

# 2023

# ANNUAL REPORT

SAN LUIS OBISPO FIRE





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# ADMINISTRATION



# Chiefs Message



**With the passing along of another year, it's only fair to reflect back on what we have accomplished and where we are going. In 2023 a lot happened, and we got a lot done.**

2023 provided a pivotal transition of leadership in the SLOFD. Beginning with seven new probationary Firefighters, an Engineer, a Captain, a Battalion Chief, a Deputy Chief and Fire Chief. Along with the retirement of our Fire Marshal, this year was about transition for our organization. I am proud to say that a year into bringing on new personnel and growing into new positions, the team has performed admirably in service to the community.

Starting January 9th, the City opened the EOC for the first of three major events in 2023, including two significant floods and a major fire. It was during these impactful events that we saw a new team flourish. Communication, collaboration, hard work, and incredible competency lead to successful outcomes for our new team.

2023 also saw continued successful implementation of the Mobile Crisis Unit (MCU). After 6 months of piloting the program, the Mobile Crisis Unit found its niche in the community, logging over 200 individual calls for service; reuniting homeless individuals with families and services, and by taking about 5% of the call volume at 40 Prado from the emergency response resources.

SLOFD also finalized the 2024-2029 Strategic Plan which will focus on six key initiatives as we support the major city goals.

# Chiefs Message con't.

1

## **COMMUNITY FOCUSED SERVICE**

Continuous improvement of service delivery based on data analysis and community expectations.

2

## **DEVELOPMENT AND TRAINING**

We accomplished a lot of growth in 2023. Continued commitment to training and education is a must for our workforce.

3

## **HEALTH AND WELLNESS**

We, the workforce, are the most valuable asset the organization has, lets make sure we are physically, mentally and emotionally prepared for the rigors of the job.

4

## **EMERGENCY PREPAREDNESS**

Preparation for all manner of emergencies, large and small is a must in our community. We will continue refine this effort.

5

## **COMMUNITY RISK REDUCTION**

This will be a pivotal year as shift towards a new holistic and synergistic model.

6

## **TECHNOLOGY**

We continue to see technological trends in our industry. It is incumbent upon us to leverage those technologies towards an efficient deployment of exceptional service.

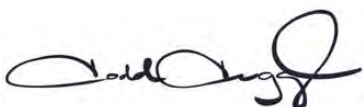
The purpose of the Strategic Plan is to steer our efforts with limited resources. These 6 initiatives have been determined as the priorities in achieving the major city goals:

1. Economic Resiliency, Cultural Vitality, Fiscal Sustainability
2. Diversity, Equity and Inclusion
3. Housing and Homelessness
4. Climate Action, Open Space and Sustainable Transportation.

As we move through 2024, I will be prioritizing projects, efforts and budget towards our strategic plan to foster a healthy organization capable of supporting the City and the Community.

We have a lot to look forward to in 2024. I look forward to this next year, and many more to come, as we grow and refine our skills to provide exceptional service.

Thank you for a fantastic 2023 and looking out to a phenomenal 2024.



Todd Tuggle, Fire Chief



# SAN LUIS OBISPO CITY FIRE DEPARTMENT

*Competence - Courage - Compassion*

## MISSION STATEMENT

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To enhance and protect the lives, environment, and property of our community and its visitors.

## VALUES

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S - Service  
L - Loyalty  
O - Ownership  
  
