON AND CHIEF ABBOTT** (pgs. 11-12)
➤ RECURRING ITEM: Recognition of Yulissa Rosas for her assistance with a citizen with an ALS emergency.
5. **FIRST QUARTER 2021 AWARDS FOR BOARD RECOGNITION PROGRAM — CHIEF ABBOTT AND B/S STEPHEN-PORTER** (pgs. 13-22)
➤ QUARTERLY ITEM: Select employees to be acknowledged for their efforts in the First Quarter 2021.

ACTION AGENDA

CONSENT EVENTS:

All items listed under the Consent Items are considered routine and will be enacted in one motion. There will be no separate discussion of these items prior to the Board action on the motion, unless members of the Board, Staff or public request specific items be removed from the Consent Agenda.

6. **APPROVE REGULAR BOARD MEETING MINUTES, MARCH 23, 2021** (pgs. 23-28)
➤ STANDING ITEM: Review and Accept Minutes for March 23, 2021 as presented.
7. **REVIEW AND ACCEPT FINANCIAL REPORT FOR MARCH 2021** (pgs. 29-36)
➤ STANDING ITEM: Review and Accept Financial Report for March as presented.
8. **REVIEW AND ACCEPT POLICIES & PROCEDURES: None** (pgs. 37-38)
9. **MONTHLY OPERATIONS ACTIVITY REPORT – FEBRUARY 2021** (pgs. 39-50)
➤ Standing Event: Monthly Report demonstrating Call Mix, Turnout Time, Call by Unit, Transports, Total Response Times, Aid Received & Provided, Monthly Inspection Report, Health & Safety – Injuries & Accidents and Turnover of Care statistics.

Note: The Americans with Disabilities Act provides that no qualified individual with a disability shall be excluded from participation in, or denied the benefits of, District business. If you need assistance to participate in this meeting, please contact the District Office 72 hours prior to the meeting at (760) 723-2012.



10. **MONTHLY OPERATIONS ACTIVITY REPORT – MARCH 2021** (pgs. 51-62)
➤ *Standing Event:* Monthly Report demonstrating Call Mix, Turnout Time, Call by Unit, Transports, Total Response Times, Aid Received & Provided, Monthly Inspection Report, Health & Safety – Injuries & Accidents and Turnover of Care statistics.
11. **REVIEW AND ACCEPT FIRST QUARTER 2020 CUSTOMER SATISFACTION SURVEY** (pgs. 63-70)
➤ *QUARTERLY REPORT:* Review and accept report for the First Quarter 2020 as presented. This quarterly report continues to reflect customer satisfaction is in the excellent range (98%) with 79 of 300 surveys returned and 245 Service and Sympathy Card sent in the First Quarter of 2020.
12. **REVIEW AND ACCEPT ANNUAL COST RECOVERY REPORT** (pgs. 71-72)
➤ *RECURRING ITEM:* Report demonstrates recovery is below anticipated recovery at -42.04%; contributed to insurance company delays due to employee layoffs and lengthy processing times.
13. **REVIEW AND ACCEPT 3RD QUARTER OVERTIME TRACKING REPORT** (pgs. 73-78)
➤ *QUARTERLY REPORT:* Review and accept report that indicates a 3% increase in annual and 34% increase in sick leave. Current overtime expenditures are 76% expended but the District has outstanding mutual aid reimbursements of \$ 260,169, which reduces the overtime expenses to 52% of the budget.

ACTION EVENTS:

All items listed under the Action Items Agenda will be presented and discussed prior to the Board taking action on any matter. Members of the public may comment on items at the time they are presented. Time Certain Items will commence precisely at the time announced in the Agenda.

14. There are no Action Event Items for the April 27, 2021 Board meeting. (pgs. 79-80)

DISCUSSION AGENDA

No action shall be undertaken on any Discussion item. The Board may: acknowledge receipt of the information or report and make comments; refer the matter to Staff for further study or report; or refer the matter to a future agenda.

15. There are no Discussion Agenda Items for the April 27, 2021 Board meeting. (pgs. 81-82)

STANDING DISCUSSION EVENTS:

All Events listed under the Standing Discussion Events are items presented every meeting.

- **LEGAL COUNSEL REPORT:** (pgs. 83-86)
“What Are the Mandatory Face-Covering Requirements?”
- **WRITTEN COMMUNICATION:** As attached. (pgs. 87-90)
- BOARD RECOGNITION PROGRAM
- **NEWS ARTICLES:** As attached. (pgs. 91-114)
- **COMMENTS/QUESTIONS:** (pgs. 115-116)
- **STAFF:**
 - Chief Abbott
 - Other Staff



- **BOARD**
- **BARGAINING GROUPS**
- **PUBLIC COMMENT**

CLOSED SESSION

The Board will enter closed session to discuss Events as outlined herein. As provided in the Government Code, the public will not be present during these discussions. At the end of the Closed Session, the Board shall publicly report any action taken in Closed Session (and the vote or abstention on that action of every member present) in accordance with Government Code § 54950 ET. seq.

CS-1. ANNOUNCEMENT — PRESIDENT VAN DOORN:

(pgs. 117-118)

- An announcement regarding the items to be discussed in Closed Session will be made prior to the commencement of Closed Session.

CS-2. CONFERENCE WITH LABOR NEGOTIATOR – GOVERNMENT CODE § 54957.6 – MANAGEMENT GROUP NEGOTIATIONS – CHIEF ABBOTT:

- NCFPD MANAGEMENT GROUP DISTRICT NEGOTIATORS:
CHIEF ABBOTT, Special Counsel Rogers

CS-3. REPORT FROM CLOSED SESSION — PRESIDENT VAN DOORN

ADJOURNMENT

SCHEDULED MEETINGS

The next Regular Board meeting: **Tuesday, May 25, 2021, 4:00 p.m.**

CERTIFICATION OF AGENDA POSTING

"I certify that this Agenda was posted in accordance with the provisions of the Government Code § 54950 et. seq. The posting locations were: [1] the entrance of North County Fire Protection District Administrative Offices, [2] Fallbrook Public Utility District Administrative Offices and [3] the Roy Noon Meeting Hall; [4] District's website at <http://www.ncfire.org>. The Agenda was also available for review at the Office of the Board Secretary, located at located at 330 S. Main Avenue, Fallbrook (760) 723-2012. Materials related to an item on this Agenda submitted to the District after distribution of the agenda packet, are available for public inspection in the Office of the Board Secretary, located at 330 S. Main Avenue, Fallbrook (760) 723-2012, during normal business hours or may be found on the District website at <http://www.ncfire.org>, subject to the Staff's ability to post the documents before the meeting. The date of posting was April 22, 2021."

Board Secretary Loren Stephen-Porter:



Date: April 22, 2021



**NORTH COUNTY FIRE
PROTECTION DISTRICT
FIRE CHIEF/CEO**

TO: BOARD OF DIRECTORS
FROM: STEPHEN ABBOTT, FIRE CHIEF/CEO
DATE: APRIL 27, 2021
SUBJECT: PUBLIC COMMENT

PUBLIC COMMENT:

1. *Members of the Public may directly address the Board of Directors on items of interest to the Public provided no action will be taken on non-agenda items. The Board President may limit comments to three minutes per speaker (Board of Directors Operations – Elections, Officers and Terms SOG § 4.2.6.3.).*

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**NORTH COUNTY FIRE
PROTECTION DISTRICT
PUBLIC RECOGNITION PROGRAM**

TO: BOARD OF DIRECTORS
FROM: DIVISION CHIEF KEVIN MAHR AND CHIEF ABBOTT
DATE: APRIL 27, 2021
SUBJECT: COMMUNITY CHALLENGE COIN AWARD

PUBLIC AGENDA

BACKGROUND:

North County Fire Protection District has created a Recognition Program for members of the community who go above and beyond to assist the organization and/or fellow townspeople in times of need.

SUMMARY:

We are all aware of the impacts that the COVID-19 Pandemic has had on the communities we serve. As such, I would like to recognize the governing body and staff of the Fallbrook Regional Health District (FRHD) for their ongoing effort to support the health and wellbeing of the residents within the communities of Fallbrook, Bonsall, DeLuz and Rainbow during the COVID-19 Pandemic. The FRHD board members and staff have listened and reacted to the needs of these communities in a way that demonstrates true understanding of the changing needs of their communities, as shown by their dedication and exemplary cooperation.

Very early into the Pandemic the FRHD was proactive in their collaboration efforts to establish a mechanism to be able to provide necessary personal protective equipment (PPE) to residents and business as well as the establishment of regular COVID testing at their East Mission facility. As the focus shifted from testing to vaccinations, CEO Rachel Mason quickly utilized existing and established new relationships that ultimately resulted in the establishment of COVID Vaccination sites within the District that may not have otherwise been possible. The entire FRHD staff has spent countless hours responding to and providing timely written, verbal and electronic information to the residents throughout the Pandemic. We are very proud and fortunate to have this proactive health district serving our communities and as a partner with North County Fire Protection District.

This recognition is a small token of our appreciation for the leadership and service FRHD continues to provide throughout our communities.

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**NORTH COUNTY FIRE
PROTECTION DISTRICT
PUBLIC RECOGNITION PROGRAM**

TO: NCFPD BOARD OF DIRECTORS
FROM: CAPTAIN CHOI AND CHIEF ABBOTT
DATE: APRIL 27, 2021
SUBJECT: CHALLENGE COIN AWARD

PUBLIC AGENDA

BACKGROUND:

The NCFPD has created a recognition program for members of the community who go above and beyond to assist the organization and/or fellow townspeople in times of need. I recommend this citizen to receive our NCF community challenge coin for stopping to contact a young woman fitting the description of a missing person in town.

SUMMARY:

We were requested by SDSO to respond out to perform an evaluation on a minor patient. Upon our arrival we found SDSO on scene with a girl who was reported missing last night and with a community member who located the girl. We performed a medical evaluation of this patient and questioned Barbara Chambliss, the woman who located her.

On the evening of March 19, 2021 ASTREA flew over our town announcing "we are looking for a missing Autistic female. She is a white 17-year-old, high functioning Autistic girl. She is 5 feet tall, about 150 pounds, blonde hair, wearing a purple sweater and black pants."

That evening Barbara Chambliss, a local member, heard the overhead announcement and made a mental note of the clothing she was wearing. The next morning, at approximately 9 am Barbara was driving down South Mission Road and passed by a girl fitting the description mentioned the night before. Barbara turned her vehicle around and contacted this young woman, confirmed her identity as that of the missing child and called the local authorities! Barbara stayed with her until the authorities arrived. Barbara's kindness was on full display. Barbara was able to establish a good rapport with this child and kept her calm throughout this encounter.

There was a full search and rescue operation established for this missing child the morning of March 20, 2021. Barbara was on her way to an appointment. Barbara's willingness to turn around, stop and check on a stranger resulted in the safe reunification of this child with her family. Search and rescue operations require tremendous manpower hours. Barbara's actions resulted in a speedy termination of the search and rescue operation.

I recommend we present her with a challenge coin for her act of service to this child and her family, SDSO and our community.

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**NORTH COUNTY FIRE
PROTECTION DISTRICT
PUBLIC RECOGNITION PROGRAM**

TO: BOARD OF DIRECTORS
FROM: CAPTAIN THOMAS HARRINGTON AND CHIEF ABBOTT
DATE: APRIL 27, 2021
SUBJECT: CHALLENGE COIN AWARD

PUBLIC AGENDA

BACKGROUND:

North County Fire Protection District has created a Recognition Program for members of the community who go above and beyond to assist the organization and/or fellow townspeople in times of need. The recipients of the NCFPD community challenge coin will be Fallbrook resident's Yulissa Rosas who assisted NCFPD during a recent Medical Aid.

SUMMARY:

I would like to take a moment to recognize one of our community members that I believe should be recognized and receive our Citizens Recognition Award. On March 18th, 2021, E111 and M115 were dispatched to a reported medical aid for a citizen who was experiencing an ALS medical emergency. The call took place in the parking lot of Bonita Foods, 311 North Main Ave. Our crew of E111 was faced with a very ill gentlemen that was not able to communicate with any of our efforts with Spanish Medicine communication. One of our crew members went to seek assistance with translation in Bonita Foods and found Yulissa Rosa willing to help our crew. Yulissa Rosas was of great assistance during a medical aid and was willing to stand in as our translator as we conducted a full assessment and rendered ALS treatment based on her excellent communication. Yulissa Rosas also was able to call the family of the patient to inform them of what had occurred and where the patient was going to be transported. Yulissa Rosas showed a very calm communication style during an emergency setting. It has been my experience that this calm communication ability during an emergency scene, is something displayed only by senior Paramedics over the course of years of service. I am very grateful for Yulissa Rosas and the help she provided to our community on March 18th.

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**NORTH COUNTY FIRE
PROTECTION DISTRICT
FIRE CHIEF/CEO**

TO: BOARD OF DIRECTORS
FROM: STEPHEN ABBOTT, FIRE CHIEF/CEO AND B/S STEPHEN-PORTER
DATE: APRIL 27, 2021
SUBJECT: EMPLOYEE RECOGNITION PROGRAM REPORT – SELECTION OF INDIVIDUALS

ACTION AGENDA

RECOMMENDATION:

Staff recommends the Board select individual(s) to be recognized for their efforts during the First Quarter of 2021.

BACKGROUND:

In 2007, the Board instituted a Program designed to recognize excellent performance by members of the organization. On a quarterly basis, the Board selects employees to be recognized, based on feedback received during the quarter. The District has been fortunate to receive positive feedback on a number of employees' activities this past quarter, upon which they may make their selection from the individuals and groups below.

SECOND QUARTER RECOGNITION – INFORMATION RECEIVED ON INDIVIDUALS:

For the First Quarter of 2021, the Board received information on the following individuals/crews for their outstanding efforts:

● **BOARD RECOGNITION PROGRAM:**

● FEBRUARY 17, 2021 - EMAIL THANKING ENGINEER ACADEMY INSTRUCTORS:

Captain Benoit	Engineer Ruiz	Engineer Quinn
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● JANUARY 16, 2021 - LETTER OF THANKS ON COVID MEDICAL AID:

Captain Jones	P/M Kuenzi
Engineer Harlin	EMT Truman
FF/PM Kortekaas	

● JANUARY 13, 2021 – LETTER OF THANKS FOR ASSISTANCE ON MEDICAL AID:

Captain Choi	P/M Swan	EMT Rutledge
Engineer Ruiz	P/M Saldana	

● FOURTH QUARTER CUSTOMER SATISFACTION SURVEY

FISCAL ANALYSIS:

After awarding to a large group in the previous quarter, the Program should return to its 3-5 awards per quarter to keep it within budgetary standards.

SUMMARY:

The Staff joins the Board in acknowledging the extraordinary efforts of these members and requests the Board select three individuals/groups/crews for recognition at the Regular May Board Meeting.

Loren Stephen-Porter

From: Keith McReynolds
Sent: February 17, 2021 14:13
To: NCFD
Subject: Personnel Recognition



Good afternoon,

I would like to recognize a few of our personnel for coordinating an outstanding Engineer's Academy. The individuals below under the direction of B/C Macmillan spent two full days training with our candidates preparing them for the upcoming North Zone Engineer's Exam. Efforts like this represent the very best of North County Fire. A great example of extreme ownership!

- Captain Mike Benoit
- Engineer Tyler Ruiz
- Engineer Nicholas Quinn

Well done gentlemen,

Keith McReynolds | Division Chief -Administration
North County Fire Protection District | 330 S. Main Ave – Fallbrook, CA 92028
T: (760) 723-2080 - C: (760) 497-2568 - F: (760) 723-2045
kmcreeynolds@ncfire.org | www.ncfire.org

Proudly serving the communities of Fallbrook, Bonsall and Rainbow ~ Duty, Integrity and Respect

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Medical Aid of 1/16/21:

To Gregory Mann Operations Chief North County Fire Protection District,

Chief,

I wanted to personal thank your fire department. Your department helped to save my life. My name is. I am 42 years old and have a wife, 15-year-old son, and 8-year-old son. I was retired from Cal-Fire in 2019 due to a shoulder injury. I currently am an associate professor at MSJC college in Menifee. I teach Medical Terminology/ EMT/ Fire 121/ and F115. My address is .

This is what happened to me.

I had started having COVID symptoms on 1-4-21 and between 1-4 to 1-10 had no symptoms. Started having symptoms on the 10th, then on the night of the 16th had a turn for the worse. I had a fever of 102 all day and could not break it. Started having trouble breathing that night. Around 11pm told my wife I think we need to call 911. I was with my wife, and my 15-year-old son they tried to help me get clothes on. I went to stand, got dizzy, and I knew I was in trouble. I told my wife and my boy I loved them. I THOUGHT THAT WAS IT. Most scariest thing in my life. Your firefighters had to put me on O₂. I am a large person. Six foot 1 and 250 pounds. They stair chaired me and rushed me to Temecula Valley Hospital. Your paramedics were amazing and skilled. I have been a medic since 2002, and teach national skills, so I know. I have attached 2 of my most personal friends to this email because I want them to know that I sent this to you. Chief Mike Spaulding, BC Encinitas Fire, is one of my best friends. He was in my wedding. Fabian Lopez is the Medical Director of EMS for MSJC college. I love both those men.

I was in the hospital for 8 days. Was in septic shock. Had to have the COVID antibody transfusions. In 45 days I get to donate my plasma to Red Cross, and for sure I am going to do it. I had to have 4 hours of broad span antibiotics. I was on a high flow O₂ for 48 hours. Reduced to simple mask after 72 hours, then to a N/C. I was on Rendezvous medication used to fight malaria for 6 days. This medication can effect your liver and kidney functions for years. So now I am on a strict diet, meds and vitamins. I am fully off O₂ and on the road to recovery. But all was worth you because I am back to my family. Your firefighters were professional and amazing. You need to know that.

I was interviewed by Star 94.1 FM @8am on 2-27-21. I told them how fantastic the service I received from your department was. COVID is real and people need to know that. If there is anything I can put on paper for accommodations, I would love to. Last, I did go down to your Fire Station 1 and personally thank the men. With my address I was not sure what crew ran me.

Again thank you so much from the bottom of my heart. I feel I have a new lease on life.

Name and address redacted.