F - Family  
I - Integrity  
R - Respect  
E - Excellence

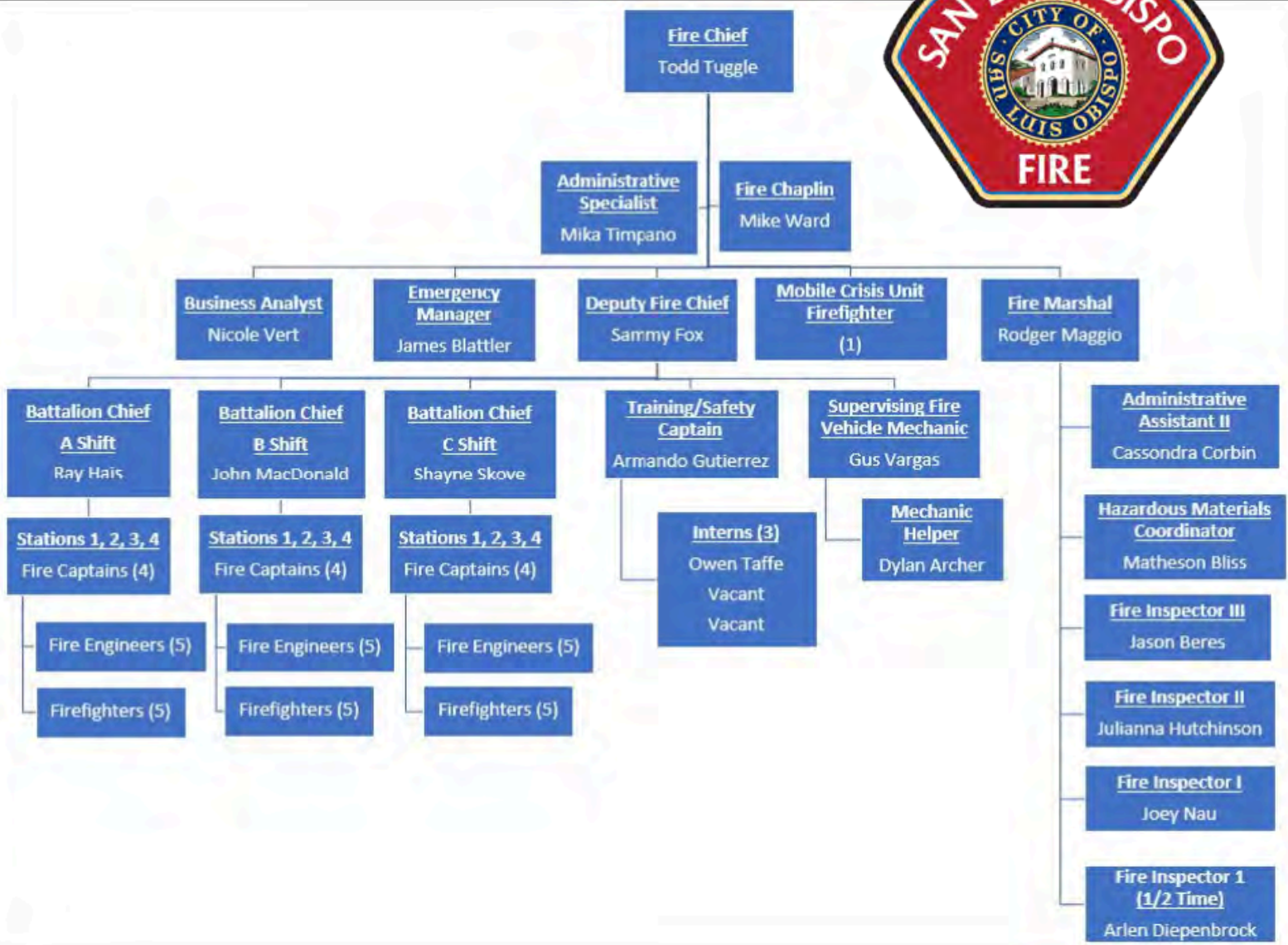
## VISION

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To be a progressive organization that leads the community in public safety and preparedness demonstrated through an unwavering commitment to the protection of lives, property and our environment. The service we provide will be of the highest quality recognized against local, state and federal standards.

# Organizational Chart

AS OF DECEMBER 2023







# Financial Summary

The San Luis Obispo City Fire Department is comprised of nine budgeted programs, of these, 6 are staffed.

In Fiscal Year 2023-24 the department received a total budget of **\$15,54,163** with **\$14,369,586** or **92.5%** dedicated towards staffing for the **60.5** full-time members of the department, leaving **7.5%** or **\$1,089,577** for non-staffing operational costs.



Department Program	Staffing	Contract Services	Operating	Total
Fire Administration	\$929,298	\$6,600	\$245,552	\$ 1,181,449.55
Emergency Response	\$11,881,072	\$19,353	\$155,727	\$ 12,056,152.22
Hazard Prevention	\$968,897	19,500	\$58,893	\$ 1,047,289.25
Training Services	\$0	\$49,964	\$62,784	\$ 112,748.00
Fire Apparatus Services	\$270,203	\$29,235	\$191,162	\$ 490,600.80
Fire Station Facility Support	\$0	\$13,800	\$30,657	\$ 44,457.32
Emergency Management	\$180,724	\$4,133	\$21,030	\$ 205,887.28
Mobile Crisis Support	\$139,392	\$126,672	\$54,515	\$ 320,578.96
	<b>\$14,369,586</b>	<b>\$269,257</b>	<b>\$820,320</b>	<b>\$ 15,459,163.39</b>



# Grants

To support the City and Department's goal of fiscal responsibility the Fire Department seeks out grant opportunities to help both maintain and improve the level of service provided to San Luis Obispo. In 2023 the Fire Department leveraged grant programs which provided over \$147,406 in funding assistance:

**\$108,000** To allow 3 Firefighters to attend Paramedic school increasing the number of paramedics on staff in the department improving pre-hospital care.

**\$39,406** FEMA Assistance to Firefighters Grant (AFG) Program to purchase Urban Search & Rescue (US&R) equipment to support the department's ability to conduct complex and technical rescues.

## Newly Funded Programs & Projects

### Engine 6 Replacement

Engine 6 is a wildland engine used primarily for fires in hilly and mountainous Wildland Urban Interface. In 2023 it reached the end of its useful life and is in the process of being replaced.



### SCBA Replacement

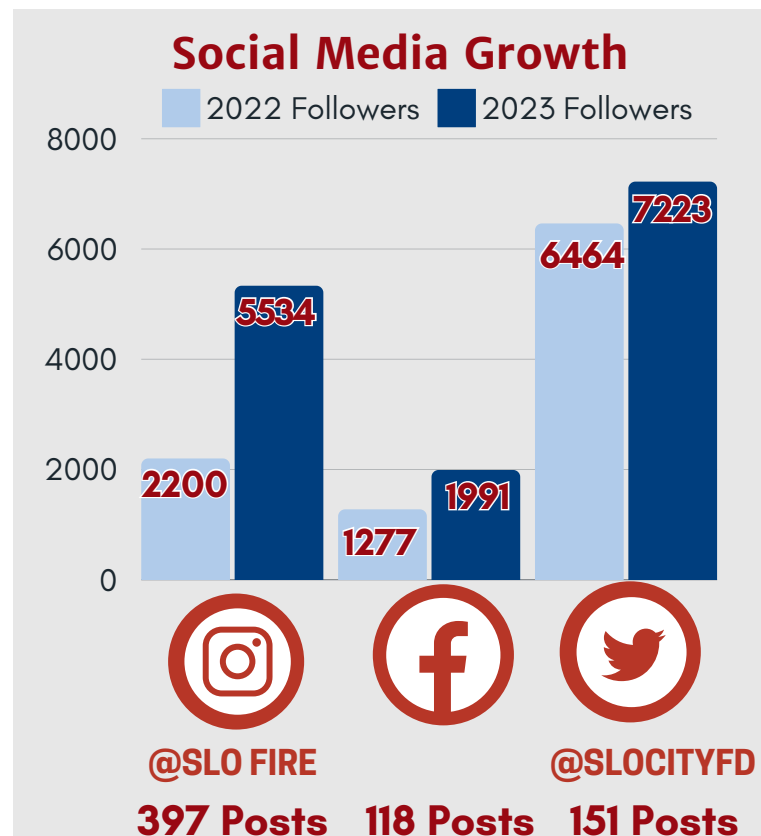
Self Contained Breathing Apparatus are vital for firefighter safety while fighting fires. After a year-long process that including decision making, testing, receiving quotes and finally placing an order, new SCBA's were placed into service.

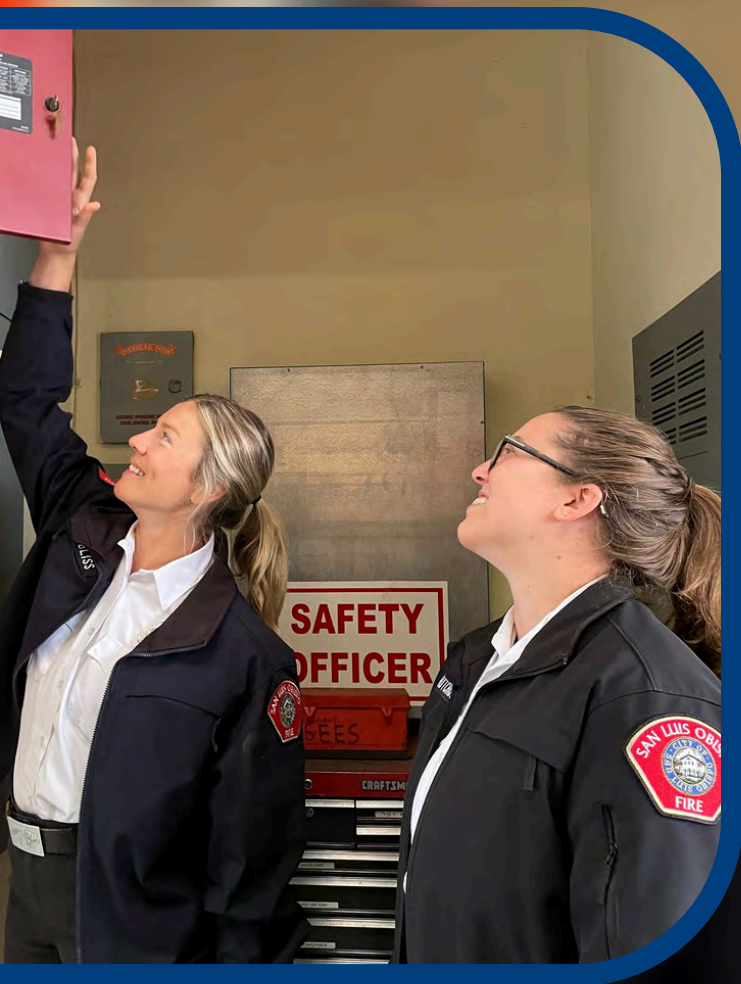
# Public Information



**Public Information plays a critical role in educating the public to reduce the severity of emergencies and allows the public to make the right decisions during an emergency**

SLOFD continued to increase Public Information services in 2023. This was accomplished by expanding the Department's communication through increased social media presence and activity, utilizing an updated and comprehensive social media calendar which was integrated into the City's master communications calendar, and an ongoing bi-weekly standing segment with KVEC radio to discuss department programs, safety tips, and disaster preparedness information. With the PIO role being formalized at the end of 2019, the department has continually increased its ability to provide the media and public with accurate and timely incident information. In 2023, the department's Instagram account saw a 142% percent increase in followers. Per Instagram analytics and insights, nearly 50% of the department's followers are local residents. Additionally, two extensive public outreach campaigns were conducted in 2023 to promote Wildfire Readiness Night in the summer and Community Flood Readiness night in the fall.