E114: Eddie Jones, Joe Harlin & Josh Kortekaas

M114: Ezra Truman & Kris Kuenzi

From: T

Jan 13, 2021

Dear Captain Choi, Engineer Ruiz,
Firefighter Paramedic Swan, Paramedic Saldaña,
and EMT Rutledge,

Mom and I want to
thank you all not only for taking
such great care of our Mom,
but also for putting her at ease
and for taking the time to explain
everything and answer all our questions.
We are happy to say her cardiologist says
she is totally healthy and shows no heart
abnormalities. You all really impressed us
and we will always be grateful.
Our deepest thanks,



I need the board



Services
SAP

North County Fire Protection District
 Customer Satisfaction Survey
 Fourth Quarter 2020
 October-December
 Attachment A



Intake Number	Date Received	Follow Up	Customer Comments
20-04-01	10/5/2020		The EMTs stayed with me until I was checked into a room at the hospital. Very nice because the ER does not have anyone to help make a person feel significant. If I could complain about anything it would be the ambulance itself. This was the roughest riding vehicle I have ever been in short of an empty 5 ton in the military 25 years ago. The paramedics were outstanding.
20-04-02	10/5/2020		Super-fast response time. Very professional and reassuring. Love you guys! Thank you! Our family has had to call 911 for aid for our mom who resided at Silvergate Assisted Living. They have always been respectable and caring to our mom. Also, very efficient. We are sad to say, this last time on August 15 th , is the last time because our beloved mom passed away of COVID-19 on August 17 th , 2020. She begged us to take her but we convinced her to let the paramedics take her because it would be quicker and she would receive immediate care. Thank you again for all the times you came to her aid.
20-04-03	10/12/2020		I had nothing but absolutely excellent service from our North County Fire Department men when they responded at my home. They came down to my level (cement patio where I fell), were safe, well-spoken, and surrounded me and comforted me! They quickly assisted the paramedics as I was lifted to the cement as well. I'm most grateful for their service. It is wonderful to know that they are here in Fallbrook for our needs.
20-04-04	10/12/2020		Thank you for treating me very respectfully at a time I was so upset and fearful of what was happening in my life. Very professional in medical field and concerned of any problems. Thank you again.
20-04-05	10/13/2020		The entire team accomplished their mission 100%! Thank you, ladies and gentlemen, from the bottom of my heart.
20-04-06	10/15/2020		Thank you!
20-04-07	10/15/2020		There is no way to improve on perfection! You guys are great, thank you so much!
20-04-08	10/15/2020		Fast, kind and efficient! Thanks very much for your excellent help.
20-04-09	10/15/2020		You have saved me several times thank you so much! God bless each of you. Thank you.
20-04-10	10/15/2020		They were here in second time. Great service. Thank you.
20-04-11	10/15/2020		They were here in minutes. Great service.
20-04-12	10/15/2020		Excellent.
20-04-13	10/17/2020		Service was very professional and prompt. Men are well trained and courteous. Thanks!
20-04-14	10/19/2020		Excellent.
20-04-15	10/20/2020		I seem to remember that it took a bit too long for them to arrive. So, my response is the response time was too long.
20-04-16	10/20/2020		You saved our lives!!
20-04-17	10/21/2020		Thank you for your excellent service.
20-04-18	10/22/2020		



North County Fire Protection District
 Customer Satisfaction Survey
 Fourth Quarter 2020
 October-December
 Attachment A



Intake Number	Date Received	Follow Up	Customer Comments
20-04-19	10/22/2020		I have absolutely no complaints about my son's care. There was nothing I would change. He was taken to the hospital I requested, and all went well. I am 76 and my husband is 80 when our son fell, we were unable to get him. So, in reality, more help arrived than I really needed but it all was much appreciated. Thank you all so much.
20-04-20	10/22/2020		Excellent.
20-04-21	10/24/2020		North County Fire Protection has always been professional and knowledgeable when assisting me during emergency situations. The response time is superior, and the crew have always been respectful and courteous.
20-04-22	10/24/2020		Excellent.
20-04-23	10/27/2020	Very happy with NCFPD service.	The fire department was great but insisted I had to go to Palomar instead of UCSD. I would have paid out of pocket! Maybe you can present that as an option! Palomar was the worst experience of my life. After determining that I had 2 broken arms, I had to get a CAT scan. By the time I was put in a room it was 6 hours. After I arrived, I was kept as an outpatient for 3 days. I thought I was an inpatient. I never was told why. I wanted to be transported to UCSD but was told I couldn't as I was already discharged one day sooner. Hello? Why was I there 2+ hours later? I was discharged with my plan. UCSD told me not to go to ER when I get the care I needed. This is not your fault but wanted you to know that I will die before going back to Palomar. I suggest you don't take patients to their hospital.
20-04-24	10/27/2020		We do not have the words to express how much we appreciate your first responders. Our family is so grateful to have the very best of our wonderful country here to help us in the best and worst of times. Thank you, thank you, thank you!!
20-04-25	10/27/2020		Every individual that arrived that morning was professional yet kind and comforting. You obviously never want to have to call 911 – especially for a child! – but they helped make a very scary situation not as scary. They were incredibly reassuring, explained everything thoroughly and, most importantly, were kind and gentle with our little boy.
20-04-26	10/31/2020		Thank you for your quick response to my 911 call. Your prompt assistance was efficient and crucial to me. I have no suggestions. Keep up the good work and hereby please accept my appreciation.
20-04-27	11/1/2020		Everything taken care of promptly and efficiently.
20-04-28	11/5/2020		Excellent service, very professional, kind and compassionate!
20-04-29	11/9/2020		I feel the fire department and paramedics did a strong job.
20-04-30	11/16/2020		Service was fast and very gentle and caring. Couldn't ask for better service. Very kind and comforting.
20-04-31	11/27/2020		With multiple calls everyone has been very kind and does a wonderful job.
20-04-32	11/28/2020		The team was very professional and made the correct diagnosis right away. They were very caring and made me comfortable. I give them a score of 10!

North County Fire Protection District
 Customer Satisfaction Survey
 Fourth Quarter 2020
 October-December
 Attachment A



Intake Number	Date Received	Follow Up	Customer Comments
20-04-33	11/28/2020		They were her fast and were very professional. I have COPD and chronic bronchitis. When my oxygen gets low, I need professional help to get to the hospital. They took my vitals and acted fast. Very happy with them. Thank you!
20-04-34	11/30/2020		You were so quick on responding to our call. Considering the pain I was in and high fever, it was strongly recommended I go to the ER. Thank you so much for being there for me.
20-04-35	11/30/2020		Excellent!
20-04-36	11/30/2020		Excellent service, quick response, courteous and knowledgeable. They really knew what they were doing and made me feel good and taken care of. I can't say anything bad about their help they rendered me. Thank you NCFPD you are awesome, and we are lucky to have you.
20-04-37	11/30/2020		Mrs. Leticia Hernandez is very grateful to all the North County Fire Protection District staff. Thanks a lot
20-04-38	11/30/2020		Excellent
20-04-39	11/30/2020		The paramedics were very friendly and did very safe work.
20-04-40	12/1/2020		They were magnificent. They were prepared to enter my home from information of 911 operator, and prior preparation with me in event of disablement in case of a fall where I am incapable of rising to standing. Each fireman was obviously trained as to his procedure to get me stabilized on stretcher and conveying me to awaiting ambulance. Due to neighborhood's rural location, sirens were not needed. The ambulance crew stayed with me until I had been transferred to an emergency area. I found my home secured when I returned home about 9 hours after the accident. To my awe, I realized no blood on floor even though I had a good share on my clothing. My floor had been cleaned by a fireman going above and beyond the call of duty.
20-04-41	12/1/2020		Everyone was great. They helped me in my time of need. Thank you from the bottom of my heart.
20-04-42	12/1/2020		Excellent.
20-04-43	12/1/2020		Service could not have been any better. Too bad Fallbrook does not have a hospital. Thank you.
20-04-44	12/1/2020		Service could not have been any better. Too bad Fallbrook does not have a hospital. Thank you
20-04-45	12/2/2020		The paramedics that came to our home were very professional and caring. They quickly attended to him to assess and stabilize him as he had lost consciousness and I was not able to get him to come to. They took good care of him in transport to the hospital. Our family is very grateful to our Fallbrook Fire department and paramedics.
20-04-46	12/4/2020		On October 3 rd , I fell in garage, broke both bones and severely dislocated ankle. I could not get up. Family called 911. Paramedics were here quickly, and they were terrific!! I wish I remembered names of guys in back. Absolutely wonderful.

North County Fire Protection District
 Customer Satisfaction Survey
 Fourth Quarter 2020
 October-December
 Attachment A



Intake Number	Date Received	Follow Up	Customer Comments
20-04-47	12/4/2020		In regard to the B-shift group on Engine 115 and Medical unit 114 who responded to my home emergency call. At 73 years of age, the incident was my first injury that required the assistance of the fire department or ambulance transport. Being the first time, I haven't anything to compare my experience to but the five gentlemen who responded gave my wife and I immediate confidence that what needed to be done would be properly done, all contributing to my full recovery. I'll also say that the fire district is fortunate to have these five experienced and courteous men available to serve our community when needed. By the way, their rating level is only "very good" - I don't want to be responsible for any swelled heads!
20-04-48	12/4/2020		Good
20-04-49	12/7/2020		Everything went fine.
20-04-50	12/7/2020		Needed lift assistance from chair. Arrival time was prompt. Crew was courteous, professional, experienced - knew what they were doing. So thankful for their service.
20-04-51	12/8/2020		Very caring personnel.
20-04-52	12/9/2020		After a fall in the yard my family called 911. They were quick to arrive and the members of the team were friendly and polite. Thank you for your super service.
20-04-53	12/9/2020		I'm thankful for your help.
20-04-54	12/10/2020		Excellent.
20-04-55	12/12/2020		They were so fast! Thank you so much for helping my baby during one of the most stressful moments of my life. Forever grateful.
20-04-56	12/15/2020		Thank you. Very kind and caring fire department.
20-04-57	12/21/2020		They were nice and they arrived quickly onsite. They saved my son's life. I'm grateful for each of them. PS. My son is in rehab now because of them. He would be deceased if they had not arrived on time.
20-04-58	12/21/2020		On October 7 th , 2020 we called 911 because my husband had chest pain. Your operator was very efficient, stayed on the line, and guided me until the paramedics and firemen got to our house (in less than 4-5 minutes). Your people went to work taking care of him and calming me down and gathering information. Your people were kind and worked quickly and efficiently. It was determined that he needed to go to the hospital so off they went to Palomar. The firemen stayed with me to help clean up my bathroom due to a flood caused by my husband falling in the bathroom and breaking the toilet tank! I'm so grateful for their help, it calmed me down. They were very kind. Overall, the event went well, thanks to all your peoples' well-trained response.
20-04-59	12/24/2020		Very prompt, respectful and efficient. They were very knowledgeable and knew what they were doing. Took pride in their work.
20-04-60	12/24/2020		They took me to TV Hospital and waited until a room was ready for me. Excellent service!
20-04-61	12/24/2020		Very kind, very efficient. Showed concern and were very professional. Even packed up my wedding ring safely in case my finger swelled.

North County Fire Protection District
 Customer Satisfaction Survey
 Fourth Quarter 2020
 October-December
 Attachment A



Intake Number	Date Received	Follow Up	Customer Comments
20-04-62	12/26/2020		The fire department and EMTs arrived in a timely manner, were professional in their assessment of my health situation, and determined that I needed to be transported to the hospital. While approaching TriCity Hospital the ER said to go to Scripps and so I ended up there and received excellent care. I very much appreciate the timely and outstanding emergency care I received.
20-04-63	12/28/2020		Excellent
20-04-64	12/30/2020		Great service, thank you. Professional, I appreciated the masks. We're high risk. You might check to see if masks fit properly, one guy's mask seemed to slip easily. The female EMT especially did an A+ job
20-04-65	12/30/2020	Patient contacted. Apology given.	The service was prompt and efficient overall. The only need for improvement was the main responder's inability to start an IV en route to the hospital. He tried 2 times. I was perfectly fine without it as I was able to take available pain medication without IV (orally) but my concern is for others who may need the IV right away. Thank you for your otherwise excellent service.
20-04-66	12/31/2020		The EMTs were professional, sympathetic, and compassionate. It was my first experience with an ambulance. I was frightened and they calmed my fears. The ride was comfortable and both EMTs stayed at my side and comforted me until the ER was able to accept me. Most importantly, they both had a great sense of humor. So grateful to have these young, brave professionals at my call. God bless you all!
20-04-67	12/31/2020	Dispute canceled. Bill paid.	I am surprised to receive this or a bill. I called for my husband I was accompanying my husband in the ambulance. I was just nervous, and the attendant insisted on putting the oxygen monitor on me. Then tried to admit me to the hospital for anxiety and I refused! Now I see a bill to my insurance and a bill to me. I am not happy about this trick. I would like to dispute this bill.

1 **March 23, 2021**

2 **REGULAR MEETING OF THE BOARD OF DIRECTORS OF**
3 **THE NORTH COUNTY FIRE PROTECTION DISTRICT**

4 President Van Doorn called the meeting to order at 4:00 p.m.

5 **A MOMENT OF SILENCE WAS OBSERVED.**

6 **ALL RECITED THE PLEDGE OF ALLEGIANCE.**

7 **ROLL CALL:**

8 **Present:** Directors Acosta, Egkan, Kennedy, Munson and Van Doorn.

9 **Absent:** None.

10 **Staff Present:** Fire Chief/CEO Abbott, Attorney James and Board Secretary Stephen-
11 Porter. In the audience were: D/Cs Mahr and McReynolds, B/Cs Krumwiede, Mann and
12 Macmillan, F/M Fieri, FiM Juul and members of the public and Association.

13
14 **PUBLIC ACTIVITIES AGENDA**

15 1. **PUBLIC COMMENT:** President Van Doorn addressed the audience and inquired
16 whether there were any public comments regarding items not on the Agenda. There being
17 no comments, the Public Comment Section was closed.

18
19 **ACTION AGENDA**

20 **CONSENT ITEMS:**

21 2. **REVIEW AND ACCEPT REGULAR BOARD MEETING MINUTES FOR FEBRUARY 23, 2021**

22 3. **REVIEW AND ACCEPT SPECIAL BOARD MEETING MINUTES FOR MARCH 9, 2021**

23 4. **REVIEW AND ACCEPT FINANCIAL REPORT FOR FEBRUARY 2021**

24 5. **REVIEW AND ACCEPT POLICIES & PROCEDURES**

25 President Van Doorn inquired whether there were any questions on Consent Items 2-6.
26 There was a request to have discussion and separate vote for Item number 6. There being
27 no other discussion, President Van Doorn asked for a motion to approve the Consent
28 Agenda. On a motion by Director Munson, seconded by Director Egkan the motion to
29 approve the Consent Agenda as presented passed unanimously.

30 6. REVIEW AND APPROVE RESOLUTION 2021-03 ALLOWING THE DISTRICT TO PARTICIPATE IN THE
31 COUNTY FIRE MITIGATION PROGRAM FOR FY 2021/2022 – F/M FIERI AND CHIEF ABBOTT: Chief Abbott
32 noted that this is a Resolution required to be adopted for the District to participate in the Fire
33 Mitigation Fee Program. The Program addresses the District's need for funding due new
34 construction and growth within the District. On a motion by Vice President Kennedy,
35 seconded by Director Acosta the motion to approve Resolution 2021-03 to continue
36 participation in the Fire Mitigation Fee Program passed by the following roll call vote: **Ayes:**
37 Director Acosta, Egkan, Kennedy, Munson and van Doorn; **Noes:** None.

38
39 **ACTION ITEMS:**

40 7. REVIEW AND APPROVE NOMINATION OF JO MACKENZIE TO THE CSDA BOARD WITH
41 APPROVAL OF RESOLUTION 2021-04 IN SUPPORT THEREOF — CHIEF ABBOTT: Chief Abbott
42 reminded the Board of the activities Ms. MacKenzie is involved in and the Board's decision
43 last month to support her in the CSDA election. Ms. MacKenzie has requested all Districts
44 in the network support her with the enclosed Resolution of Support, which is included for the
45 Board's approval. On a motion by Director Egkan, seconded by Director Acosta the motion
46 to support Ms. MacKenzie in her nomination and to approve Resolution 2021-04 as
47 presented passed unanimously.

48 8. REVIEW AND CONSIDER NOMINATIONS FOR LAFCO COMMITTEE AS ALTERNATE SPECIAL
49 DISTRICT REPRESENTATIVE — CHIEF ABBOTT: Chief Abbott informed the Board of an opening
50 for an alternate on the LAFCO Committee as a special district member. He inquired whether
51 any Board members were interested, noting it would give the District more of a say in matters
52 impacting North County Fire, as well other special districts in the County. Director Egkan
53 expressed an interest in being nominated for this opportunity. On a motion by President Van
54 Doorn, seconded by Director Munson the motion to support Director Egkan in for a
55 nomination to LAFCO to serve as the special district alternate passed unanimously.

56 9. CONSIDER ACTION ON INVOCATION/MOMENT OF SILENCE PROCESS — B/S STEPHEN-
57 PORTER AND DIRECTOR EGKAN: Director Egkan introduced the topic noting the last time the
58 Moment of Silence was used, it seemed to proceed without difficult. Discussion ensued

59 regarding parameters for use including a trial period, guided comments, specific messages
60 for protection of the employees and soliciting feedback from the Association. President van
61 Doorn offered to write a policy that could be reviewed by the entire Board at a meeting. It
62 was the consensus to continue the Moment of Silence as it is being used now until the policy
63 is available for review.

65 DISCUSSION AGENDA

66 There were no Discussion Agenda Items for the March 23, 2021, Board Meeting.

68 STANDING DISCUSSION ITEMS:

69 ● **LEGAL COUNSEL REPORT:** Counsel James presented his report “What Are the
70 Mandatory Face-Covering Requirements.” Brief discussion ensued regarding business
71 enforcement. This is informational only, no action required.

72 ● **WRITTEN COMMUNICATIONS:** None.

73 ● **BOARD RECOGNITION PROGRAM:** None.

74 ● **NEWS ARTICLES:** None.

75 ● **COMMENTS:**

76 ● **STAFF REPORTS/UPDATES:**

77 ● **STEPHEN ABBOTT, FIRE CHIEF/CEO:** Chief Abbott reported that FDAC held a financial
78 wellness workshop showcasing our District for its work on the POB and the process of
79 obtaining one. He reminded Board members of the upcoming FDAC virtual conference and
80 asked them to contact Loren if they are interested in attending. In addition, CSDA legislative
81 days are May 18 and 19, noting this conference is a good way to meet your legislators and
82 become a familiar face to them. If you interested in attending, let Loren know. Informational
83 only, no further action required.

84 ● **CHIEF OFFICERS AND OTHER STAFF: D/C MAHR:** D/C Mahr thanked the Board for their
85 ongoing support with the approval of the large purchase order for Type 3 capital equipment.
86 Operations have been running smoothly with approximately 15 calls per day, as they have
87 been running for a while. Operation Collaboration continues, with one personnel per day

88 involved. He noted that Fallbrook Healthcare District had 150 appointments scheduled for
89 the next day. **D/C McREYNOLDS**: D/C McReynolds updated the Board on the status of H/R
90 noting completion of an Engineers exam and an internal promotion Captains exam on April
91 22nd and 23rd. The finance position recruitment yielded 18 candidates; they expect to
92 proceed to selection soon. **FM FIERI**: FM Fieri updated the Board on the building status in
93 the District. He noted that he expects weed issues will increase in June. Investigation
94 callouts have been low. He discussed the staffing challenges, noting full staffing should
95 return at the end of the month. He has been conducting a time study to determine if there
96 is room to improve cost recovery. **B/C MACMILLAN**: B/C Macmillan informed the Board that
97 during the Engineers test, nine candidates took the test and nine passed.

98 ● **BOARD: DIRECTOR EGKAN**: Director Egkan expressed a concern about a recent article
99 in the Village News regarding the efficacy of the COVID-19 vaccine. He would like someone
100 from either NCFPD or FHD to talk with them about the safety and effectiveness of the
101 vaccines to assure the public and let them know that misinformation does not help the
102 Districts in their missions. President van Doorn noted that the Village News does an excellent
103 job of publishing alternate arguments.

104 ● **BARGAINING GROUPS**: No comments.

105 ● **PUBLIC COMMENT**: No comments.

107 **CLOSED SESSION**

108 ● **OPENING CLOSED SESSION:**

109 At 4:40 p.m., President van Doorn inquired whether there was a motion to adjourn to Closed
110 Session. There being no objection, President van Doorn read the items to be discussed in
111 Closed Session and the Open Session was closed. A short break ensued after the reading
112 of the Closed Session Items. At 4:55 p.m., and the Board entered Closed Session to hear:

113 CS-1. **ANNOUNCEMENT — PRESIDENT VAN DOORN**: An announcement regarding the items to
114 be discussed in Closed Session will be made prior to the commencement of Closed Session.

115 CS-2. **CONFERENCE WITH REAL PROPERTY NEGOTIATOR — GOVERNMENT CODE**

116 **§ 54956.8 — CHIEF ABBOTT:**

117 PROPERTY LOCATION: 4157 Olive Hill Road, Fallbrook, CA 92028;

118 PARTIES: North County Fire Protection District (Seller);

119 UNDER NEGOTIATION: Terms of Sale

120 DISTRICT NEGOTIATORS: Chief Abbott, District Counsel James

121 **CS-3. CONFERENCE WITH LABOR NEGOTIATOR – GOVERNMENT CODE § 54957.6 — MANAGEMENT**

122 **GROUP NEGOTIATIONS – CHIEF ABBOTT:**

123 NCFPD MANAGEMENT GROUP DISTRICT NEGOTIATORS: CHIEF ABBOTT, DISTRICT

124 COUNSEL JAMES, SPECIAL COUNSEL BERLINER

125 **CS-4. CONFERENCE WITH LABOR NEGOTIATOR – GOVERNMENT CODE § 54957.6 — NON-SAFETY**

126 **GROUP NEGOTIATIONS – CHIEF ABBOTT:**

127 FFA NON-SAFETY GROUP NEGOTIATORS DISTRICT NEGOTIATORS: CHIEF ABBOTT, DISTRICT

128 COUNSEL JAMES, SPECIAL COUNSEL BERLINER

129 **CS-5. CONFERENCE WITH LABOR NEGOTIATOR – GOVERNMENT CODE § 54957.6 — SAFETY**

130 **GROUP NEGOTIATIONS – CHIEF ABBOTT:**

131 FFA SAFETY GROUP NEGOTIATORS DISTRICT NEGOTIATORS: CHIEF ABBOTT, DISTRICT

132 COUNSEL JAMES, SPECIAL COUNSEL BERLINER

133 **CS-6. APPOINTMENT/EMPLOYMENT OF PUBLIC EMPLOYEE – GOVERNMENT CODE § 54957(B) —**

134 **CHIEF ABBOTT:**

135 FIRE CHIEF/CEO

136 **CS-7. REPORT FROM CLOSED SESSION — VICE PRESIDENT VAN DOORN**

137 ● **REOPENING OPEN SESSION:**

138 On a motion by Director Egkan, which was seconded by Director Kennedy, which passed

139 unanimously, the Board returned to Open Session at the following items were reported out

140 to the public:

141 **CS-2. CONFERENCE WITH REAL PROPERTY NEGOTIATOR — GOVERNMENT CODE**

142 **§ 54956.8 — CHIEF ABBOTT:** On a motion by Director Egkan, seconded by Director

143 Munson, the Board unanimously agreed to extend escrow until the end of the month.

144 **CS-3. CONFERENCE WITH LABOR NEGOTIATOR – GOVERNMENT CODE § 54957.6 — MANAGEMENT**


145 **GROUP NEGOTIATIONS – CHIEF ABBOTT:** No reportable action.