# PREVENTION





# Inspections



## Multi-Dwelling

**545 Inspections**

Under the direction of the Fire Marshal, the Fire Prevention Bureau inspects all multi-dwelling properties (three or more units) in the City to ensure that they meet a reasonable degree of fire and life safety. This state-mandated program helps safeguard residents and visitors who patronize local hotels and generates approximately \$350,000 in annual revenue that offsets implementation costs. The Fire Prevention Bureau completed 545 inspections of apartments, hotels, and fraternity/sorority houses in 2023.

## Fire & Life Safety

**1328 Inspections**

SLOFD completed 1,328 fire and life safety inspections for businesses in 2023. Of this inspection total, Fire Prevention Bureau staff completed 4 assisted living centers, 3 school, 2 hospital, and 12 day care centers inspections and 43 large public assembly occupancies. A portion of these inspections resulted in Fire Code operating permits, which generates about \$100,000 in annual revenue.

## Self-Inspections

**53 Inspections**

In January of 2021 the Fire Department implemented the Fire and Life Safety Self-Inspection Program which allows certain business in San Luis Obispo complete these inspections in lieu of a fire department staff member or engine company. Businesses that qualify for this program have been chosen due to the low hazard associated with their business practices. These include small professional offices and some low hazard retail establishments. Of the 1,248 qualifying businesses, only 53 chose to participate in 2023. Additional resources may be necessary to effectively follow up on these inspections.

## Haz-Mat

**233 Inspections**

The Fire Prevention Bureau serves as a "Participating Agency" in the County's Certified Unified Program Agency (CUPA). Businesses that use or store hazardous materials in an appreciable quantity, generate hazardous wastes, or operate underground or aboveground petroleum storage tanks are subject to inspection. The Hazardous Materials Coordinator conducted 233 facility inspections in 2023. This program generated approximately \$217,000 in revenue in 2023.

# Vegetation Management

With the addition of a half-time fire inspector, the Fire Prevention Bureau was able to take a proactive role in Weed Abatement. The Bureau mailed out 75 courtesy letters to property owners with a history of enforcement issues. Due to the early notification only 24 required follow up enforcement, leading to compliance within 30 days. The Fire Department continued to support Natural Resources and Parks and Recreation Ranger Service in the fuel reduction projects in City-owned Open Space and creek corridors.

In 2023, the Fire Department also worked closely with the County Fire Safe Council to support future vegetation management projects into 2024 including both planning and fuel reduction projects to help reduce the wildfire threat surrounding the city with a large focus on the Irish Hills, Miossi Ranch, and Reservoir Canyon areas. Grants through the fire safe council were secured to fund hazardous tree removal throughout the city and grazing along San Luis Obispo and Prefumo creeks.



## Fuel Reduction Efforts

- Bob Jones Bike Trail
- San Luis Obispo Creek (Between Prado and LOVR)
- San Luis Drive
- Bowden Ranch Open Space
- Cerro San Luis Natural Reserve
- Removal of invasive Arundo plants west of LOVR