- 146 CS-4. CONFERENCE WITH LABOR NEGOTIATOR – GOVERNMENT CODE § 54957.6 — NON-SAFETY
147 GROUP NEGOTIATIONS – CHIEF ABBOTT: No reportable action.
148 CS-5. CONFERENCE WITH LABOR NEGOTIATOR – GOVERNMENT CODE § 54957.6 — SAFETY
149 GROUP NEGOTIATIONS – CHIEF ABBOTT: No reportable action.
150 CS-6. APPOINTMENT/EMPLOYMENT OF PUBLIC EMPLOYEE – GOVERNMENT CODE § 54957(B) –
151 CHIEF ABBOTT: No reportable action.

ADJOURNMENT

154 A motion was made at 6:15 p.m. by Vice President Kennedy, seconded by Director Acosta
155 the motion to adjourn the meeting and reconvene on April 27, 2021, at 4:00 p.m., carried
156 unanimously.

157 Respectfully submitted,

158
159 

160 Loren Stephen-Porter
161 Board Secretary

162
163 Minutes approved at the Board of Director's Meeting on: April 27, 2021

164
165
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**NORTH COUNTY FIRE
PROTECTION DISTRICT
ADMINISTRATION - BUDGET & FINANCE**

TO: BOARD OF DIRECTORS
FROM: FM CHERIE JUUL AND CHIEF ABBOTT
DATE: APRIL 27, 2021
SUBJECT: REVENUE & EXPENDITURES AS OF MARCH 31, 2021 (75%)

Revenue Sources	Budgeted	Collected	Over/Under	% of Budget
Property Taxes - FBK	15,940,646.00	10,137,449.00	(5,803,197.00)	64%
Property Taxes - RNBW	303,000.00	204,655.00	(98,345.00)	68%
Ambulance and Collections	2,245,000.00	2,258,264.00	13,264.00	101%
GEMT-State Supplement	90,000.00	-	(90,000.00)	0%
Prevention Fees	185,000.00	94,034.00	(90,966.00)	51%
Tower Lease Agreements	103,000.00	69,044.00	(33,956.00)	67%
Other Revenue Sources	50,000.00	27,131.00	(22,869.00)	54%
Interest	50,000.00	38,051.00	(11,949.00)	76%
Cost Recovery	80,000.00	38,335.00	(41,665.00)	48%
Inspection Fee (Fire Prevention)	-	18,091.00	18,091.00	
Fallbrook Healthcare District	92,000.00	73,977.00	(18,023.00)	80%
Community Facilities District (CFD)	116,942.00	11,893.00	(105,049.00)	10%
Strike Team Reimbursements	151,523.00	775,576.00	624,053.00	512%
Other Reimbursements	100,000.00	170,849.00	70,849.00	171%
Mitigation Fees & Interest - FBK	300,000.00	207,774.00	(92,226.00)	69%
Donations & Grants	104,157.00	108,098.00	3,941.00	104%
Annexation fees	-	-	-	
Transfers & Loans	-	-	-	
Total Revenue:	19,911,268.00	14,233,221.00	(5,678,047.00)	71%
	Budgeted	Spent	Over/Under	% of Budget
TTL Expenditures YTD thru 03-31-2021	18,957,776.00	13,990,425.00	(4,967,351.00)	74%
Revenue over Expenditures		242,796.00		

North County Fire Protection District
 For the Tenth Month Ending April 30, 2020
83% of Budget

COLOR KEY	
Within/Below Budget	
Within 10% of Budget	
>10% of Budget (see notes)	

Description	March actual	Running Total	Final Budget	Amount Remaining	% Used	Notes
TOTAL PERSONNEL	1,036,749.00	12,021,382.00	15,424,695.00	3,403,313.00	77.9%	Strike Team OT/Replacement
101 Total Board Administration	23,372.00	228,994.00	464,900.00	235,906.00	49.3%	
102 Total Administration	42,579.00	387,006.00	679,303.00	292,297.00	57.0%	
103 Total Fire Prevention	908.00	7,804.00	62,400.00	54,596.00	12.5%	
104 Total Emergency Services	11,076.00	321,051.00	457,102.00	136,051.00	70.2%	
105 Total Emergency Med Svcs	53,072.00	294,494.00	460,202.00	165,708.00	64.0%	
106 Total Volunteers/Explorers	-	-	-	-	0.0%	
107 Total Communications	16,916.00	488,411.00	620,004.00	131,593.00	78.8%	
108 Total Shop/Maintenance	15,739.00	201,506.00	355,905.00	154,399.00	56.6%	
109 Total Training	7,714.00	39,777.00	83,265.00	43,488.00	47.8%	
120 Total General Fund Reserve	-	-	350,000.00	350,000.00	0.0%	
GRAND TOTAL	1,208,125.00	13,990,425.00	18,957,776.00	4,967,351.00	73.8%	
200 Total Capital Expenditures	-	912,922.94	1,610,935.00	698,012.06	56.7%	

**NORTH COUNTY FIRE PROTECTION DISTRICT
Tax Apportionments FY 20-21**

DATE	APP #	GROSS	REFUNDS & ADJUSTMENTS	FY 20/21 NET	FY 20/21 RUNNING	FY 19/20 NET	FY 19/20 RUNNING	
08 12 2020	1	223,517.70	1,322.63	222,195.07	222,195.07	229,418.43	229,418.43	
09 22 2020	2	206,806.13	1,611.36	205,194.77	427,389.84	79,480.12	308,898.55	
10 20 2020	3	337,997.18	19,167.85	318,829.33	746,219.17	154,586.49	463,485.04	
11 17 2020	4	931,116.26	7,707.83	923,408.43	1,669,627.60	534,416.39	997,901.43	
12 15 2020	5	4,992,829.71	11,988.46	4,980,841.25	6,650,468.85	5,133,895.38	6,131,796.81	
01 19 2021	6	2,325,339.06	11,430.52	2,313,908.54	8,964,377.39	2,451,410.99	8,583,207.80	
02 16 2021	7	599,269.85	3988.68	595,281.17	9,559,658.56	359,238.37	8,942,446.17	
03 16 2021	8	520,573.22	21,547.17	499,026.05	10,058,684.61	359,238.37	8,942,446.17	
04 13 2021	9			-	9,559,658.56	3,210,146.99	12,152,593.16	
05 11 2021	10			-	9,559,658.56	2,553,885.70	14,706,478.86	
06 22 2021	11			-	9,559,658.56	290,352.38	14,996,831.24	
07 22 2021	12			-	9,559,658.56	373,389.57	15,370,220.81	
TOTAL YTD		10,137,449.11	78,764.50	10,058,684.61	10,058,684.61	9,301,684.54	8,942,446.17	
							Net Rev Increase	
							12.48%	

**RAINBOW FIRE PROTECTION SUBZONE
Tax Apportionments FY 20/21**

DATE	APP #	GROSS	REFUNDS & ADJUSTMENTS	FY 20/21 NET	FY 20/21 RUNNING	FY 19/20 NET	FY 19/20 RUNNING	
08 18 2020	1	4,301.57	25.45	4,276.12	4,276.12	4,195.51	4,195.51	
09 22 2020	2	3,980.01	31.01	3,949.00	8,225.12	1,453.47	5,648.98	
10 20 2020	3	6,504.72	368.86	6,135.86	14,360.98	2,826.97	8,475.95	
11 17 2020	4	17,919.34	153.94	17,765.40	32,126.38	9,760.17	18,236.12	
12 15 2020	5	96,615.23	230.73	96,384.50	128,510.88	94,409.63	112,645.75	
01 19 2021	6	52,876.95	225.11	52,651.84	181,162.72	53,866.73	166,512.48	
02 16 2021	7	12,020.65	78.16	11,942.49	193,105.21	6,951.95	173,464.43	
03 16 2021	8	10,436.56	415.78	10,020.78	203,125.99	-	173,464.43	
04 13 2021	9			-	203,125.99	62,105.80	235,570.23	
05 11 2021	10			-	203,125.99	50,125.46	285,695.69	
06 22 2021	11			-	203,125.99	5,661.27	291,356.96	
07 22 2021	12			-	203,125.99	7,164.56	298,521.52	
TOTAL YTD		204,655.03	1,529.04	203,125.99	203,125.99	173,464.43	173,464.43	
							Net Rev Increase	17.10%

**NORTH COUNTY FIRE PROTECTION DISTRICT
AMBULANCE REVENUE FY 2020-2021**

MONTH	CONTRACTUAL		TOTAL		BAD DEBT	REFUNDS	ADJ.AR	DEPOSITS	BILLING	FY 20-21	FY 19-20
	BILLED	WRITE DOWNS	AR	AR							
07 31 2020	482,609.07	283,771.92	208,837.15	274,112.06	28,136.09	1,978.64	178,722.42	208,837.15	11,557.11	197,280.04	155,833.88
08 31 2020	582,819.64	342,604.08	240,215.56	215,953.31	22,564.45	(488.08)	218,139.19	240,215.56	11,527.20	228,688.36	181,256.99
09 30 2020	501,223.47	311,137.26	190,086.21	307,159.93	34,584.87	-	155,501.34	190,086.21	11,559.78	178,526.43	199,107.55
10 31 2020	614,786.25	352,938.54	261,847.71	248,890.07	29,209.13	-	232,638.58	261,847.71	9,607.98	252,239.73	205,273.64
11 30 2020	739,440.49	453,266.94	286,173.55	229,003.49	14,417.78	5,893.97	265,861.80	286,173.55	10,018.01	276,155.54	196,525.33
12 31 2020	754,356.25	476,631.07	277,727.18	331,817.90	41,860.46	-	235,866.72	277,727.18	12,050.24	265,676.94	179,942.32
01 31 2021	757,831.07	455,132.41	302,698.66	201,170.29	25,647.83	-	277,050.83	302,698.66	11,153.46	291,545.20	212,967.00
02 28 2021	646,848.38	363,693.16	283,155.22	240,188.15	59,085.11	5,837.18	218,232.93	283,155.22	10,481.31	272,673.91	188,887.92
03 31 2021	767,436.67	513,998.52	253,438.15	208,936.67	31,473.77	6,102.54	215,861.84	253,438.15	13,991.82	239,446.33	175,643.85
04 30 2021				198,311.38							172,516.79
05 31 2021				279,286.84							162,862.20
06 30 2021				230,124.08							217,930.48
TOTAL:	5,857,353.29	3,553,173.90	2,304,179.39	2,257,231.87	286,979.49	19,324.25	1,997,875.65	2,304,179.39	101,946.91	2,202,232.48	1,695,438.48
				Net A/R Change			2.08%			New Revenue Change	29.89%

<p>NORTH COUNTY FIRE PROTECTION DISTRICT</p> <p>MONTHLY INVESTMENT REPORT</p>

March 31, 2021

FALLBROOK	BALANCE	INTEREST	
		RATE	
County of San Diego/General Fund - FBK	205,753.57	0.01%	Operating
County of San Diego/General Fund - RNBW	1,379,609.12	0.01%	Operating
County of San Diego/Capital Reserve	402,098.19	0.01%	Capital Reserves
County of San Diego/Fire Mitigation Fund - FBK	981,370.32	0.01%	Mitigation Fees
County of San Diego/Fire Mitigation Fund - RNBW	4,073.54	0.01%	Mitigation Fees
Local Agency Investment Fund	2,152,873.15	0.63%	LAIF
Workers' Comp JPA	484,827.92	0.26%	PASIS Funds
Bank of America/PASIS	51,889.02	0.01%	
First National/Benefit Fund	156,649.95	0.50%	
First National/Payroll	389,162.68	0.50%	
First National/Accounts Payable	55,978.78	0.50%	
First National/Accounts Receivable	1,122,326.66	0.50%	
Pacific Western Bank/Accounts Receivable	1,299,985.84	0.00%	
TOTAL	8,686,598.74		

**NORTH COUNTY FIRE PROTECTION DISTRICT
COST RECOVERY FY 2020/2021**

<u>Month</u>	<u>Billed</u>	<u>Collected</u>	<u>YTD % Collected</u>	<u>Billing Fees</u>	<u>Net Revenue 20/21</u>	<u>Net Revenue 19/20</u>
7 31 2020	6,940.75	6,636.04	95.61%	1,327.21	5,308.83	2,791.46
8 30 2020	4,267.15	3,342.00	78.32%	668.40	2,673.60	10,144.80
9 30 2020	2,781.75	2,583.33	92.87%	516.67	2,066.66	3,820.80
10 31 2020	3,127.50	3,127.50	100.00%	625.50	2,502.00	7,134.40
11 30 2020	5,364.25	3,413.90	63.64%	682.78	2,731.12	4,703.90
12 31 2020	3,715.50	3,528.81	94.98%	705.76	2,823.05	5,374.67
1 31 2021	13,467.75	8,427.08	62.57%	1,685.42	6,741.66	7,444.82
2 28 2021	3,493.00	3,091.25	88.50%	618.25	2,473.00	5,974.40
3 30 2021	7,746.75	7,463.77	96.35%	1,492.75	5,971.02	10,046.76
4 30 2021			#DIV/0!	-	-	8,884.00
5 31 2021			#DIV/0!	-	-	11,421.86
6 30 2021			#DIV/0!	-	-	2,667.60
TOTAL:	50,904.40	41,613.68	81.75%	8,322.74	33,290.94	57,436.01
					Net Rev Increase	-42.04%

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Claims>reports

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**NORTH COUNTY FIRE
PROTECTION DISTRICT
FIRE CHIEF/CEO**

TO: BOARD OF DIRECTORS
FROM: STEPHEN ABBOTT FIRE CHIEF/CEO
DATE: APRIL 27, 2021
SUBJECT: STANDING ITEM: POLICIES AND PROCEDURES

1. None.

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North County Fire

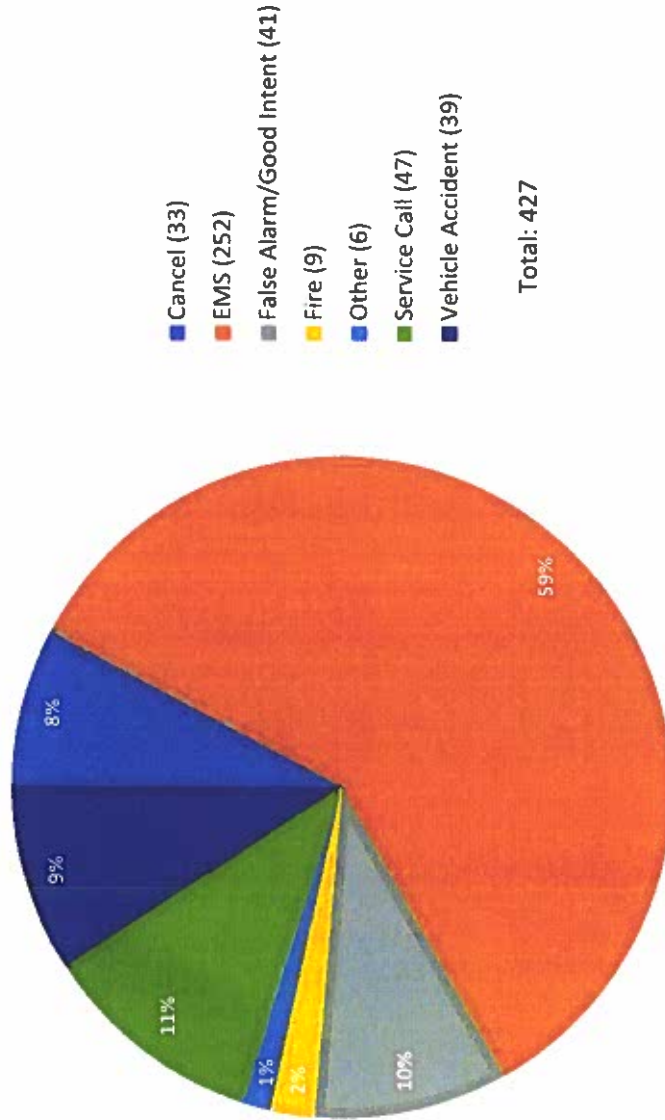


MONTHLY OPERATIONS ACTIVITY REPORT:

Feb 2021

Call Mix

FEBRUARY



* Future reports will separate true Mechanical False Alarms VS Good Intent

Total incidents year to date:

Feb 2020: 1015

Feb 2021: 979



Turnout Time

(Time of station notification to responding)

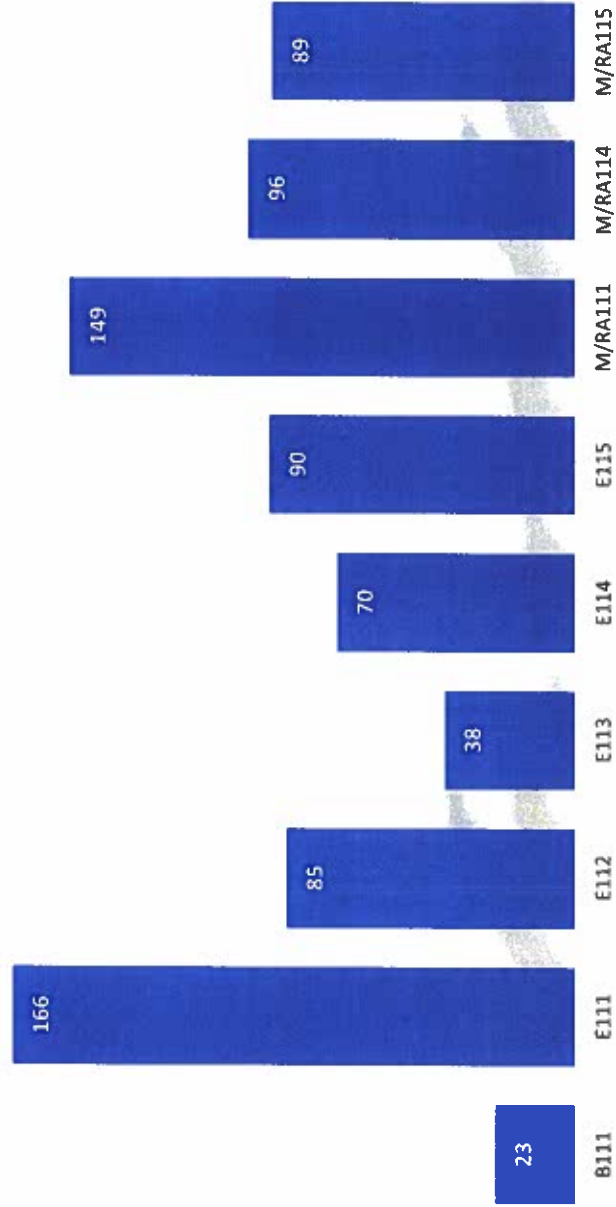
90th Percentile – Emergency Calls Only

Shift	Unit Name	February	Shift	Unit Name	February	Shift	Unit Name	February
A-SHIFT	S111	0:01:37 (8)	B-SHIFT	S111	0:02:00 (5)	C-SHIFT	S111	0:01:54 (10)
	E111	0:02:07 (52)		E111	0:02:07 (40)		E111	0:02:18 (55)
	E112	0:01:50 (24)		E112	0:02:28 (28)		E112	0:02:39 (26)
	E113	0:02:06 (11)		E113	0:02:31 (7)		E113	0:01:47 (12)
	E114	0:02:45 (16)		E114	0:02:00 (19)		E114	0:02:17 (28)
	E115	0:03:05 (29)		E115	0:01:53 (22)		E115	0:02:19 (30)
	M111	0:02:09 (33)		M111	0:01:57 (28)		M111	0:01:21 (28)
	M114	0:02:03 (29)		M114	0:02:05 (26)		M114	0:01:40 (41)
	M115	0:02:22 (33)		M115	0:02:17 (26)		M115	0:02:27 (24)
	RA111	0:01:56 (23)		RA111	0:03:21 (11)		RA111	0:02:38 (25)
							RA115	0:03:14 (5)



Calls by Unit

February

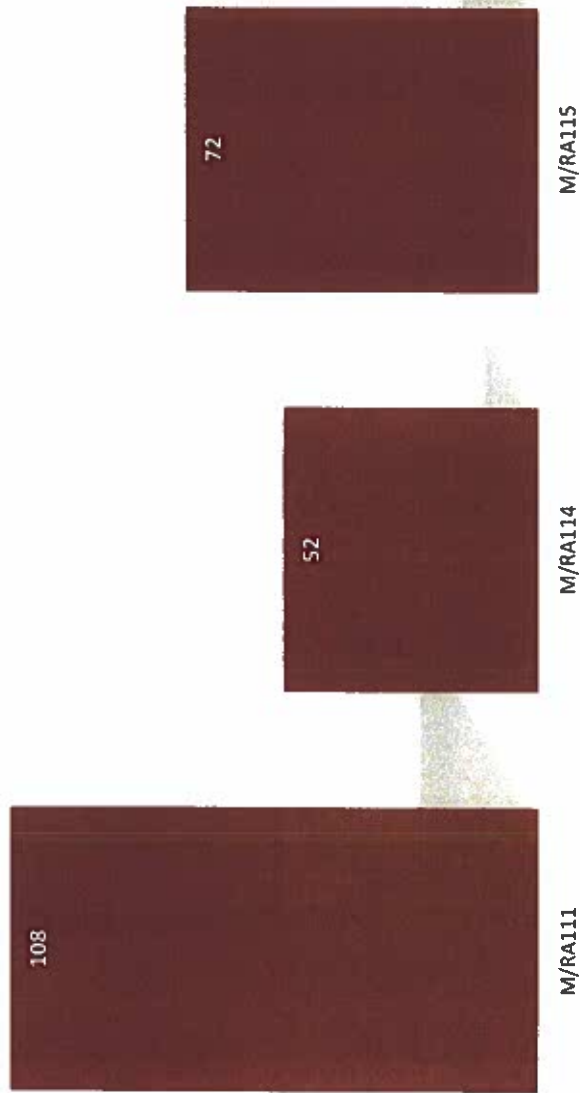


*In-jurisdiction only; includes calls that were canceled in route.



Transports

Total



Jan 2021: 266
Feb 2021: 232



Total Response Times

90th Percentile – Emergency Calls Only – 1st On Scene

Urban	Suburban	Rural
0:07:47 (201)	0:12:21 (19)	0:08:05 (16)

February 2021



Aid Received & Aid Provided

Aid Received (times arrived) into NORTH COUNTY FPD from CAL FIRE, CAMP PENDLETON, OCEANSIDE, PALA & VISTA

Jurisdiction	Home Jurisdiction	Incidents/Responses Filter (Time Arrived)
NORTH COUNTY FPD	CAL FIRE	15.00
	CAMP PENDLETON	12.00
	OCEANSIDE FD	7.00
	PALA FD	0.00
	VISTA FD	15.00
Grand Total		49.00

Aid Provided by NORTH COUNTY FPD into CAL FIRE, CAMP PENDLETON, OCEANSIDE, PALA & VISTA

Home Jurisdiction	Jurisdiction	Incidents/Responses Filter
NORTH COUNTY FPD	CAL FIRE	24
	OCEANSIDE FD	66
	PALA FD	4
	VISTA FD	26
Grand Total		120



Ambulance Unit Hour Utilization

Ambulance utilization calculates the number of hours a unit is committed to incidents

	Total Hours Committed	Hours Committed per ...		% Committed
		Total	Total	
2020	M111	2,672	7.32	30.50%
	M114	1,426	3.91	16.28%
	M115	1,942	5.32	22.17%
	Total	6,040	16.55	68.95%
2021	M111	577	1.58	6.59%
	M114	289	0.79	3.30%
	M115	409	1.12	4.67%
	Total	1,275	3.49	14.56%

The spreadsheet outlines:

Total hours the unit was committed per year, hours per 24-hour shift & % of time committed



Monthly Inspection Report

2021



Health & Safety

Injuries &

Illness

0 Injuries

Accidents

0 Vehicle



Transfer of Care

Total Offloads
222

TOC Compliance
93.2%

90th Percentile Offload Time in Minutes
43.8

Median Offload Time in Minutes
25.3

Percent Offloads Under 30 Minutes
68.0%

Percent Offloads Under 20 Minutes
36.5%

San Diego County
Transfer of Care - via FirstWatch
Ambulance Operating Area Data
Use filters below to select data by
Ambulance Operating Area, Month, and Year

Ambulance Operating Area

SD COUNTY	AMR Fleet Units
Barona	Carlsbad
Chula Vista	Coronado
CSA 17	CSA 69
El Cajon	Escondido
GHD Zone 1	Inland Central
Inland North	Inland South
National City	North County FPD
Oceanside	Poway
Ranona	San Diego
San Marcos	Sycuan
Unified Service Area	Viejas

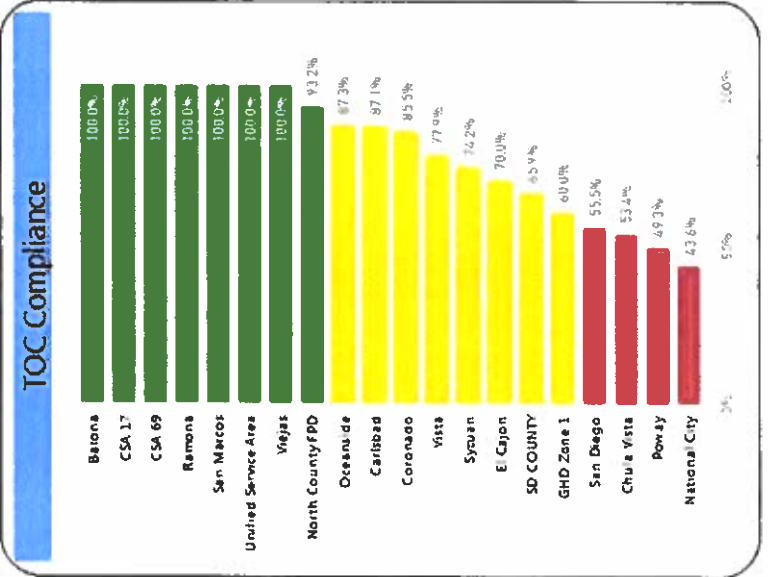
Month

January	February	March
April	May	June
July	August	September
October	November	December

Year

2018	2019	2020	2021
------	------	------	------

Ambulance Operating Area Ranking - TOC Compliance
8



*Information from CoSD

Leadership



North County Fire

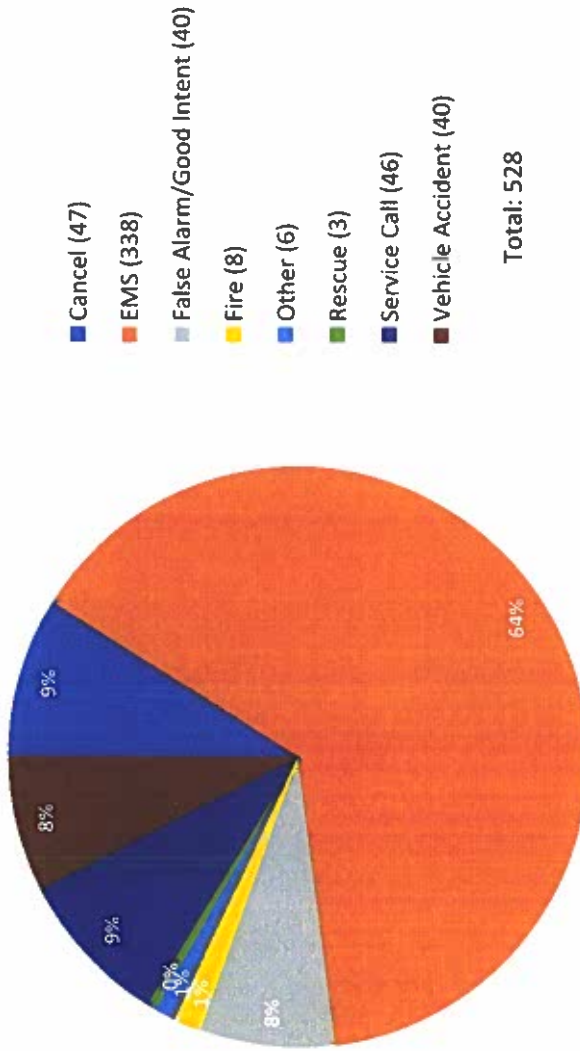


MONTHLY OPERATIONS ACTIVITY REPORT:

Mar 2021

Call Mix

March



* Future reports will separate true Mechanical False Alarms VS Good Intent

Total incidents year to date:

Mar 2020: 1513

Mar 2021: 1507



Turnout Time

(Time of station notification to responding)

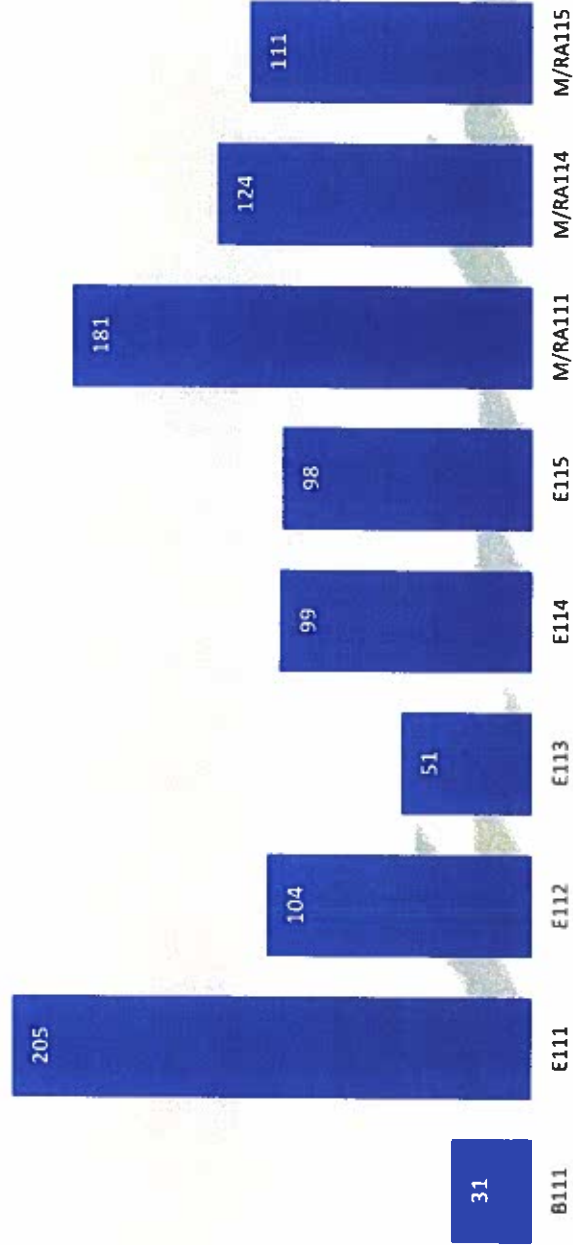
90th Percentile – Emergency Calls Only

Shift	Unit Name	March	Shift	Unit Name	March	Shift	Unit Name	March
A-SHIFT	B111	0:01:42 (9)	B-SHIFT	B111	0:01:23 (7)	C-SHIFT	B111	0:01:46 (13)
	E111	0:01:46 (59)		E111	0:01:52 (54)		E111	0:02:06 (64)
	E112	0:01:34 (29)		E112	0:02:14 (31)		E112	0:02:04 (33)
	E113	0:02:54 (19)		E113	0:02:00 (14)		E113	0:01:10 (10)
	E114	0:02:50 (27)		E114	0:02:06 (28)		E114	0:01:54 (32)
	E115	0:02:33 (22)		E115	0:01:54 (29)		E115	0:02:05 (30)
	M111	0:01:31 (36)		M111	0:02:26 (52)		M111	0:01:54 (56)
	M114	0:02:25 (39)		M114	0:01:59 (42)		M114	0:02:06 (34)
	M115	0:02:14 (37)		M115	0:03:00 (32)		M115	0:01:04 (35)
	RA111	0:02:06 (19)		RA111				
	RA114	0:01:46 (3)						



Calls by Unit

March

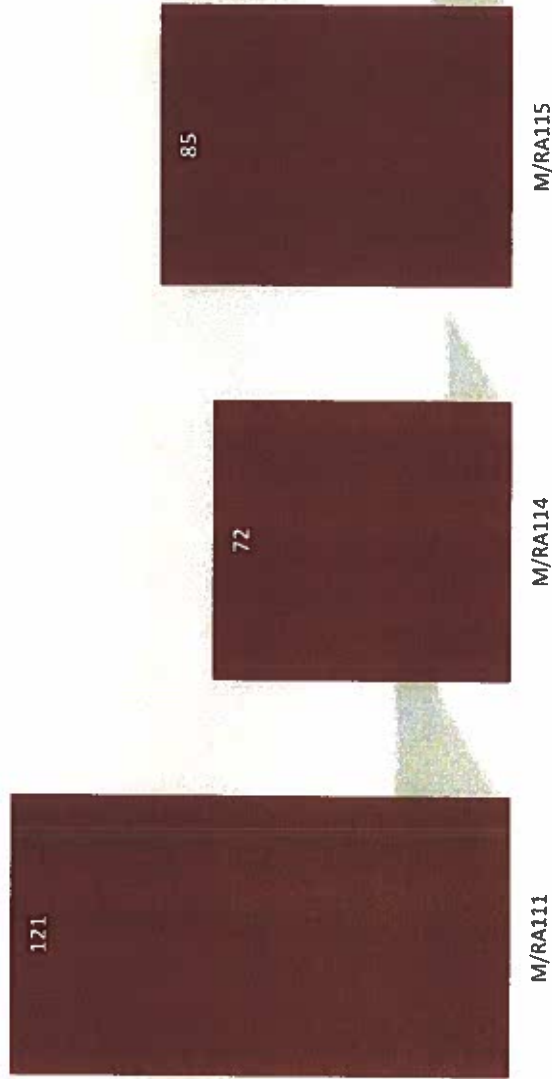


*In-jurisdiction only; includes calls that were canceled in route.



Transports

Total



Feb 2021: 232
Mar 2021: 278



Total Response Times

90th Percentile – Emergency Calls Only – 1st On Scene

Urban	Suburban	Rural
0:08:04 (242)	0:11:57 (20)	0:08:41 (30)

March 2021



Aid Received & Aid Provided

Aid Provided (incident count) by NORTH COUNTY FPD into CAL FIRE, CAMP PENDLETON, OCEANSIDE, PALA & VISTA

Home Jurisdiction	Jurisdiction	Incidents/Responses Filter
NORTH COUNTY FPD	CAL FIRE	2021 32
	OCEANSIDE FD	23
	PALA FD	2
	VISTA FD	7
Grand Total		64

Aid Received (times arrived) into NORTH COUNTY FPD from CAL FIRE, CAMP PENDLETON, OCEANSIDE, PALA & VISTA

Jurisdiction	Home Jurisdiction	Incidents/Responses Filter (Time Arrived)
NORTH COUNTY FPD	CAL FIRE	2021 2.00
	CAMP PENDLETON	14.00
	OCEANSIDE FD	7.00
	PALA FD	0.00
	VISTA FD	13.00
	Grand Total	36.00



Ambulance Unit Hour Utilization

Ambulance utilization calculates the number of hours a unit is committed to incidents

		Total Hours Committed		Hours Committed per ...		% Committed	
		Total		Total		Total	
2020	M111	2,672		7.32		30.50%	
	M114	1,426		3.91		16.28%	
	M115	1,942		5.32		22.17%	
	Total	6,040		16.55		68.95%	
2021	M111	731		2.00		8.34%	
	M114	393		1.08		4.49%	
	M115	543		1.49		6.20%	
	Total	1,667		4.57		19.03%	

The spreadsheet outlines:

Total hours the unit was committed per year, hours per 24-hour shift & % of time committed



Monthly Inspection Report

2021



Health & Safety

Injuries &
Illness

0 Injuries

Accidents

0 Vehicle



Transfer of Care

Total Offloads
268

TOC Compliance
82.8%

90th Percentile Offload Time in Minutes
57.4

Median Offload Time in Minutes
26.2

Percent Offloads Under 30 Minutes
56.7%

Percent Offloads Under 20 Minutes
32.1%

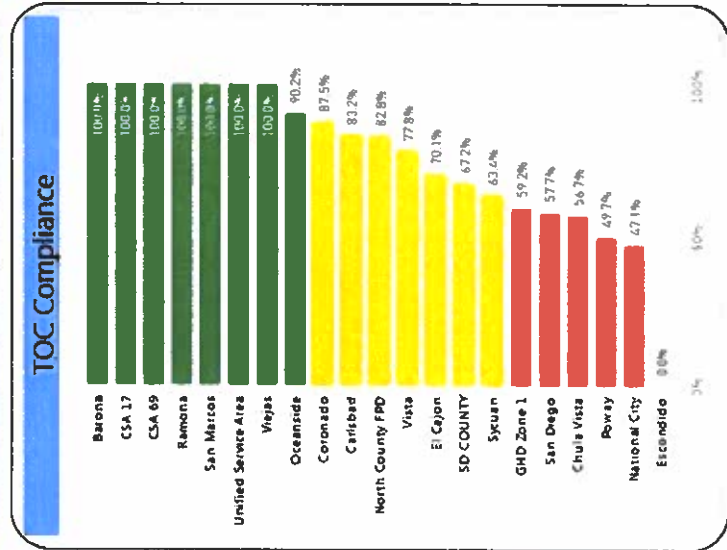
San Diego County
Transfer of Care - via FirstWatch
Ambulance Operating Area Data
Use filters below to select data by Ambulance Operating Area, Month, and Year

- Ambulance Operating Area**
- SD COUNTY
 - Barona
 - Chula Vista
 - CSA 17
 - El Cajon
 - GHD Zone 1
 - Inland North
 - National City
 - Oceanside
 - Rainona
 - San Marcos
 - United Service Area
 - AMR Float Units
 - Caitisbad
 - Coronado
 - CSA 69
 - Escondido
 - Inland Central
 - Inland South
 - North County FPD
 - Poway
 - San Diego
 - Sycuan
 - Viejas

- Month**
- January
 - February
 - March
 - April
 - May
 - June
 - July
 - August
 - September
 - October
 - November
 - December

- Year**
- 2018
 - 2019
 - 2020
 - 2021

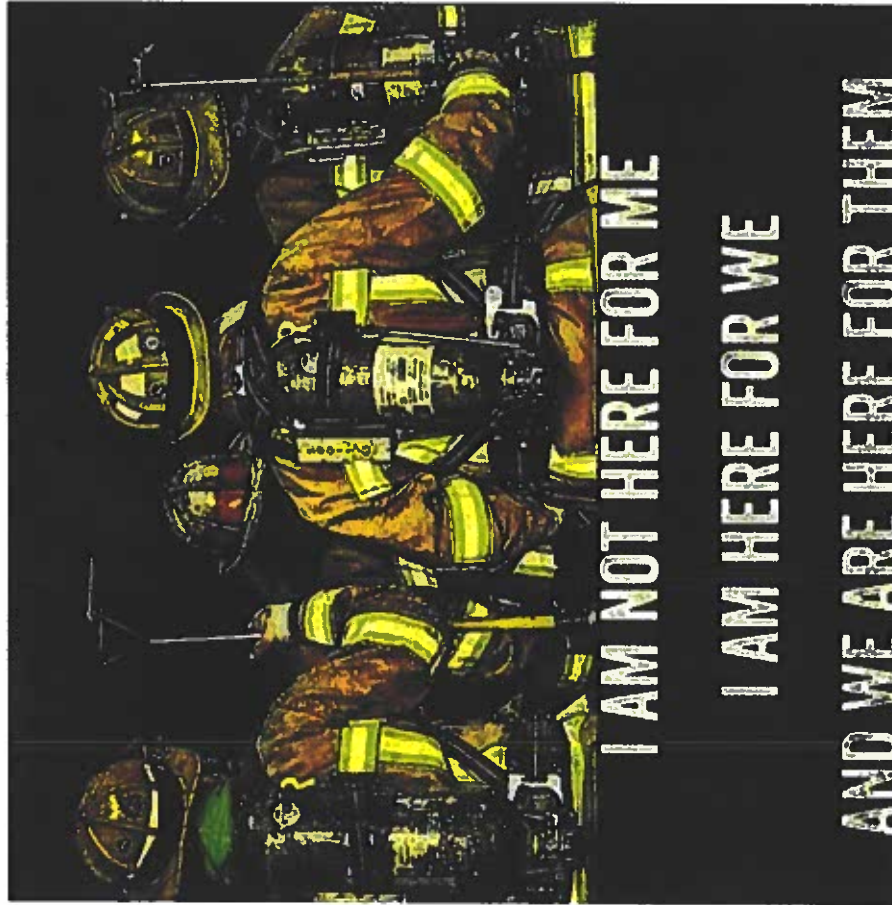
Ambulance Operating Area Ranking - TOC Compliance
11



*Information from CoSD



Leadership





NORTH COUNTY FIRE PROTECTION DISTRICT OPERATIONS

TO: BOARD OF DIRECTORS
FROM: OPERATIONS/EMS DIVISION
DATE: TUESDAY, APRIL 27TH, 2021
SUBJECT: CUSTOMER SATISFACTION SURVEY PROGRAM, 2021 – 1ST QUARTER RESULTS

CONSENT AGENDA

RECOMMENDATION:

Review the report as submitted. In looking at the overall percentage of satisfaction with our service, our customers continue to rate their level of satisfaction overwhelmingly in the “excellent” category.