**15** **RODGER MAGGIO**  
Fire Marshal  
Years of Service





# EMERGENCY RESPONSE

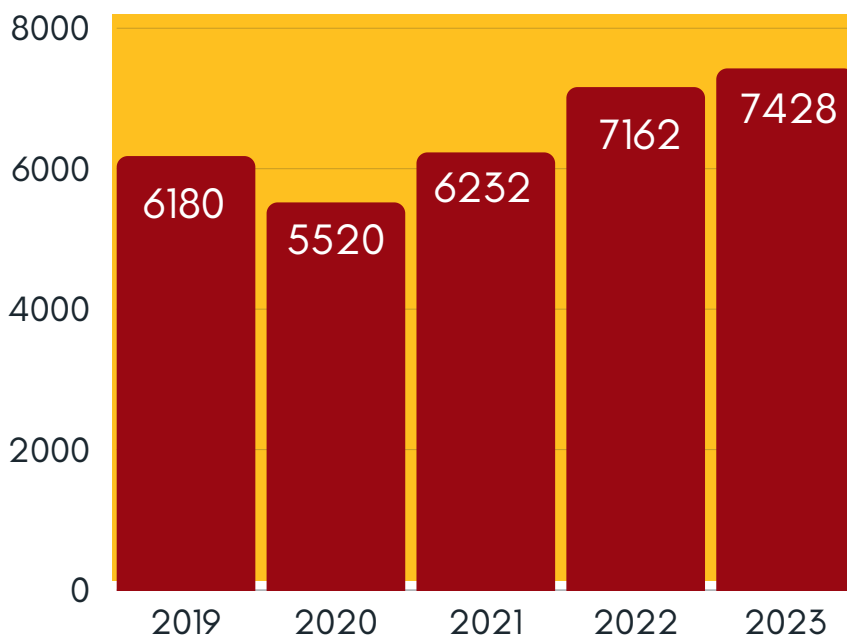




# Statistics



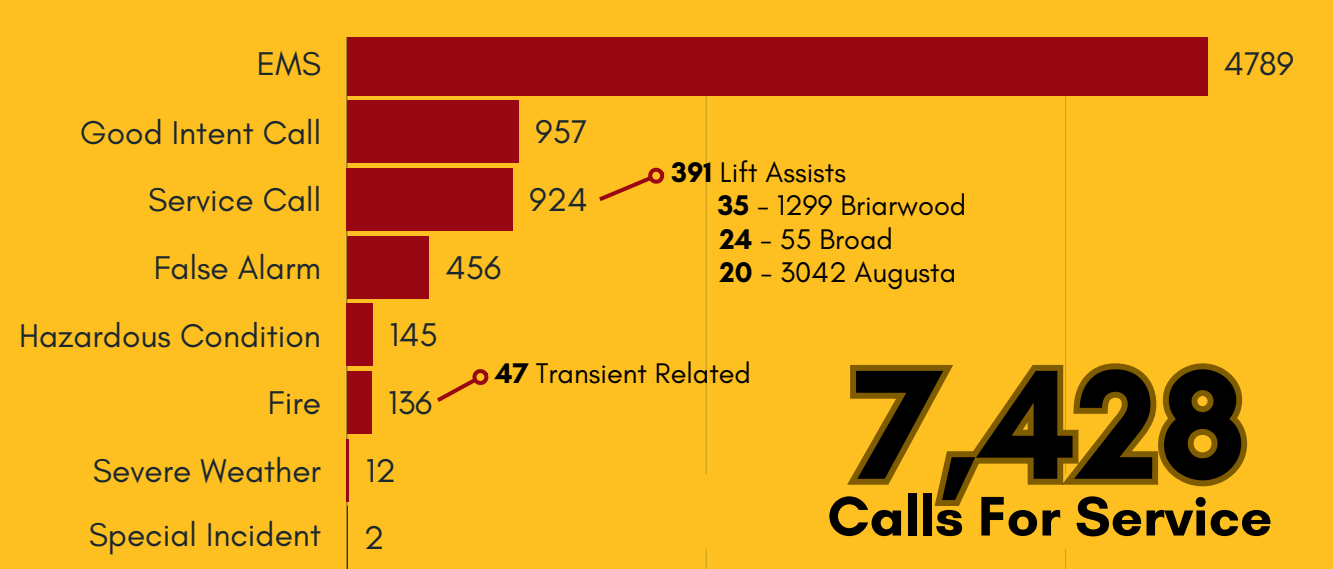
In 2023, SLOFD responded to **7,428** incidents from four strategically placed fire stations throughout the city. Emergency response was accomplished with daily minimum staffing of 14 sworn personnel. To help maintain the daily minimum of emergency response personnel, the city has continued its investment in two important programs including a functional movement program to reduce the occurrence and severity of physical injuries and a Peer Support Team Program to maintain the mental health and wellbeing of department personnel.