BACKGROUND:

This report focuses on two areas, direct feedback based on surveys sent to patients transported by North County Fire and our Service/Sympathy card program. The distribution of the survey is based on the 2020 Payer Class percentages according to our ambulance billing company, Wittman Enterprises. This quarter's customer satisfaction results incorporate surveys received from January 1st, 2021 through March 31st, 2021. The following is a listing of the type and number of individual payer classes that are randomly mailed surveys on a monthly basis.

2021 Payer Class

Private Commercial Insurance (includes Champus/Active Duty)	26
Medi Cal	10
Medicare (includes Senior HMO)	54
Cash	10
Total	100

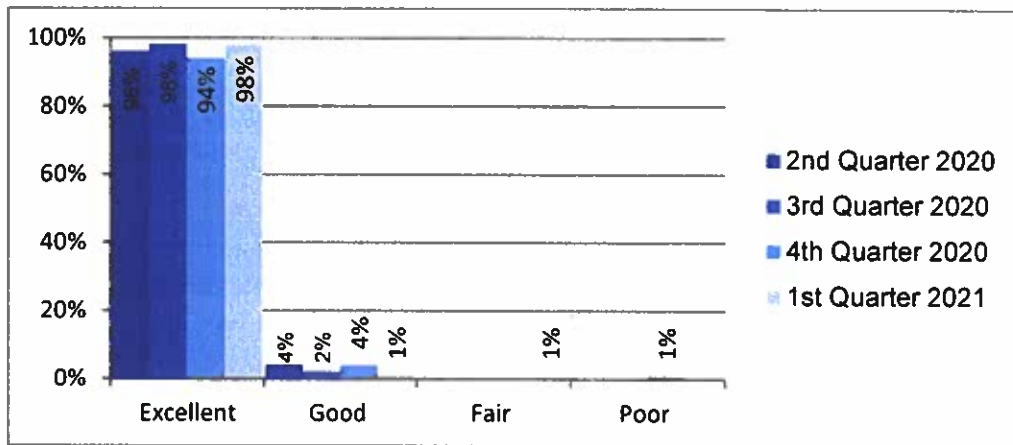
DISCUSSION:

The survey results are reported on quarterly intervals to all safety employees. The sharing of this information with all employees provides a heightened awareness regarding our customer's experience in the field. If a system or human deficiency trend is noted, the management staff will coordinate any measures necessary to correct the problem.

The first section of the *Satisfaction Survey Form* evaluates the customer's overall satisfaction with our service by rating it from "Excellent" to "Poor." The second section of the form allows the customer to provide comments on their perception of the service they received. This quarter 300 surveys were mailed and 79 surveys were returned (26%).

Ninety-eight percent (98%) or seventy-seven, of the surveys returned indicated "excellent" customer satisfaction as indicated on the chart below:

2020-2021 Customer Satisfaction Results



The customer comment portion of the survey has proven to be most effective by allowing us to hear the customer's opinions or concerns firsthand, thus allowing us to mitigate any problems as quickly as possible. These comments are reported on *Attachment-A* of this report.

In order to maintain Continual Quality Improvement (CQI) for this program, the responses are reviewed for any unusual comments or areas of concern. When necessary, incident documents will be reviewed. If a poor rating or adverse report is noted, the Operations Chief reaches out to seek clarification and ultimately improve services. If indicated, this review may warrant further investigation or training to mitigate potential customer service issues.

SERVICE/SYMPATHY CARD PROGRAM:

The District continues to utilize a Service/Sympathy Card Program to promote excellence in our emergency delivery services. This Program allows our firefighters to correspond with our customers by personally signing and mailing "Service Cards." This post-incident program has proven invaluable in maintaining a positive relationship with our community through personal contact between our firefighters and the customers they serve. The "Sympathy Cards" are utilized in the same way by corresponding concern with a deceased patient's family.

Customer Satisfaction Survey Program
Tuesday, April 27, 2021
Page 3 of 3

The following data identifies the total number of Service and Sympathy cards completed by each crew during this report's time frame:

	"A" CREW	"B" CREW	"C" CREW	TOTAL
1ST Q 2021	80	93	72	245
4TH Q 2020	78	140	96	314
3RD Q 2020	122	131	86	339
2ND Q 2020	154	157	119	430

The above numbers represent 33% of total cards sent by A Shift, 38% of total cards sent by B Shift and 29% of total cards sent by C Shift.

FISCAL ANALYSIS:

The increased use of Service Cards has contributed to increased expenditures in both printing and postage. Annually, the Program costs approximately \$2,000.00 to operate. It is our belief that enhanced public relations and the benefits these cards represent is worth the expenditure.

SUMMARY:

The North County Fire Protection District values the demeanor and professional conduct of its employees while providing emergency services. Our Customer Survey Program provides a tool to measure and quantify this area and if necessary, implement and/or modify the emergency delivery system to ensure its ability to meet customer expectations. This program, which is now in its seventeenth year, consistently reflects a high degree of satisfaction with the services delivered by the employees of the North County Fire Protection District, beginning from the request for service up to and including final mitigation of the incident.



North County Fire Protection District
Customer Satisfaction Survey
First Quarter 2021
January-March
Attachment A



Intake Number	Date Received	Follow Up	Customer Comments
21-01-01	1/4/2021		Excellent.
21-01-02	1/5/2021		Thank you so very much for being so kind!!! You made me feel comfortable and expressed concern for how I felt. Greatly appreciate how well you do your job. Thank you.
21-01-03	1/5/2021		Excellent.
21-01-04	1/5/2021		Thank you!
21-01-05	1/5/2021		Quick, knowledgeable, efficient, no one better!
21-01-06	1/7/2021		Very courteous, helpful, and polite. Appreciated their patience with me during a scary time. Loved getting the card with their signatures. Very uplifting. Thank you all.
21-01-07	1/9/2021		Excellent.
21-01-08	1/11/2021		Your team's performance was outstanding! Could not have been better. They responded immediately after my call. All was efficient/well-managed from beginning to end. Caring attitudes were exhibited by everyone, especially the two men in the ambulance. Thank you!
21-01-09	1/16/2021		Unit here moments after placing call. Very satisfied! Thank you
21-01-10	1/21/2021		I was pretty much out of it but they gently guided me where I needed to go and what I needed to do. Thank you all!
21-01-11	1/21/2021		I was fortunate to personally be served by your staff, each of whom were highly professional in the service provided me at a critical time of my life. Their service is a wonderful example of the North County Fire Department's values to our community. I know that our community can rest easy knowing we have a fire service that can be relied upon to provide care for any emergency. Thank you to each and every one of NCF staff for being here for all of us. I have shared my experience and the professional service I experienced with just about everyone I know and have met. Sincerely, Retired LAPD.
21-01-12	1/22/2021		Very helpful. Made me feel at ease. Thank you!
21-01-13	1/22/2021		Thank you for your fast assistance to help me. Everyone was very caring and did a great job helping my family during a devastating time. Please tell everyone "thank you." I appreciate everything you did.
21-01-14	1/22/2021		Five stars all the way. God bless you guys.
21-01-15	1/22/2021		Good guys, real pros.
21-01-16	1/22/2021		Firemen and paramedics took good care of my husband and got him to Palomar hospital quickly. He was in a lot of pain as a result of retention following removal of a 9mm kidney stone that morning. He had a blood clot. Our local station always responds quickly and efficiently.
21-01-17	1/22/2021		Thank you to paramedics and fire department.
21-01-18	1/22/2021		All firemen were extremely nice – Thank you for your help.
21-01-19	1/23/2021		Excellent.
21-01-20	1/23/2021		Fast response time and outstanding care!



North County Fire Protection District
 Customer Satisfaction Survey
 First Quarter 2021
 January-March
 Attachment A



Intake Number	Date Received	Follow Up	Customer Comments
21-01-21	1/25/2021	Follow Up in Progress	You desperately need to update the gurneys you are using. What you are using adds to the pain/discomfort etc. of those you pick up to transport to wherever they need to be. I used you 2.5 years ago. The gurneys were bad then. They are worse now. PLEASE adjust your budget, have a fundraiser, do whatever it takes to correct this REAL problem.
21-01-22	1/25/2021		NCFPD sent the paramedics and ambulance very quickly. The first on the scene, they made sure of preventing any serious damage that might have occurred due to the whiplash effect. Their careful attention to stabilizing my head in every step of extracting me from the vehicle to the positioning in the ambulance was extraordinary. The fractures in my neck vertebrae proved to be minor enough that I was not required to continue long term use of neck brace. However, I appreciate the precautionary care they provided.
21-01-23	1/25/2021		My husband is retired FDNY. When he got sick and was in distress, I got scared. They arrived promptly and immediately put me at ease. They were patient and kind, courteous and diligent. We are lucky to have these young men and women in our small town.
21-01-24	1/25/2021		Saved my life. I am eternally grateful.
21-01-25	1/26/2021		It was done very professionally. Thank you for your service.
21-01-26	1/27/2021		I'm afraid I've had to use your services too much over the past year. I want to thank you so much. You have taken such good care of my son and yesterday I had to call again for my husband.
21-01-27	2/1/2021		The guys that came were professional, kind, thorough in their assessment. They transported my baby son by ambulance to the hospital. I would like to thank them for their service and all the hard work they do. They are outstanding. Thank you!
21-01-28	2/1/2021		They did a good job.
21-01-29	2/4/2021		Excellent.
21-01-30	2/5/2021		Thank you very much for your service.
21-01-31	2/5/2021		The paramedics that assisted us were exceptional. We could not have asked for a more professional and kind team. One gentleman worked with me to keep me calm and the remaining team worked with my husband.
21-01-32	2/12/2021		We would not be alive if it were not for you wonderful people! Thank you so much.
21-01-33	2/18/2021		I was at the fire station due to a very painful serious medical situation. I cannot say enough about NCF station located off Olive Hill and 76. They were prompt, professional, and so respectful! I felt and knew I was in the right hands and my medical issue was addressed with TOP care. I cannot thank the firemen enough for helping me and my husband during this difficult situation. They are the BEST.
21-01-34	2/18/2021		The gentlemen that came to our home were outstanding. They were very caring with the family members that were frantic. They were very sweet and calming to my 82-year-old mother, and the paramedics were amazing with my mom even after they got to the ER. They were attentive to her needs and very sweet with her. I watched how the other EMTs treated their patients that came through the ER and our guys were definitely the kindest and most attentive to their patients. I was there for 6 hours waiting and observing with my mom.
21-01-35	2/18/2021		The paramedics are great and so helpful.



North County Fire Protection District
 Customer Satisfaction Survey
 First Quarter 2021
 January-March
 Attachment A



Intake Number	Date Received	Follow Up	Customer Comments
21-01-36	2/18/2021		Excellent! Every time!! Arrive so quickly! Courteous, I can't say enough good things. Efficient, gentle with mom. They are all wonderful young men. I always know she is in good hands. Thank you so very much!
21-01-37	2/18/2021	Follow Up in Progress	Driver of vehicle was not familiar with roads and traffic of SD. North County took route longer than necessary.
21-01-38	2/19/2021		You guys were excellent! Thank you!
21-01-39	2/22/2021		My wife had two heart attacks. On both occasions the paramedics arrived quickly. They very quickly diagnosed the problem as a heart arrhythmia. I thought this was a heart condition but not a heart attack. I would suggest that when a person has this problem, they be told it is a heart attack not a heart arrhythmia since many people like me are not familiar with the medical terminology.
21-01-40	2/23/2021		Thanks for helping. The medics were great. I appreciate them preserving my modesty in front of my coworkers.
21-01-41	2/23/2021		Thank you very much and god bless.
21-01-42	2/23/2021		First off THANK YOU! The team that came to our home and took care of me was great! They talked to me the whole time from the moment they came into our home, they showed so much care not only for me, but for my fiancé as well. They also cared for their surroundings and made sure when they were moving me down the stairs that their equipment and all that they brought in didn't hit the walls. To the gentlemen and lady that brought me to the ER, THANK YOU very much.
21-01-43	2/24/2021		I needed help because my husband (91) had fallen out of bed and I couldn't get him up. When I saw those fellas on my porch, I knew I was in good hands. After their second call (his 3 rd fall) one of the fellas said they should take him o the hospital to be examined, which they did. Their advice was good. I had a lot of of confidence in the crew. They were kind, polite, strong, and gentle with my husband. Just FYI he passed away due to COVID-19 in February.
21-01-44	2/24/2021		There is absolutely nothing you need to do to improve. You all have been to help my daughter so many times and have been to help my daughter so many times and have been so fast to respond very professional and kind. My daughter is 33 years old and has a severe brain injury. She has had a stroke which you all came and thanks to your fast response her side effects were lessened. I want to thank each and everyone of you for all you have done for my daughter. In 5 years, you have saved my daughter at least ten times. Thank you.
21-01-45	2/24/2021		Everything was fine. Thank you!
21-01-46	2/27/2021		Very comforting to have this level of support and talent at our local fire house in Rainbow. Thank you!
21-01-47	2/27/2021		Excellent.
21-01-48	2/27/2021		Very comforting to have this level of support and talent at our fire house in Rainbow. Thank you!
21-01-49	3/1/2021		All very nice and helpful.



North County Fire Protection District
 Customer Satisfaction Survey
 First Quarter 2021
 January-March
 Attachment A



Intake Number	Date Received	Follow Up	Customer Comments
21-01-50	3/4/2021		There are not enough words to explain how friendly yet professional the team was when responding to our call. The team accommodated my husband with respect and dignity. Respect for the situation, patient, and our home was given and genuine respect and concern was present from the time they arrived until they left. Even letting me know, as the wife, what to expect as I could not go to the hospital due to COVID. I am expressing many thanks on behalf of my husband as he could not have been more appreciative! We also received an awesome handwritten note from the team following up and checking on my husband. Thank you NCF!
21-01-51	3/8/2021		Excellent.
21-01-52	3/8/2021		All staff were professional, knowledgeable and personable. We are lucky to have them in Fallbrook!
21-01-53	3/9/2021		Excellent.
21-01-54	3/12/2021		My experience with the fire dept. was all very positive. The reason for the call was that I fell while hiking and broke my leg in three places and dislocated my ankle, so I needed assistance to get off the trail and to hospital. Three fire trucks and at least nine firefighters attended, took care of me at the scene, and then extricated me to the ambulance in a basket. Everyone was very professional, friendly, and I appreciate the service provided very much. Thank you all.
21-01-55	3/16/2021		Great, thank you all.
21-01-56	3/16/2021		They took very good care of me – I felt very safe.
21-01-57	3/16/2021		I have to tell them that for me, personally, the service they give is the best because I'm glad they have so much experience with the numbers of people they transport. Thank you very much and may god give you and bless you.
21-01-58	3/16/2021		They were courteous and very knowledgeable of there work. Knew how to keep us calm even made some jokes. Thank you.
21-01-59	3/16/2021		Excellent. We call on them a lot.
21-01-60	3/16/2021		Always the greatest service!
21-01-61	3/16/2021		We love our firefighters and paramedics!
21-01-62	3/17/2021		Excellent.
21-01-63	3/17/2021		Thank you for the card, it was a pleasant surprise and very kind, above and beyond what's expected. Also thanks for keeping us safe.
21-01-64	3/17/2021		Your paramedics and fire personnel are very kind and caring. They always do a great job. Thank you.
21-01-65	3/17/2021		Response was very fast. Very helpful and courteous. Thank you.
21-01-66	3/18/2021		They were very good. They calmed my nerves and made me very comfortable. Also, they spoke in my language.
21-01-67	3/18/2021		Excellent.
20-01-68	3/19/2021		They were prompt, courteous, and did what was needed to get transported in an emergency.



North County Fire Protection District
 Customer Satisfaction Survey
 First Quarter 2021
 January-March
 Attachment A



Intake Number	Date Received	Follow Up	Customer Comments
20-01-69	3/19/2021		I am very grateful for their services, and I was very well attended by the paramedics. They spoke excellent Spanish during the many times that I called them. I apologize I was very nervous fearing for my life. I have serious heart problems but thank God I find myself better. Many thanks to all those who collaborate on this great team. God bless you.
20-01-70	3/20/2021		Everything was great. Thank you so much.
20-01-71	3/22/2021		Very professional and supportive personnel. I really appreciated the kind words and positive attitude. Thank you!
20-01-72	3/23/2021	Follow Up in Progress	Overall, my experience was ok. I was concerned that I was taken to Temecula, although I advised them I was a member of Kaiser and normally I would use Palomar in Escondido, CA. Since I was transported under non-emergency circumstances that took 30 minutes or more, Palomar was an equal distance. I ended up being transferred 2 days later generating a transportation bill of several thousand dollars. The attending EMTs were patient, kind, and courteous.
20-01-73	3/24/2021		I was very happy with my experience.
20-01-74	3/24/2021		Good.
20-01-75	3/25/2021		My experience was excellent with the fire department they are good listeners, considerate, thorough, and caring. Thank you so much for the care.
20-01-76	3/27/2021		The guys were great, super helpful and patient. I appreciate the resource being there for us. Thank you!
20-01-77	3/27/2021		Thank you for your prompt and excellent care. We greatly appreciate you!!
20-01-78	3/27/2021		Thank you, your service was excellent. The men were very friendly and patient. I thank you very much for helping us in times of crisis. I have respect for all of you and we ask that God bless you and your families. Thank you for the card from you.
20-01-79	3/28/2021		The team was courteous and attentive. They asked questions to assess the situation and were good at explaining what they were doing and why.



**NORTH COUNTY FIRE
PROTECTION DISTRICT
FINANCE DIVISION**

TO: BOARD OF DIRECTORS
FROM: F/M JUUL AND CHIEF ABBOTT
DATE: APRIL 27, 2021
SUBJECT: COST RECOVERY YTD REPORT

CONSENT AGENDA

RECOMMENDATION:

Information only, no action requested.

BACKGROUND:

For approximately the past eleven years the District has contracted with Fire Recovery USA to recover operational costs from automobile insurance companies for services rendered during traffic collisions within our jurisdictional boundaries. The new Cost Recovery policy now allows billing patients, homeowners and/or business owners personally. This is a change from the previous policy when only the insurance company of the at-fault party was billed.

DISCUSSION:

Our recent performance indicates that our cost recovery revenue is well below targeted projections and Fire Recovery USA experiences a collection rate of -42.04% of approved charges. This is mostly due to insurance companies taking more time due to laying off employees and taking longer to process payments directly related to COVID. Considering that collection rate varies significantly based upon coverage of affected parties it is more relevant to compare net revenue performance on an annual basis.

FISCAL ANALYSIS:

In reviewing current YTD receivables, we have \$33,290.94, which is 42% of budget. We anticipate significant fluctuations in the forthcoming FY due to COVID. At this current rate we should expect to be well below last FY actual cost recovery revenue by 58.3%.

SUMMARY:

The Cost Recovery Program is providing a reliable means of partially offsetting the operational costs associated with providing emergency services at vehicle collisions.

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**NORTH COUNTY FIRE
PROTECTION DISTRICT
ADMINISTRATIVE SERVICES – BUDGET & FINANCE**

TO: BOARD OF DIRECTORS
FROM: FINANCE MANAGER JUUL AND CHIEF ABBOTT
DATE: APRIL 27, 2021
SUBJECT: THIRD QUARTER OVERTIME TRACKING REPORT

CONSENT AGENDA

BACKGROUND:

This report is designed to provide an overview of the overtime expenditures in comparison with the budgeted amounts and historical usage. In addition, this report documents overtime based on the leave that generates it and includes reimbursements from providing Mutual Aid.

DISCUSSION:

The attached charts provide multiple views of overtime usage and the leave that generates it. The reporting periods coincide with the month divisions and not pay periods. Therefore, there may be variations from month to month. An increase in overtime may be attributed to an additional pay period falling within that particular month or unusually high overtime due to an event or mutual aid activity. Two charts are included to give a quick visual comparison of the tracked areas:

- Leave Analysis by Type
- Two Year Overtime History
- Total Overtime and Reimbursement
- 5 YR History AL-SL, STOCV

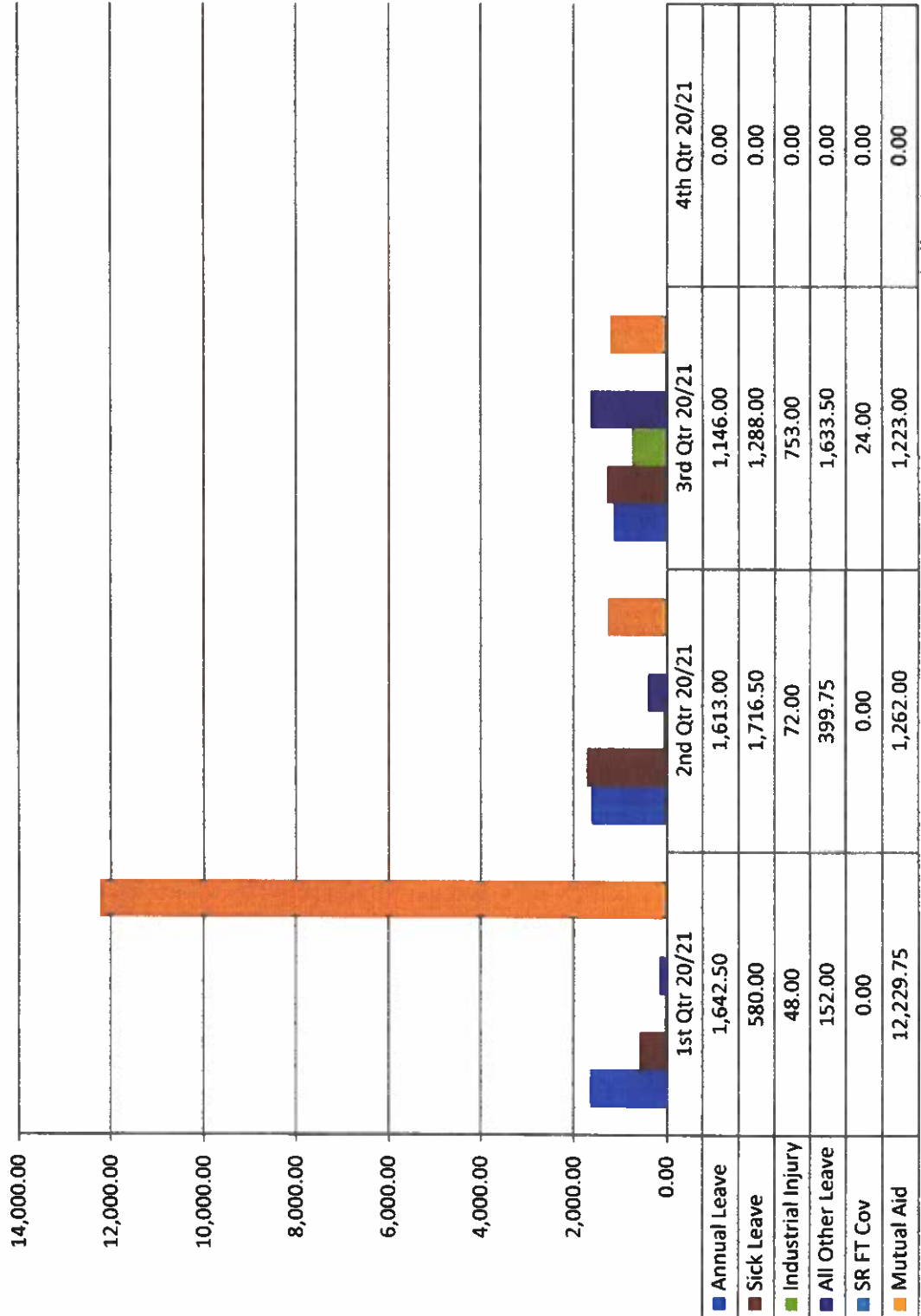
FISCAL ANALYSIS:

Annual leave went up 3% and sick leave increased by 34%. Current overtime is 76% expended, but the District has outstanding reimbursements for mutual aid in the amount of \$260,169 which will reduce the overtime down to 52% of the current budget.

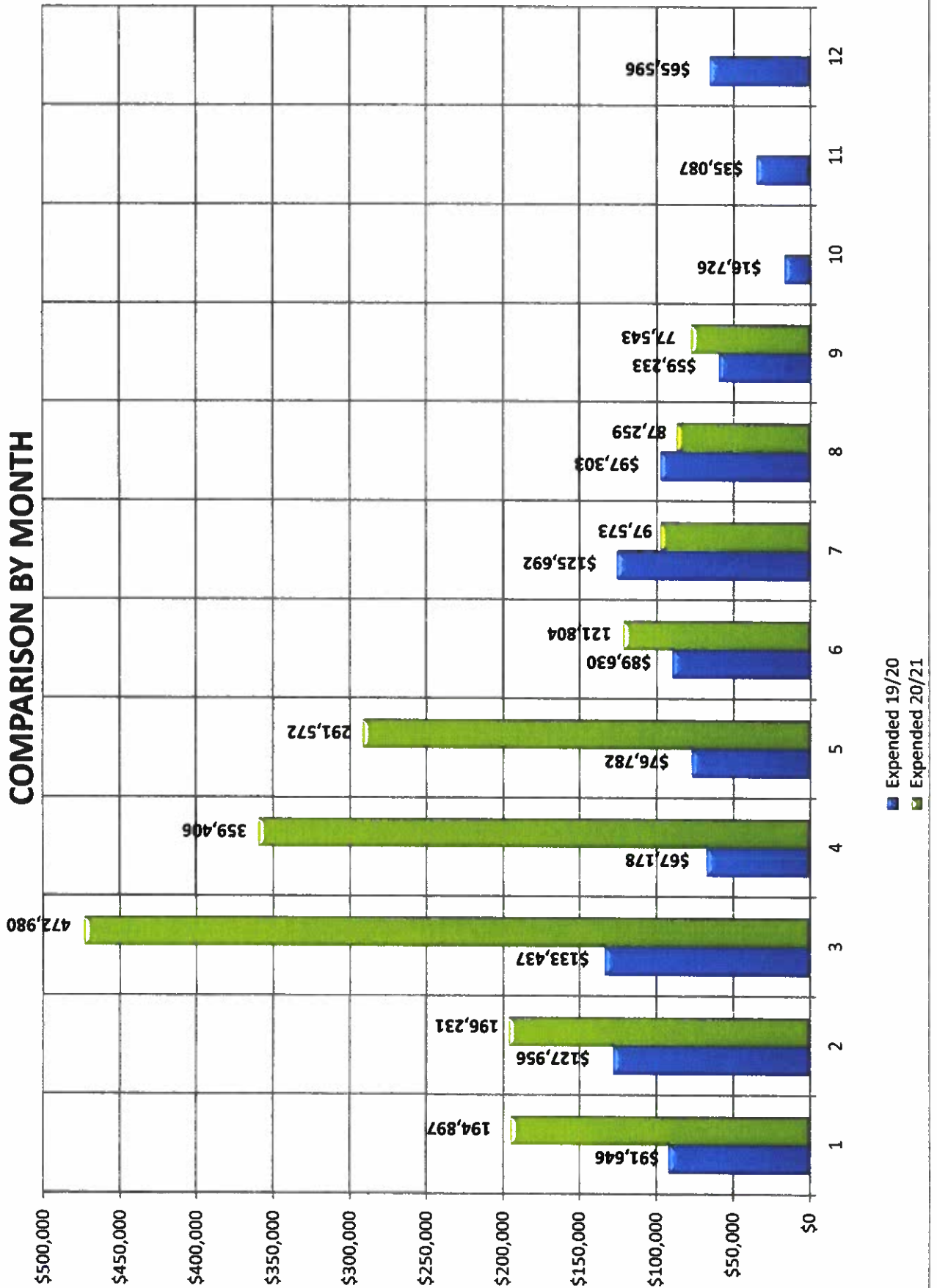
SUMMARY:

Information only, no action needed.

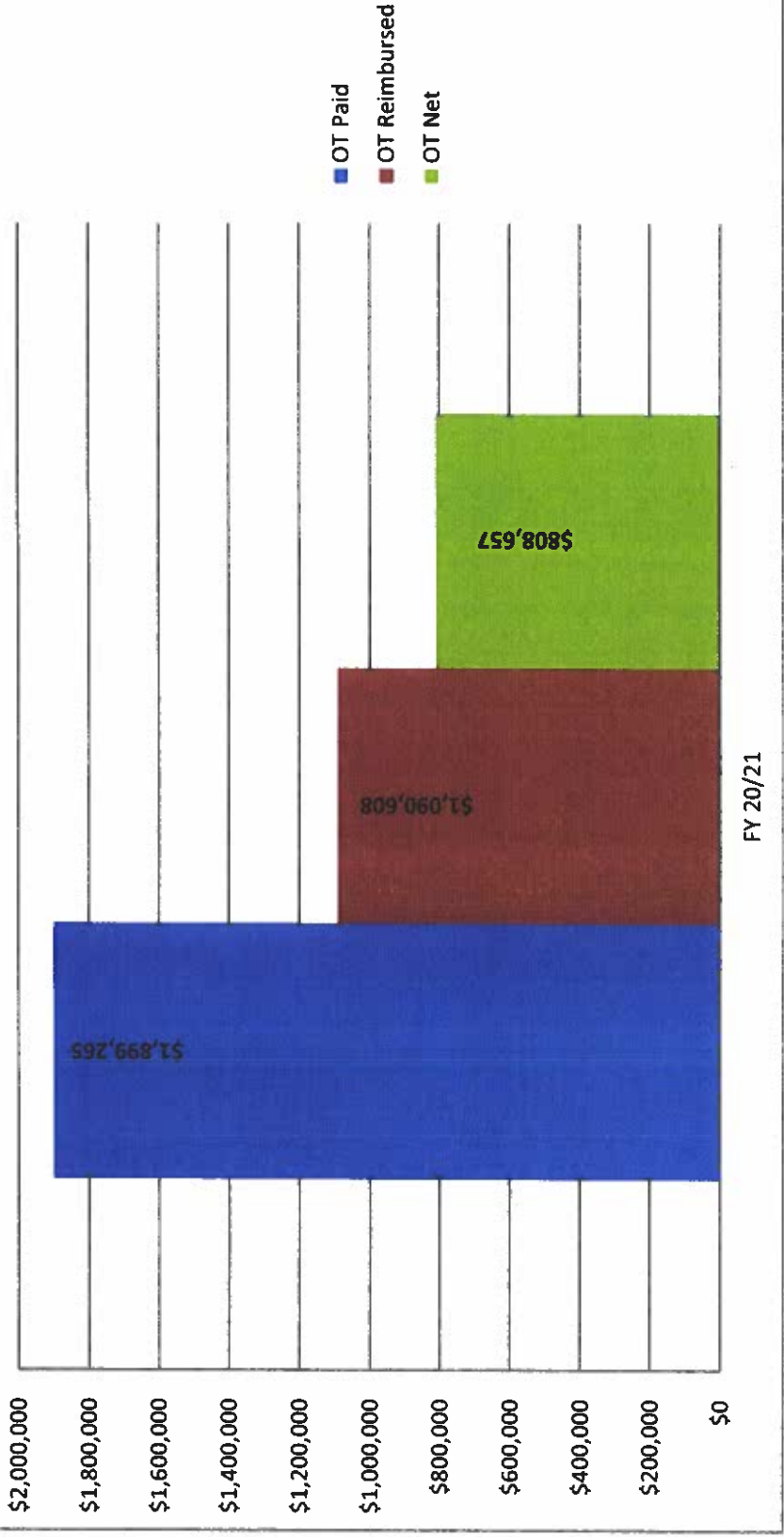
**NCFPD EMERGENCY SERVICES
NUMBER OF HOURS BY TYPE
3rd QUARTER 20/21**



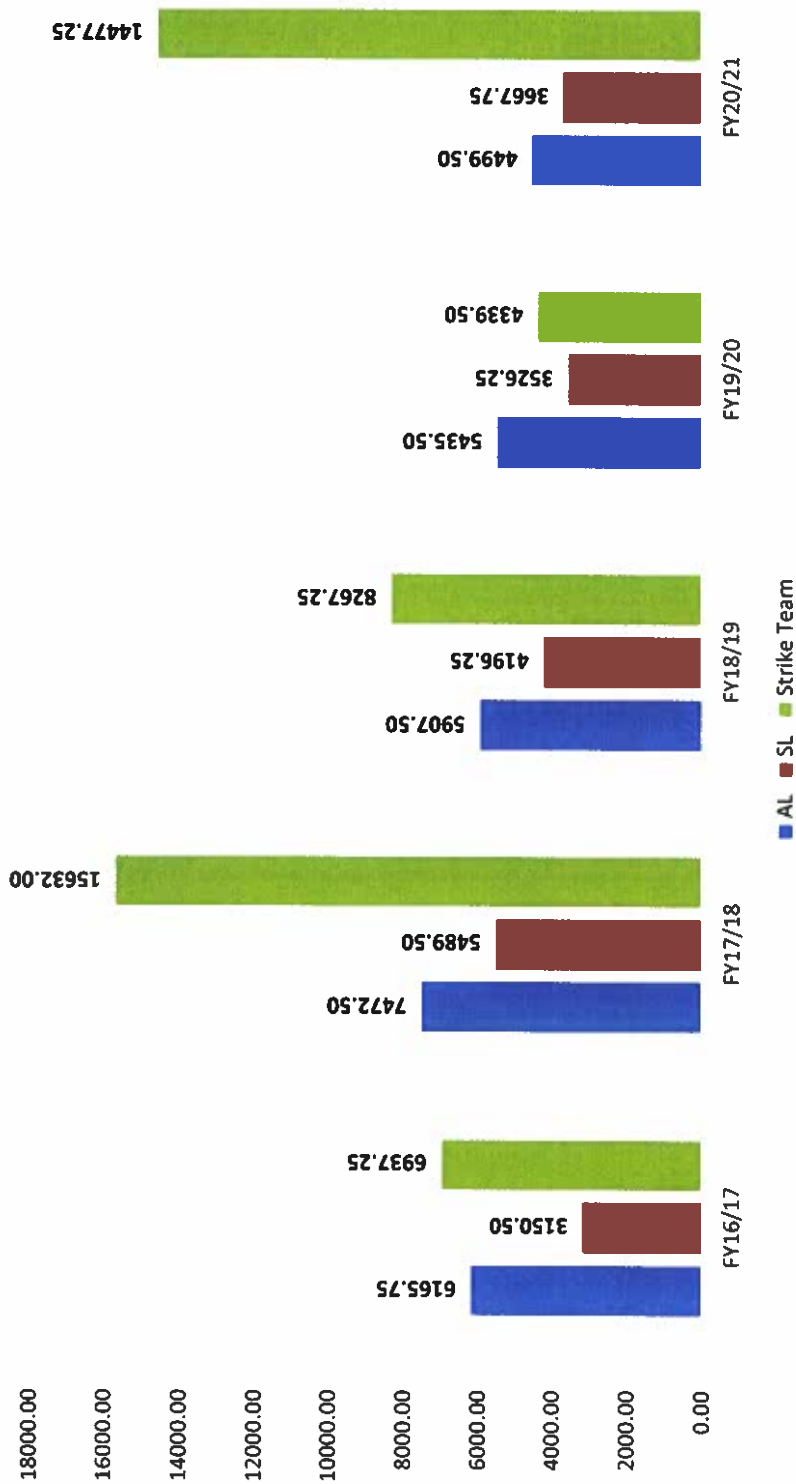
**NCFPD EMERGENCY SERVICES
TWO YEAR OVERTIME
COMPARISON BY MONTH**



NCFPD EMERGENCY SERVICES OVERTIME AND REIMBURSEMENT



5 YR HISTORY AL-SL, STCOV



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**NORTH COUNTY FIRE
PROTECTION DISTRICT**

FIRE CHIEF/CEO

TO: BOARD OF DIRECTORS
FROM: STEPHEN ABBOTT, FIRE CHIEF/CEO
DATE: APRIL 27, 2021
SUBJECT: ACTION AGENDA

There are no Action Agenda Items for the April 27, 2021, Board Meeting.

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**NORTH COUNTY FIRE
PROTECTION DISTRICT**

FIRE CHIEF/CEO

TO: BOARD OF DIRECTORS
FROM: STEPHEN ABBOTT, FIRE CHIEF/CEO
DATE: APRIL 27, 2021
SUBJECT: DISCUSSION AGENDA

There are no Discussion Agenda Items for the April 27, 2021, Board Meeting.

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ROBERT H. JAMES

ATTORNEY AT LAW

ROBERT H. JAMES, Esq.
roberthjameslaw@gmail.com

3668 KATIE LENDRE DRIVE
FALLBROOK, CALIFORNIA 92028

TELEPHONE
(760) 723-9018

April 1, 2021

**Board of Directors
North County Fire Protection District**

Re: General Counsel Board Report for April 1, 2021

Supplemental Paid Sick Leave for COVID-19

Senate Bill 95, signed late last week by California Gov. Gavin Newsom, requires employers to provide up to 80 hours of supplemental paid sick leave to employees who cannot work or telework due to certain reasons related to COVID-19. This new leave requirement applies to public and private employers with more than 25 employees and establishes a new bank of COVID-19-related sick leave, beginning retroactively on Jan. 1, 2021 through Sept. 30, 2021. A covered employer is required to provide supplemental paid sick leave to an employee who is unable to work or telework for any of the following reasons:

- The employee is subject to a quarantine or isolation period related to COVID-19, as defined by an order or guidelines of the California Department of Public Health, the federal Centers for Disease Control and Prevention or a local health officer who has jurisdiction over the workplace.
- The employee has been advised by a health care provider to self-quarantine due to concerns related to COVID-19.
- The employee is attending an appointment to receive a vaccine for protection against contracting COVID-19.
- The employee is experiencing symptoms related to a COVID-19 vaccine that prevent the employee from being able to work or telework.
- The employee is experiencing symptoms of COVID-19 and seeking a medical diagnosis.
- The employee is caring for a family member, as defined in subdivision (c) of Section 245.5, who is subject to an order or guidelines described in the first bullet above or who has been advised to self-quarantine, as described in the second bullet point.
- The employee is caring for a child, as defined in subdivision (c) of Section 245.5, whose school or place of care is closed or otherwise unavailable for reasons related to COVID-19 on the premises.

ROBERT H. JAMES

ATTORNEY AT LAW

ROBERT H. JAMES, Esq.
roberthjameslaw@gmail.com

3668 KATIE LENDRE DRIVE
FALLBROOK, CALIFORNIA 92028

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(760) 723-9018

- These reasons for leave essentially mirror the reasons for leave under the federal Families First Coronavirus Response Act, with the addition of the entitlement to paid leave when getting a vaccination or when experiencing symptoms due to the vaccine.