**Calls for Service**

# 3.73%

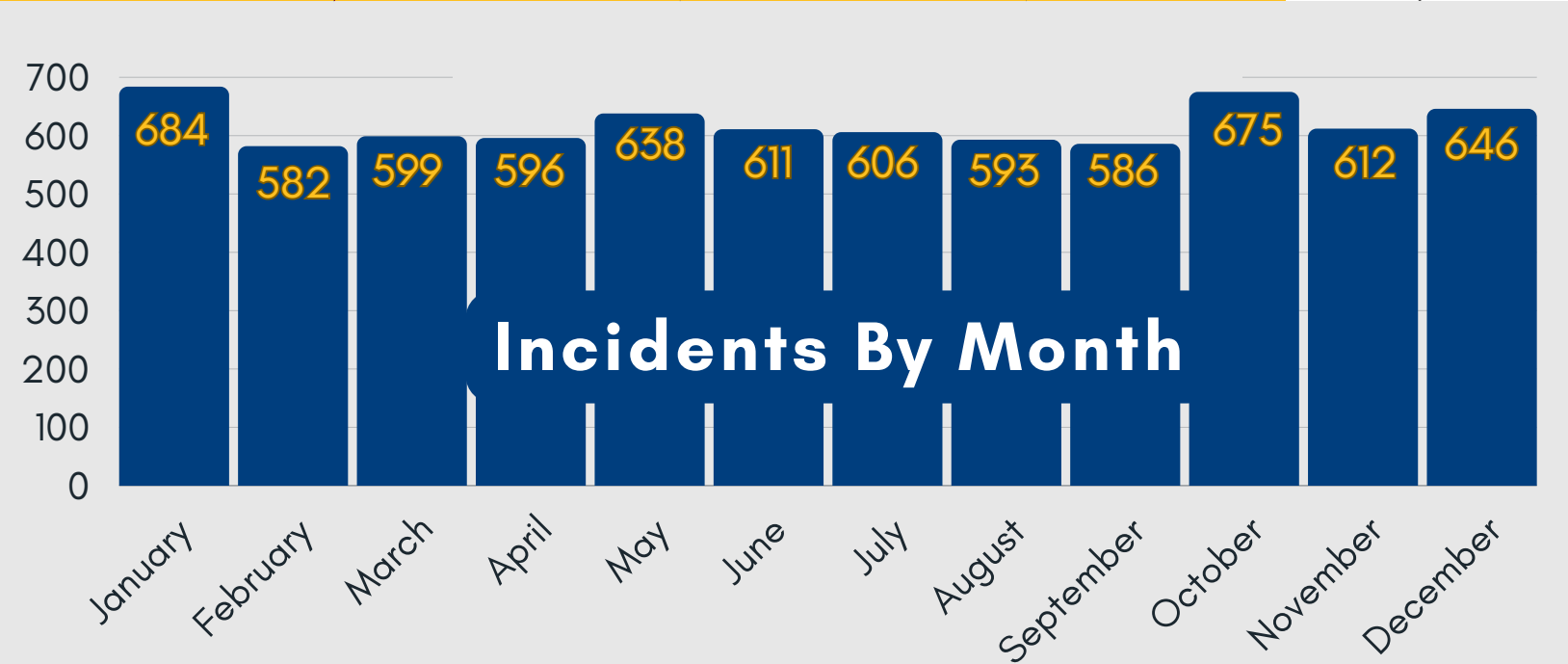
Higher calls than 2022



**765**  
Alcohol Related

**67**  
Cardiac Arrests

**10**  
Transported





## Incidents by Day and Hour - 2023

Sunday	59	47	32	28	26	16	21	30	34	51	40	49	48	58	55	45	47	45	36	50	45	42	40	32
Monday	22	22	27	23	18	26	26	45	73	61	72	68	79	61	71	64	64	53	49	50	33	40	37	33
Tuesday	23	18	16	8	22	18	19	40	46	57	66	65	66	45	74	73	62	55	45	38	42	31	34	29
Wednesday	26	21	16	24	21	17	24	45	45	61	69	79	69	79	62	75	61	56	39	49	42	42	38	24
Thursday	27	17	23	15	18	13	22	45	62	58	69	71	68	66	88	63	62	44	56	51	47	42	29	17
Friday	33	36	26	23	19	23	29	39	39	57	73	70	66	66	53	58	62	61	38	56	45	36	56	47
Saturday	52	47	33	24	16	21	25	34	42	35	60	42	50	45	56	38	64	46	51	54	53	48	44	58
	0000	0200	0400	0600	0800	1000	1200	1400	1600	1800	2000	2200												