Employees with regular schedules are entitled to the number of hours they are normally assigned to work in a two-week period. For full-time employees, that means 80 hours. Employees with variable hours are entitled to 14 times the average number of hours the employee works each day in the 6 months before the leave (or a shorter period if they have not worked for 6 months.) There is also a specific provision addressing leave for firefighters: those who were scheduled to work more than 80 hours in the two weeks before the leave are entitled to leave equal to the total number of hours that they were scheduled to work in those two preceding weeks. However the maximum pay benefit is subject to the caps below.

This sick leave entitlement is in addition to any other state-mandated sick leave. Also, like the FFCRA, payment is capped at \$511 a day or \$5,110 total, unless that amount is subsequently increased by federal legislation. The rate to be paid to employees is also similar to that under the FFCRA; the rate is the highest of: the regular rate in the week leave was taken, the regular rate over the prior 90 days, the state minimum wage or the local minimum wage.

Employers are required to begin paying the sick leave by March 29. Because it is retroactive to Jan. 1, employers, upon request, are required to pay employees for time they took off from Jan. 1 that would have qualified. Importantly for employers that voluntarily extended paid FFCRA leave (or created a similar benefit) after Jan. 1, the law permits that paid time to be counted against this new supplemental sick leave entitlement. Employers should go back and calculate those credits against the new leave entitlement. This issue may need to be negotiated if the extension of leave was bargained with unions. In addition, employers cannot require medical certification as a condition of providing this leave, but we recommend requiring employees to self-certify the need for leave to support a tax credit (if eligible) or any possible reimbursements from the federal government.

Employers are required to provide notice to employees of the new leave entitlement, which must be posted in the workplace or, for any remote workers, sent electronically. The Labor Commissioner has developed a model notice. Another important new obligation for employers is the requirement that the supplemental sick leave balance be listed on employees' pay stubs, like other sick leave, but separately. For variable hour employees, the hours can be

ROBERT H. JAMES

ATTORNEY AT LAW

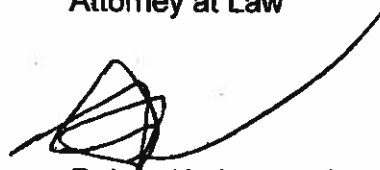
ROBERT H. JAMES, Esq.
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3668 KATIE LENDRE DRIVE
FALLBROOK, CALIFORNIA 92028

TELEPHONE
(760) 723-9018

calculated and then state "variable" next to the estimated entitlement. The Labor Commissioner has also developed a helpful FAQ.

ROBERT H. JAMES
Attorney at Law

A handwritten signature in black ink, consisting of a series of loops and a long horizontal stroke extending to the right.

Robert H. James, General Counsel for the
North County Fire Protection District

RHJ/km
cc: Chief Steve Abbott
Board members

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**NORTH COUNTY FIRE
PROTECTION DISTRICT
FIRE CHIEF/CEO**

TO: BOARD OF DIRECTORS
FROM: STEPHEN ABBOTT, FIRE CHIEF/CEO
DATE: APRIL 27, 2021
SUBJECT: WRITTEN CORRESPONDENCE

● **WRITTEN COMMUNICATION:**

- April 8, 2021 Letter to Governor Newsom from California Fire Districts Association re: COVID Impacts

● **BOARD RECOGNITION PROGRAM:**

- APRIL 3, 2021 EMAIL FROM CHIEF MACMILLAN RE: ASSISTANCE WITH CAPTAINS ACADEMY:

Captain August Captain Harrington CalFire B/C Robert Reynolds
Captain DeCamp D/C McReynolds



April 8, 2021

The Honorable Gavin Newsom
 Governor, State of California
 State Capitol, 1st floor
 Sacramento, CA 95814

The Honorable Toni Atkins
 Senate President pro Tempore
 State Capitol, Room 205
 Sacramento, CA 95814

The Honorable Anthony Rendon
 Speaker of the Assembly
 State Capitol, Room 219
 Sacramento, CA 95814

Re: COVID-19 Impacts on California’s Fire Districts

Dear Governor Newsom, Pro Tem Atkins, and Speaker Rendon:

California’s fire protection districts continue to serve tirelessly as vital frontline responders during the ongoing COVID-19 pandemic; however, access to relief funding for our agencies has been limited, causing an undue burden on fire protection and emergency medical services. This has been especially true for agencies that are special districts, whose work alongside other special district partners to gain direct access to federal stimulus funding has been disappointingly unsuccessful to date. With Congress passing the American Rescue Plan Act of 2021, we now look to your Administration and Legislature to acknowledge the crucial role that first responders play in COVID-19 response and recovery, and support that essential work being provided throughout the State by ensuring that our agencies receive access to relief funding to offset the impact of response and recovery efforts.

The impact of the COVID-19 pandemic on fire protection districts has been profound, both fiscally and operationally. More than one month before a State of Emergency Declaration was made in California, fire protection districts and EMS providers began changing operational response protocols as the CDC confirmed the first COVID-19 case in the State on January 26, 2020. These changes altered every aspect of how service is provided, including PPE protocols, patient care protocols, supply utilization and stocking, health and safety procedures, staffing plans, and exposure reporting, among a multitude of others. Each time new guidance and recommendations were issued by public health officials, operational changes were necessary. Implementing these changes came at a significant cost. Faster PPE and supply burn rates resulted in increased PPE and supply costs; increases that were exacerbated by supply chain disruptions. Workers’ compensation claims and overtime costs skyrocketed as maintaining sufficient staffing in a high-exposure environment became the norm. Labor costs were further increased to provide support to public health officials in their testing and vaccination efforts throughout the State.

While response and recovery costs were mounting, vital revenue sources for many districts were reduced, with fee-for-service EMS transport revenues plummeting for a good portion of 2020. The cumulative result of increased costs and reduced revenues has crippled fire protection district budgets throughout the State. For the Sacramento Metropolitan Fire District (Metro Fire), this impact has been a net loss of nearly \$5.5 million since March of 2020, with only an estimated \$1 million expected to be reimbursed through current available relief sources.

The collective mission of fire districts throughout the State is to ensure the safety of our communities. The losses experienced statewide as a result of the COVID-19 pandemic have compromised the capacity to fulfill this mission, resulting in reduced service, un-funded programs, and deferred capital projects, among others. While other industries and public service agencies have access to lifeline funding, this funding has not been made available to the very agencies that provide lifeline support to the community. In order to support the

essential work that fire districts provide in this State, we urge you to dedicate a portion of the State's allocation of the American Rescue Plan Act funds to fire districts in desperate need of relief funding.

Collectively,



Todd Harms
Fire Chief
Sacramento Metropolitan Fire District

DocuSigned by:
Brian Fennessy

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Brian Fennessy
Fire Chief
Orange County Fire Authority



Bill Tyler
Fire Chief
Novato Fire District

DocuSigned by:
Tim Shackelford

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Tim Shackelford
Fire Chief
Chino Valley Independent Fire District

DocuSigned by:
Paige Meyer

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Paige Meyer
Fire Chief
San Ramon Valley Fire Protection District

DocuSigned by:
Criss Brainard

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Criss Brainard
Fire Chief
San Miguel Consolidated Fire Protection District

DocuSigned by:
Stephen Abbott

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Stephen Abbott
Fire Chief
North County Fire Protection District

DocuSigned by:
Fred W. Cox

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Fred W. Cox
Fire Chief
Rancho Santa Fe Fire Protection District

DocuSigned by:
Steve Leighton

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Steve Leighton
Acting Fire Chief
North Tahoe Fire Protection District

DocuSigned by:
Karl W Fowler

C8821885185748B
Karl Fowler
Fire Chief
South Placer Fire District

DocuSigned by:
Neil McCormick

Neil McCormick
Chief Executive Officer
California Special Districts Association

DocuSigned by:
Don Butz

8CA78C0853CD439
Don Butz
Fire Chief
Lakeside Fire Protection District



Diane Burgis
Chair
Contra Costa County Board of Supervisors and Contra Costa County Fire Protection District

- CC: The Honorable Nancy Skinner, Chair, Senate Committee on Budget and Fiscal Review
- The Honorable Jim Nielsen, Vice-Chair, Senate Committee on Budget and Fiscal Review
- The Honorable Phil Ting, Chair, Assembly Committee on Budget
- The Honorable Ving Fong, Vice-Chair, Assembly Committee on Budget
- The Honorable Mike McGuire, Chair, Senate Governance and Finance Committee
- The Honorable Cecilia Aguiar-Curry, Chair, Assembly Local Government Committee
- Committee Members, Senate Committee on Budget and Fiscal Review
- Committee Members, Chair of the Assembly Committee on Budget
- Keely Bosler, Director, Department of Finance

Loren Stephen-Porter

From: Brian Macmillan
Sent: April 3, 2021 09:11
To: A Crew; B Crew; C Crew; Leadership Team
Cc: Reynolds, Robert@CALFIRE
Subject: Captains Academy Shout-Out

Good morning,

I wanted to take a minute to thank the instructors and participants in the 2021 Captains Academy. This was another beneficial day of great leadership and Incident command training. The Training Divisions goal is to ensure our promotional candidates are prepared not only for the promotional exam, but also for the position they are striving to achieve.

There is an incredible amount of time and energy devoted to putting together the promotional academies at our department. A great team was put together for this year's Captains academy to include:

Capt. Pete August
Capt. Rob Decamp
Capt. Tom Harrington
Division Chief Keith McReynolds
Calfire Battalion Chief Robert Reynolds

Thank you to the participants for your willingness to take the time away from your families to help make North County a better place and progress us into the future.

Have a great weekend,

Brian MacMillan | Battalion Chief
North County Fire Protection District | 330 S. Main Ave – Fallbrook, CA 92028
T: (760) 723-2005 - C: (760) 310-4481
bmacmillan@ncfire.org | www.ncfire.org

Proudly serving the communities of Fallbrook, Bonsall and Rainbow ~ Duty, Integrity and Respect

Discover North County Fire on social media:

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Village News - Also serving the communities of De Luz, Rainbow, Camp Pendleton, Pala and Pauma

Vegetation fire burns half-acre on East Mission

By [Rick Monroe](#)
Special to the
Village News



Derek Lovett

A brush fire burns on East Mission Road, April 19.

A fast-burning vegetation fire Monday evening, April 19, burned a half-acre before being extinguished by multiple response teams, including a drop by an air tanker from Cal Fire in Ramona.

The fire was reported at 6 p.m. at East Mission Road and Valentine Lane, burning up the bank on the north side of the road, which was closed for hours. The fire threatened homes up the hill but there were no injuries or structures damaged.

Station 1 of North County Fire was first to respond but units from San Marcos and Camp Pendleton stations also assisted.

The fire was started by hot catalytic converter fragments from a vehicle's exhaust along the road, said Capt. John Choi of the North County Fire Protection District.

"It shows that we're going to have a busy fire season," Choi said. "We're fortunate that Cal Fire just began a higher level of staffing in preparation for the summer."

BUSINESS

Division Chief McReynolds selected into 2021 Fire Service Executive Development Institute

FALLBROOK – The International Association of Fire Chiefs announced that Division Chief Keith McReynolds of the North County Fire Protection District has been accepted into the Fire Service Executive Development Institute.

McReynolds competed with new fire chiefs and chief officers from across the country and Canada to become a member of the 2021 cohort program.

McReynolds has been with North County Fire for 27 years serving as a reserve firefighter, firefighter/paramedic, fire captain, battalion chief, administrative battalion chief and division chief of administration.

He has earned an associate degree in fire administration and a bachelor's degree in fire science administration, and he will graduate in June 2021 with a

master's degree in organizational leadership/emergency management leadership. He is currently a student in the California Executive Fire Officer Program.

The Fire Service Executive Development Institute is a yearlong leadership-development program created and implemented by the IAFC to provide new and aspiring chiefs with the tools they need to have successful and productive tenures. The members of the cohort will meet virtually until they are allowed in-person sessions. The group will communicate between sessions using an online community portal.

The IAFC's Fire Service Executive Development Program has become the premier career- and leadership-development program in the fire and rescue services. Many officers from the previous programs, including

current fire Chief Stephen Abbott, have been successful in achieving fire chief positions and are effectively leading fire departments throughout the country.

The IAFC represents the leadership of firefighters and emergency responders worldwide. IAFC members are the world's leading experts in firefighting, emergency medical services, terrorism response, hazardous materials spills, natural disasters and public safety legislation.

Since 1973, the IAFC has provided a forum for its members to exchange ideas, develop professionally and uncover the latest products and services available to first responders.

Submitted by North County Fire Protection District.

Division Chief Keith McReynolds of North County Fire Protection District is selected into the Fire Service Executive Development Institute through the International Association of Fire Chiefs.

Village News/Courtesy photo





Advocacy News

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Governor Newsom Signs Landmark \$536 Million Wildfire Package Accelerating Projects to Protect High-Risk Communities

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1. Governor Newsom Signs Landmark \$536 Million Wildfire Package Accelerating Projects to Protect High-Risk Communities

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Eleanor Boling

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Ahead of peak fire season, Governor Gavin Newsom today signed a \$536 million wildfire package enabling the state to take urgent action on projects that support wildfire suppression, improve forest health and build resilience in communities to help protect residents and property from catastrophic wildfires in diverse landscapes across the state. The Governor signed SB 85 alongside legislative leaders at a fuels management project in the Lake Oroville State Recreation Area that helped protect a Butte County community from last year's North Complex Fire.

The legislative package builds on Governor Newsom's early action funding for wildfire resilience proposed in his 2021-2022 state budget. It funds projects to restore the ecological health of forests and watersheds, fuel breaks around vulnerable communities, statewide fire prevention grants targeting projects to advance community hardening, and improvements to defensible space to mitigate wildfire damage. This early action plan is part of Governor's overall proposed \$1 billion investment in forest health and community fire resilience.

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"California is taking bold, early action to protect our high-risk communities from the upcoming wildfire season before it starts," said Governor Newsom. "This crucial funding will go towards efforts including fuel breaks, forest health projects and home hardening. I thank the members of the Legislature for their partnership as we do more than ever before to build wildfire and forest resilience across the state."

The Administration is spearheading sustainable approaches to thinning California's vulnerable landscapes, half of which will be funded under the early action legislation. One of these approaches is to develop a comprehensive framework to expand the wood products market in California to create economic opportunities for the use of forest materials that store carbon, reduce emissions and contribute to sustainable local economies. Furthermore, the state's iBank will partner with the Governor's Office of Business and Economic Development, Governor's Office of Planning and Research and other agencies to advance forest- and agricultural-related applications to the Climate Catalyst Fund. The fund will provide loans, loan guarantees and other credit support to encourage the development of businesses that utilize wood and forest biomass; encourage private-sector innovations in technology, business models, infrastructure and supply chains in woody biomass markets; and promote optimization of state grant funds in the sector.

The Oroville East site is a joint project by CAL FIRE, the Department of Water Resources and the Department of Parks and Recreation to thin vegetation around the park, which helped slow the North Complex Fire and prevent it from spreading into the community of Kelly Ridge.

"As the Senate passed the wildfire prevention and resiliency package yesterday, members spoke about the many fires that have torn through their districts. From the coast to inland, north to south, Paradise to San Diego, each of us have watched our communities burn, evacuate, and work to rebuild far too many times," said Senate President pro Tempore Toni G. Atkins (D-San Diego). "Together, we are just 40 people, but each of us represent the millions of Californians who said goodbye to homes, loved ones, and livelihoods. This bill will help protect those who have lost so much to wildfires and prevent fresh pain from being inflicted across the state. This is an investment in Californians, and it will not be the last. I appreciate the dedication my colleagues, particularly Senators Bob Wieckowski, Susan Rubio, and Mike McGuire, have shown to this critical issue."

"This wildfire prevention package is a big deal, but it's not enough. We are not out of the woods on this issue, and we need to act like the woods are in flames. I'm grateful that the Administration and the senate see it the same way," said Assembly Speaker Anthony Rendon (D-Lakewood). "Thank you to my colleagues, in particular Assemblymembers Richard Bloom, Phil Ting, Luz Rivas, Laura Friedman, Jim Wood, and Cecilia Aguiar-Curry for their hard work on this important issue."

Governor Newsom last week announced that he is expanding and refocusing the Forest Management Task Force to deliver on key commitments in the Wildfire and Forest Resilience Action Plan issued in January, including the \$1 billion in investments. The Wildfire and Forest Resilience Task Force of federal, local and tribal leaders builds on the state's collaborative effort to improve the health of forests and reduce wildfire risk to communities.

In March, Governor Newsom authorized \$80.74 million in emergency funds for 1,399 additional firefighters with CAL FIRE to bolster fuels management and wildfire response efforts.

More information on the progress to date by the Newsom Administration and the Legislature to address California's forest health and wildfire crisis can be found here.

For full text of the bill signed today, visit: <http://leginfo.legislature.ca.gov>.



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Traffic & Transit

Driver Injured When SUV Goes Off Road In Fallbrook

The woman was taken by ambulance to Palomar Medical Center in Escondido.



City News Service, News Partner
Posted Mon, Apr 12, 2021 at 7:02 pm PT

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The crash happened on South Mission Road south of Quail Knoll Road, said Capt. John Choi of the North County Fire Protection District. (Renee Schiavone/Patch)

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The crash happened at 12:55 p.m. Sunday on South Mission Road south of Quail Knoll Road, said Capt. John Choi of the North County Fire Protection District.

Five units from the NCFPD arrived on scene and firefighters extricated the woman from the silver SUV and brought her up to the roadway, Choi said.

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She was taken by ambulance to Palomar Medical Center in Escondido with injuries not considered to be life-threatening, the captain said.

— *City News Service*

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➤ REVENUE, FINANCES, AND TAXATION

CSDA's long range policy priority on revenue, finances, and taxation is to ensure adequate funding for special districts' safe and reliable core local service delivery. Protect special districts' resources from the shift or diversion of revenues without the consent of the affected districts. Promote the financial independence of special districts and afford them access to revenue opportunities equal to that of other types of local agencies.

Late Census and Special Districts Re-districting

Due to the COVID-19 Pandemic, the U.S. Census Bureau is delayed in completing its U.S. Constitutional mandate to complete the census on time, resulting in a 6 month delay of its release to states.

Without this data, state and local electoral divisions cannot be adjusted to reflect the new population changes and to comply with various state and federal voting laws.

While the Legislature was able to avail itself of having state offices, such as the State Assembly, State Senate and Board of Equalization redistricting commission deadlines pushed back by the California State Supreme Court, as of today, local agencies do not have such a remedy.

Some Special District principal acts such as Community Service Districts, Recreation and Parks Districts, and Fire Districts have a November 1, 2021 deadline to have their electoral division boundaries adjusted, if they have electoral divisions. Additionally, there may be other "one-offs" throughout the codes. Given that the U.S. Census Bureau has recently stated that their target date for delivery of tabulated data is September 30, 2021, this leaves mere weeks to conduct a transparent and compliant redistricting process, rather than many months under normal conditions.

The special districts community has dozens of enabling acts and scores of special acts, as well as other code references that may point to their unique deadlines for redistricting. To resolve this, CSDA has been working with the office of Senator Steve Glazer (D – Orinda) and the Senate Committee on Elections and Constitutional Amendments to point all Special Districts to an existing statute used currently by some districts in the Elections Code ([EC § 22000](#)) to provide an over-arching solution. This code section allows for lines to be drawn up to 180 days prior to a general election. At the time of this writing, CSDA is working with the author's office to amend [SB 594 \(Glazer\)](#) to achieve this and is still researching other potential scenarios.

Additionally, those specific district types or "one-offs" will have an opportunity to amend their principal act, special act, or other statutes to conform to this provision to avoid confusion.

If your district or district type has a unique situation, an election in a month other than November (that requires redistricting) or has any other feedback about the proposed changes - please reach out to CSDA Legislative Representative Anthony Tannehill at anthonyt@cdda.net



TAKE ACTION BRIEF

➤ GOVERNANCE AND ACCOUNTABILITY

CSDA's long range policy priority on governance and accountability is to enhance special districts' ability to govern as independent, local government bodies in an open and accessible manner. Encourage best practices that avoid burdensome, costly, redundant, or one-size-fits all approaches. Protect meaningful public participation in local agency formations, dissolutions, and reorganizations, and ensure local services meet the unique needs, priorities, and preference of each community

Remote Meetings During Declared Emergencies

CSDA is sponsoring legislation, [Assembly Bill 361 \(Rivas\)](#), which would allow local agencies to continue to provide critical public services to their communities during declared emergencies.

On March 19, 2020 California Governor Gavin Newsom issued a stay-at-home order to protect the health and well-being of all Californians and to establish consistency across the state in order to slow the spread of COVID-19. In light of the stay-at-home order and the need to keep individuals physically distanced from one another, Governor Newsom issued a number of subsequent executive orders ([N-25-20](#), [N-29-20](#), [N-35-20](#)) modifying the requirements of the Brown Act so that local agencies may meet remotely without requiring that the public have physical access to the remote meeting locations.

If passed by the Legislature, CSDA's sponsored bill, [Assembly Bill 361 \(Rivas\)](#), would allow the following:

- While maintaining transparency and public access, local agencies would be able to meet remotely during a declared state of emergency or a declared local emergency
- While agencies would still be required to post agendas and meeting information, agencies would not be required to post meeting notices and/or agendas in physical locations when remotely meeting during an emergency
- While the public must continue to have access to the remote meeting and provided the ability to make public comment, agencies would not be required to make all remote meeting sites accessible to the public, nor include the remote location details in the meeting notice or agenda during a declared state of emergency or a declared local emergency
- Additionally, agency board members would not be required to be at remote sites within the territorial bounds of the agency during a declared state of emergency or a declared local emergency

Take Action

Register your district's support for AB 361 by downloading a sample letter or completing CSDA's new Automated Form Letter at csda.net/take-action/brown-act

Visit CSDA's [Take Action page](#) to obtain a fact sheet with more background on the bill and to download a sample letter of support your agency can use as a template. If you or your agency has any questions, please feel free to contact the CSDA staffer leading this effort, Legislative Analyst Marcus Detwiler, at marcusd@csda.net.

LIVE

White House press secretary Jen Psaki holds a briefing

California utility PG&E facing criminal charges over the state's largest 2019 wildfire

By [Madeline Holcombe](#) and [Jessica Myers](#), CNN

🕒 Updated 7:43 AM ET, Wed April 7, 2021

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Fourteen fires continue to burn across California

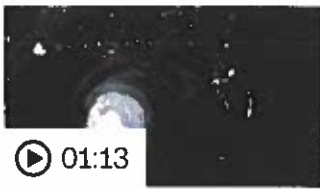
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Five dead after mass shooting in South Carolina ▶

(CNN) — Criminal charges have been filed against the [Pacific Gas and Electric Company](#) over the 2019 [Kincade Fire](#) in California.

The massive fire, which burned through more than 77,000 acres of vegetation in Sonoma County, was ignited by electrical transmission lines owned and operated by PG&E in northeast Geyserville, a Cal Fire investigation found. The fire destroyed 374 structures, damaged another 60 and caused injuries.

Sonoma County District Attorney Jill Ravitch charged PG&E with five felonies and 28 misdemeanors Tuesday. The charges include unlawfully starting a fire which caused bodily injury, unlawfully burning inhabited structures, unlawfully causing a fire which burned forests, and various air pollution crimes, the District Attorney's Office said in a statement.

The utility has faced scrutiny in recent years over its equipment's role in a spate of deadly and destructive

California fires. Last summer, PG&E pleaded guilty to 85 counts, including involuntary manslaughter and unlawfully starting the Camp Fire, the deadliest blaze in the state's history.



Photos: Wildfires scorch California

The Kincade Fire resulted in the largest evacuation in Sonoma County history, which included the towns of Healdsburg, Windsor and Geyserville. It torched more than 5,000 acres within the first three hours.

A hearing in the latest case is scheduled for April 20 in Sonoma County.

Tuesday's filing comes after interviews with dozens of witnesses, the issuing of search warrants, a review of hundreds of thousands of pages of documents and consultation with law enforcement and regulatory agencies, as well as independent experts, the District Attorney's Office said.

"I went with others from my team, along with CalFire, to the location in the Geysers where we believe the fire began as soon as it was safe to do so," Ravitch said in a statement. "Since that time, we have been working with CalFire and independent experts to determine the cause of and responsibility for the Kincade fire. I believe this criminal complaint reflects our findings."



"In the spirit of working to do what's right for the victims, we will accept CAL FIRE's finding that a PG&E transmission line caused the fire, even though we have not had access to the agency's report or the evidence it gathered," a PG&E spokesperson told CNN in an email. However, the utility does not believe it committed any crimes.

"We remain committed to making it right for all those impacted and working to further reduce wildfire risk on our system," PG&E said. PG&E will "work around the clock until that is true for all people we are privileged to serve," CEO Patti Poppe said in a statement disputing the criminal charges.

Related Article: PG&E is asking customers frustrated by power shutoffs not to target its employees

The Kincade Fire started on October 23, 2019, and was active for just over two weeks, according to the Cal Fire incident report. Tinder, dry vegetation and strong winds, as well as low humidity and warm temperatures, helped contribute to rapid fire spread, according to the Cal Fire

investigation.

Fourteen fires burned across the state that fall, leaving firefighters to battle blazes nonstop as millions of people and homes were threatened. The Kincade Fire was the biggest among them, incinerating parts of the wine country in Sonoma County.

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Village News - Also serving the communities of De Luz, Rainbow, Camp Pendleton, Pala and Pauma

Supervisors approve new CFD agreement for Meadowood

By [Joe Naiman](#)
Village News Reporter

A community facilities district assessment for Pardee Homes' Meadowood development to cover the cost of county, flood control district and North County Fire Protection District services had been approved in 2019. On March 17, the San Diego County Board of Supervisors approved a new community facilities district agreement to cover Rainbow Municipal Water District connection fees and infrastructure and county road and park infrastructure.

The supervisors' 5-0 vote approved the agreement between the county, the California Statewide Communities Development Authority which will issue the bonds and administer the community facilities district, and Tri Pointe Homes, which is the parent company of Pardee Homes. A previous agreement between Pardee, the Rainbow district and the CSCDA covers the Rainbow connection fees and facilities.

In January 2012, the board of supervisors approved the 384-acre Meadowood development. The original approved map included 397 single-family homes, 447 multi-family homes, 13 acres for an elementary school which will be built by the Bonsall Unified School District, four acres of park land, 128 acres of biological open space, 47 acres of agricultural open space, 5.9 miles of trails and a wastewater treatment plant.

Avoiding impacts to sensitive environmental resources, a public park was relocated and the residential component is now expected to consist of 473 single-family and 352 multi-family homes while the public park size has increased to 9.1 acres with the trail length reduced to 5.6 acres.

The 1% property tax will not be sufficient to cover county, San Diego County Flood Control District or North County Fire Protection District services which will be needed to serve Meadowood. The county and Pardee worked to create a community facilities district which includes a special tax, which is sometimes known as mello-roos taxes due to the state legislators who created the option for services on new development to be funded by an annual assessment, to fund the services.

A Joint Communities Facilities Agreement stipulated the collection and distribution process for the taxes. Meadowood has six different tax zones which correspond to the residential planning areas of the development, and a modification of boundaries of specific tax zones to correlate with the

phasing of the development and an increase in the maintenance cost of stormwater facilities led to a modification of the assessment last year.

In 2007, the board of supervisors adopted Policy I-136 which outlines how potential community facilities district projects will be evaluated, ensures that the CFDs are created for the public good, and stipulates disclosure requirements which notify prospective property owners of the assessment. Policy I-136 also limits the tax rate for a CFD to 1.86% of the estimated sales price of the residential homes.

Policy I-136 also defines credit requirements to protect bondholders from default for CFDs which issue bonds for reimbursement of constructed infrastructure.

When the board of supervisors approved Meadowood, the land was within the San Luis Rey Municipal Water District, which is not part of the San Diego County Water Authority. The board of supervisors' conditions included annexing the property into the SDCWA.

Pardee Homes had entered into a pre-annexation agreement with the Rainbow Municipal Water District in 2004, but in April 2005 the Rainbow board instructed the district's legal counsel to work with Pardee on terminating the agreement and in December 2008 Rainbow's board voted to terminate that agreement.

In January 2011, the Valley Center Municipal Water District board voted to support the annexation of Meadowood into that district, and San Diego County's Local Agency Formation Commission approved the annexation of Meadowood into the Valley Center district in 2014.

Meadowood is not adjacent to the rest of the Valley Center boundaries. The plan when the property was annexed was for Pardee to construct water and sewer lines to Meadowood at the developer's expense. The nearest Valley Center facility is across Couser Canyon multiple miles away from Meadowood, and over time both the Valley Center district and Pardee realized that the lack of facilities in the area would make Meadowood difficult for the Valley Center district to serve.

Meadowood is adjacent to Rainbow facilities, and last year Pardee and the Valley Center and Rainbow districts approved an out-of-area service agreement for Rainbow to provide water and sewer service to Meadowood.

Pardee and the districts are also working with LAFCO to annex the Meadowood area into Rainbow and detach that area from the Valley Center district.

The 2020 agreement had a provision that Pardee will pay for certain water and sewer infrastructure to serve the project. Pardee will also pay all applicable water capacity fees which are charged to developers to cover the new development's share of infrastructure while the agreement set sewer capacity fees at \$10.5 million.

When the agreement was approved, the plan was to form a community facilities district to allow the capacity fee costs to be repaid by an assessment on the properties.

The community facilities district and assessment levy for the county, flood control district, and fire district services will be perpetual. A CFD to pay for infrastructure and connection fees, and therefore the assessment, will be terminated when the bonds are paid off.

The CSCDA will issue the bonds and will handle administrative activity for the CFD although the assessment payments will be part of the property tax payments sent to the county treasurer-tax collector.

Rainbow's board voted to join the CSCDA in December 2016. The CSCDA is a joint powers authority whose members consist of more than 500 cities, counties and special districts and it has the statutory authority to issue bonds, notes or other financing documents. The CSCDA has a Statewide Community Infrastructure Program to help finance development projects; the SCIP pools bonds throughout the state into a single issuance.

The bond sales for the new CFD for Meadowood are expected to generate approximately \$36.13 million. Approximately 60% of the total, or \$21.66 million, will fund Rainbow connection fees and infrastructure while the other 40% equating to \$14.47 million will fund county road and park infrastructure.

The additional CFD assessments will bring the total estimated tax amount to approximately 1.80% of the estimated sales price of the residential homes, which does not exceed the maximum allowable amount.

Joe Naiman can be reached by email at jnaiman@reedermedia.com.

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111 W. Alvarado St.
Suite 200

Crime & Safety

Smoke Advisory: Vegetation Fire On Camp Pendleton

North County Fire Protection District reports vegetation fire on Camp Pendleton in the 33 Area of their base. Smoke may be visible nearby.

By Lisa Frost, Patch Staff
Apr 1, 2021 4:27 pm PT

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Vegetation fire on Camp Pendleton. (Renee Schiavone/Patch)



Secure Connection

Protection District reports Smoke Advisory: Camp Pendleton has a vegetation fire in the 33 Area of their base. Smoke may be visible in our district. There is no fire threat to our district at this time.

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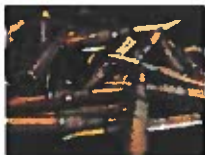
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[GMA](#)

Over 100 fully vaccinated people contract COVID-19 in Washington state, officials say

MORGAN WINSOR

Wed, March 31, 2021, 4:53 AM · 2 min read

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vaccinated against the disease, officials said.



The Washington State Department of Health is investigating reports of the so-called breakthrough cases, which it said are expected with any vaccine.



[MORE: With older Americans largely vaccinated, more new COVID-19 cases among younger adults](#)

Out of the 1.2 million people who are fully vaccinated against COVID-19 in Washington, epidemiologists have reported evidence of 102 breakthrough cases in 18 counties since Feb. 1, representing less than 0.01% of all fully vaccinated individuals in the northwestern U.S. state. Most cases were patients who experienced only mild symptoms, if any, according to a press release from the Washington State Department of Health.

PHOTO: A man signs up to take a COVID-19 test at a mobile testing van in Herald Square in New York, March 16, 2021. (Brendan Mcdermid/Reuters)



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where the individuals died. Both patients were over 80 years old and suffered from underlying [health](#) issues.



The Washington State Department of Health said further



investigation will help identify patterns among the

breakthrough cases, such as if a variant of the novel



[coronavirus](#) may have caused the infection.

[MORE: Vaccines likely effective against COVID-19 variants, study suggests](#)

A breakthrough case is confirmed with a positive polymerase chain reaction (PCR) test or a positive antigen test in an individual more than two weeks after they have received their final dose of a COVID-19 vaccine, according to the Washington State Department of Health.

"Finding evidence of vaccine breakthrough cases reminds us that, even if you have been vaccinated, you still need to wear a mask, practice socially distancing, and wash your hands to prevent spreading COVID-19 to others who have not been

Story continues



A New Perspective
on Your Community

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BREAKING NEWS

San Diegans 50 and up eligible for vaccine starting April 1, and those 16 and up by April 15

PUBLIC SAFETY

Helicopter rescues injured teen hiker after 30-foot fall near Fallbrook

Authorities said the victim fell about 30 feet down a near vertical slope and landed on her shoulder; she also suffered leg injuries

By ALEX RIGGINS

MARCH 24, 2021 7:09 PM PT



NORTH COUNTY — A teenage girl fell roughly 30 feet while hiking with friends Wednesday near Fallbrook, sustaining injuries that left her unable to hike out of the area and requiring rescuers to airlift her to a hospital, authorities said.

The victim's injuries were not considered life-threatening, according to North County Fire Protection District spokesman Capt. John Choi.

Firefighters were alerted to the fall about 3:50 p.m. and responded to the nearest roadway, an area of Sleeping Indian Road west of Morro Hills Road, Choi said. It was unclear exactly where the fall happened, but Choi said it was along one of Fallbrook's many hiking trails.

The victim "slipped and fell" down an "almost vertical" incline, landing on a shoulder and also suffering leg

injuries that made her unable to walk out, Choi said. The steep incline also complicated the rescue, prompting authorities to use a helicopter to hoist her from where she fell.

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North County Fire Protection District  @Nor... · Mar 24, 2021 
Replying to @NorthCountyFire
We currently have Copter 12 on scene to possibly do a hoist operation.

North County Fire Protection District 
@NorthCountyFire

(Final) The patient has been successfully hoisted onto Copter 12 and is heading to Bonsall Elementary to use their field as a LZ.

4:54 PM · Mar 24, 2021



 2   Copy link to Tweet

She was later taken to Palomar Medical Center in Escondido, Choi said. The exact nature and severity of her injuries was not known.

Choi said firefighters from nearby Camp Pendleton and Oceanside assisted the North County Fire Protection District crews with the rescue.

Village News - Also serving the communities of De Luz, Rainbow, Camp Pendleton, Pala and Pauma

Firefighters rescue person who fell off side of trail near Sleeping Indian Road

By [Will Fritz](#)
Staff Writer

Firefighters were able to rescue a teenager who fell over the side of a trail in Fallbrook Wednesday afternoon.

Dispatchers were told around 3:50 p.m. that someone — possibly a hiker — needed to be pulled off a slope or cliff in the area of Sleeping Indian and Conejo roads on the southwestern edge of Fallbrook near Oceanside, according to information from North County Fire Protection District Capt. John Choi.

Fire crews from North County Fire, the Oceanside Fire Department and Camp Pendleton Fire Department arrived to find a teenage girl who had been hiking with friends fell approximately 30 feet down some rocks.

According to Choi, a North County helicopter was able to hoist the victim and take her to Bonsall Elementary School, where she was transferred to an ambulance. The teen suffered major but non-life-threatening injuries, Choi said, and was taken to Palomar Medical Center in Escondido.

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LEGAL ALERTS | MAR 22, 2021

Are Virtual Public Meetings Here to Stay?

Three New Bills Could Make Permanent Changes to Public Meetings



As we conclude a full year of virtual meetings, the use of “Zoom” and other virtual meeting applications has become so commonplace that it might be easy to forget that such virtual meetings are not actually a permanent part of the open meeting laws.

On March 17, 2020, [Gov. Gavin Newsom issued Executive Order No. N-29-20 \(/News-Events/Insights/2020/Legal-Alerts/03/Update-Calif-Open-Meeting-Requirements-Under-](#)

COVID), which suspended portions of the Brown Act that limit the use of teleconferencing for public meetings, but the Order will sunset when the pandemic ends. The Brown Act requires that all teleconference locations – i.e., the physical location that a council or board member call in from – be identified on the agenda and open to the public. Meaning, for example, if sickness impeded a city council member's meeting attendance, that member would need to post their location on the agenda and invite the public into their house or hospital room. As we begin to look forward to a return to normalcy, will it also mean a return to these odd and outdated Brown Act teleconference rules?

Perhaps not, but it depends on the approach the Legislature takes. Three pending bills would each provide a different approach to virtual public meetings.

Assembly Bill 703 – Continues Option for Virtual Meetings

AB 703 (<http://leginfo.legislature.ca.gov/faces>

[/billNavClient.xhtml?bill_id=202120220AB703](#)), a bill that would codify the Executive Order's virtual meeting opportunities, is the bill that many public officials considered a likely outcome of this year. It allows for virtual meetings indefinitely and permanently removes the existing Brown Act rules limiting virtual meetings or requiring public attendance at various physical locations.

It would generally allow virtual meetings to operate under regular meeting procedures (for public notice, public comment and public ability to observe the meeting). When local governments post the agenda or other notices, they would also post instructions for joining virtually. The bill would remove the current requirements that each teleconference location be identified and accessible to the public, curing problems of public access to, say, a council member's home or hotel room. It would also remove the requirement that at least a quorum of the members of the legislative body participate from within the boundaries of the local agency. Lastly, the bill would renew requirements that legislative bodies make a procedure for handling and swiftly resolving Americans with Disabilities Act requests for virtual meetings.

Assembly Bill 361 – Virtual Meetings for Declared Emergencies Only

The next bill, AB 361 (<http://leginfo.legislature.ca.gov/faces>

[/billNavClient.xhtml?bill_id=202120220AB361](#)), would allow virtual meetings with newer, streamlined procedures, but only if the purpose of the meeting is to declare a local

emergency or if the meeting occurs during a period of a declared local emergency. This means most teleconferencing after the pandemic would likely need to occur under existing Brown Act rules.

The new rules for emergency declaration virtual meetings only would eliminate the Brown Act's intrusive requirements requiring identification and public access to of a council members' private domain. Further, members of the legislative body would not have to join from within the physical boundaries of the jurisdiction. The bill also provides that the meeting must protect statutory and constitutional rights of parties and the public, providing an odd reference to constitutional compliance, which is legally superfluous.

Assembly Bill 339 – Mandatory Virtual Meetings with Translation Services

Many local governing bodies will likely resume in-person meetings post-pandemic. AB 361 and AB 703, if passed, will provide the *option* for public boards to hold virtual meetings. [AB 339 \(http://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill_id=202120220AB339\)](http://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill_id=202120220AB339), on the other hand, goes a step further; it will *require* public boards to continue to provide virtual access for the public, even if all of the board or council members attend in-person.

The additions would mandate virtual public access by calling in and by Internet, and require that local governments provide closed captioning (on-screen text for those who cannot hear audio) for virtual participants. The instructions for virtual participation would have to be posted with the agenda. Local governments would also have to provide a place for the public to go to provide in-person comments – even in states of emergency.

Lastly, AB 339 would not only require virtual access, it would also add new provisions to the Brown Act requiring public agencies to provide live translation services during all meetings, including real-time translators during all meetings and a translation of all agendas and meeting instructions into all languages spoken by 5 percent or more of the jurisdiction's population.

Each of these Assembly Bills remains active as of publication of this Legal Alert and have potential to become law. Best Best & Krieger LLP will continue to track the progress of these bills for future updates via Legal Alerts.



**NORTH COUNTY FIRE
PROTECTION DISTRICT
FIRE CHIEF/CEO**

TO: BOARD OF DIRECTORS
FROM: STEPHEN ABBOTT, FIRE CHIEF/CEO
DATE: APRIL 27, 2021
SUBJECT: COMMENTS, REPORTS AND UPDATES

● **STAFF COMMENTS/REPORTS/UPDATES:**

● **STEPHEN ABBOTT, FIRE CHIEF/CEO:**

● **CHIEF OFFICERS & STAFF:**

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● **PUBLIC COMMENT:**

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