**BUSIEST DAY  
OF THE WEEK  
THURSDAY  
2PM - 4PM**

**I  
N  
C  
I  
D  
E  
N  
T**

**2080**

Truck 1

**1819**

Truck 2

**1916**

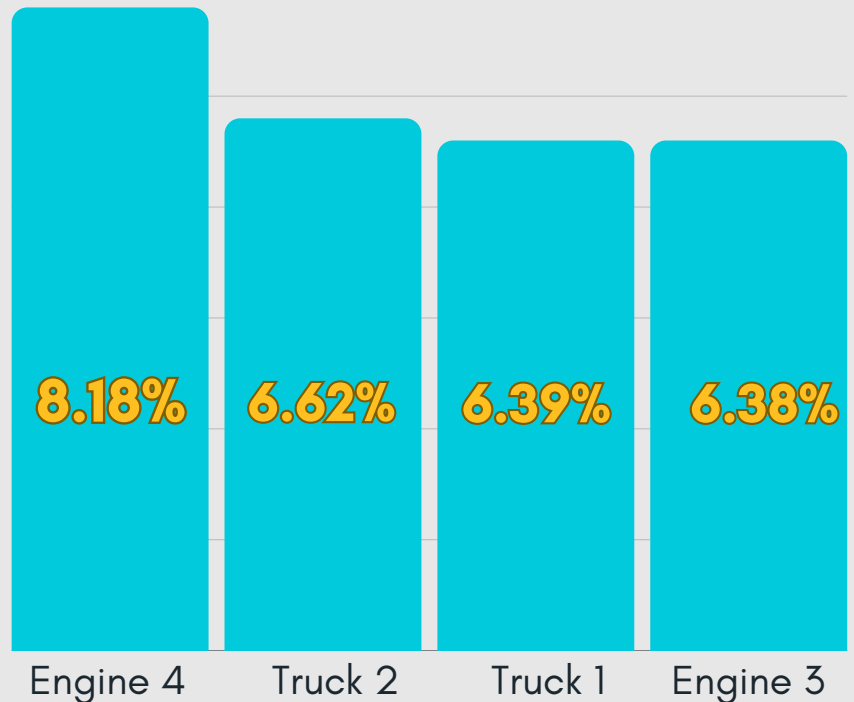
Truck 3

**2153**

Truck 4

**C  
O  
U  
N  
T**

## UNIT HOUR UTILIZATION



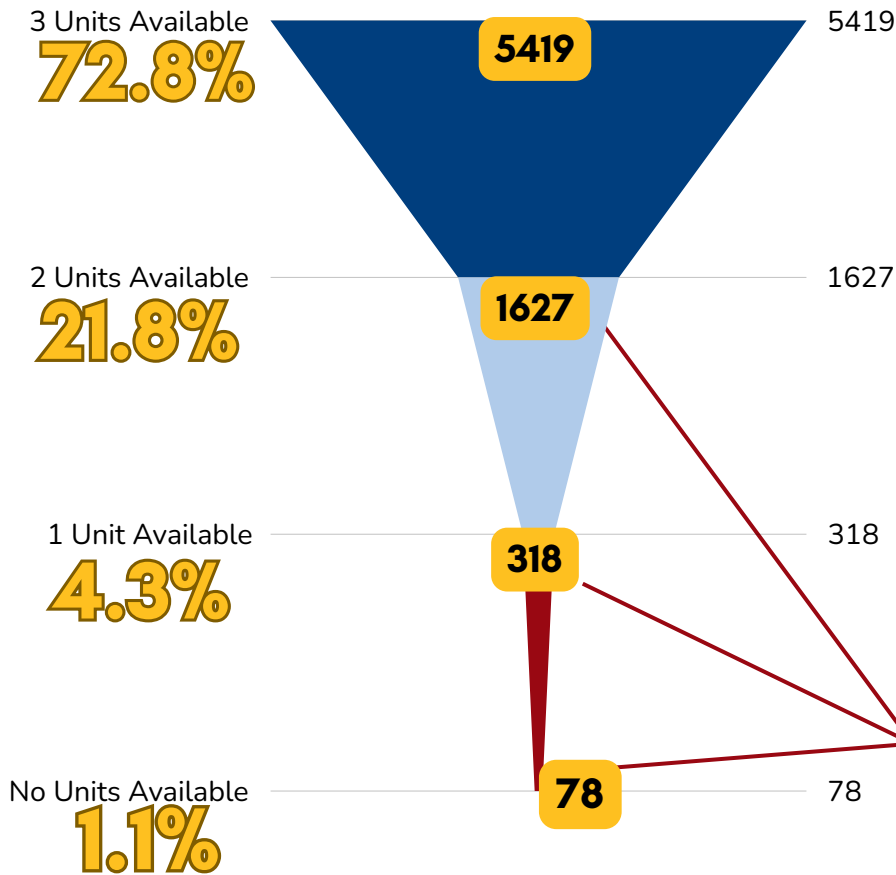
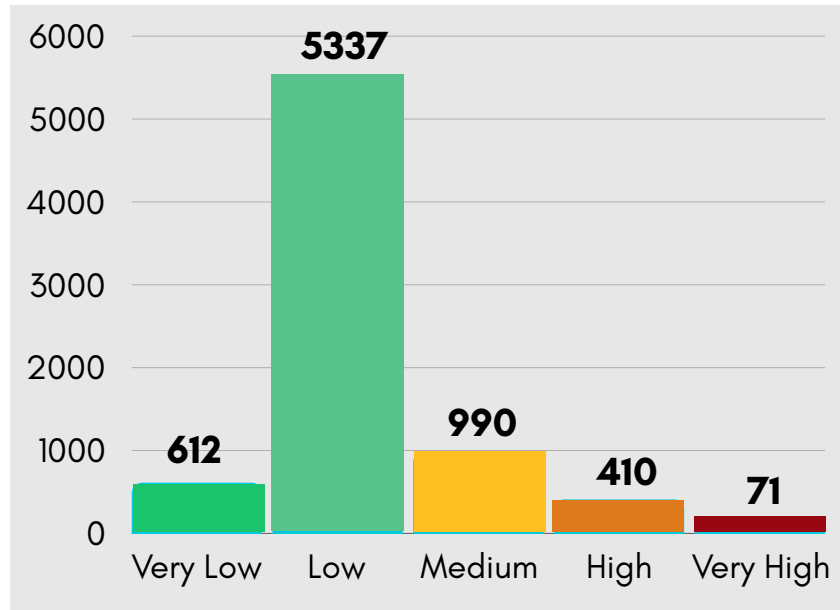
\*The industry standard = 10%





# Incident Severity

The incident severity compares the number of incidents to the number of responses as an indicator of the number of units assigned to various incident types. The number of resources assigned to an incident type is a good proxy for the severity/risk/hazard of an incident. For instance, an incident that only uses 1 resource is low severity. An incident that uses all 4 City resources plus automatic aid is the most significant risk factor the department responds to, therefore the severity will be much higher.



**1,317**  
Multi-Unit Responses

**9,559**  
Apparatus Responses

**27.2%**  
Multiple Units Committed  
To An Incident





# Cal Poly Incidents

265 - On Campus

205 - Off Campus

**Station 2**  
136 N. Chorro  
**1671 INCIDENTS**

**Station 4**  
1395 Madonna Road  
**1981 INCIDENTS**

**Station 1**  
2160 Santa Barbara Ave  
**1923 INCIDENTS**

**Station 3**  
1280 Laurel Lane  
**1851 INCIDENTS**

## Frequent Addresses

581 - 40 Prado

148 - 1234 Laurel

132 - 55 Broad

123 - 1299 Briarwood

123 - 3000 Augusta



# TOP 3 Property Loss

198 SOUTH

**\$113,832**



1132 OLIVE

**\$111,062**



1132 BUCHON

**\$50,903**





# Total Property Loss

## \$438,668



# Total Property Saved

\* NOT INCLUDING LIZZIE FIRE

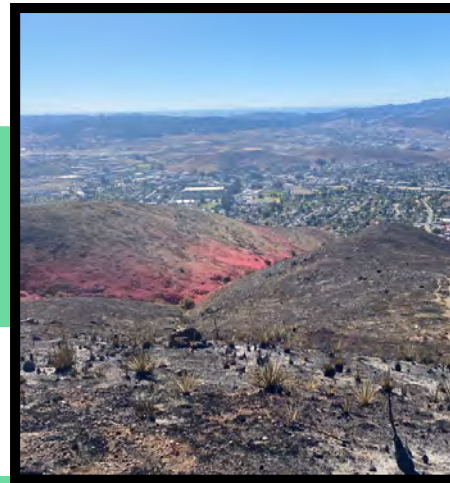
\* NOT INCLUDING CAL POLY BLDG

## \$2,271,015



# Property Saved-CP BLDG 172

## \$874,421,798



# Property Saved-Lizze Fire

## \$60,059,984.20

\$9,880,648.20 PRIVATE PROPERTY

\$50,179,336 SLOHS & ADULT SCHOOL

# Statistics

In 2017, after transitioning to ImageTrend, the Fire Department's data and report management system, SLOFD has an increased ability to analyze response data including response times. The city's 2023 safety element references the fire department's master plan objective to respond to all lights and sirens emergencies within 4 minutes or less 90% of the time. New ImageTrend Continuum software deployed in 2023 has allowed the fire department to further study its response times using key performance indicator dashboards and special study analysis on unique populations like students and the unhoused. The fire department plans to join the County of San Luis Obispo's patient care reporting system in 2024, unifying most emergency medical service providers in the county on a common platform. The fire department deployed field fire inspection data collection tools in 2023 using new software that combines fire reporting with fire inspections.

## RESPONSE TIMES 90th Percentile

### ALARM HANDLING

Goal: 1:00

**1:37**

### TURNOUT TIME

Goal: 2:00

**2:14**

### TRAVEL TIME

Goal: 4:00

**5:53**

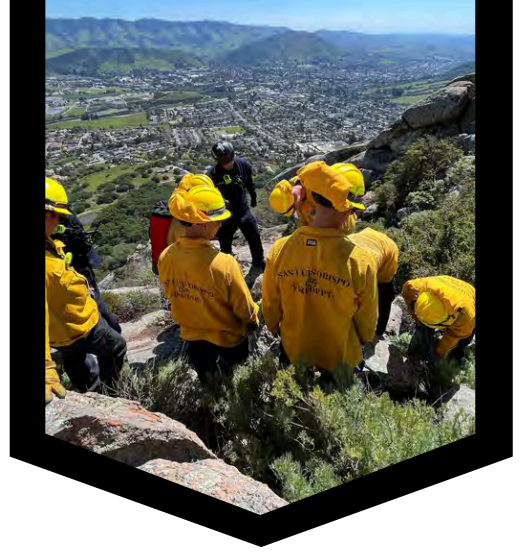
### TOTAL RESPONSE TIME

Goal: 7:00

**8:41**



# US&R



In 2023, the Fire Department's Urban Search and Rescue (USAR) Team continued to play a vital role in protecting the lives of both visitors and citizens alike. Members of the USAR Team receive specialized training in complex and technical rescue operations and also take part in the San Luis Obispo County Regional USAR Team. In January of 2024, the department will be expanding the USAR Team from six members to nine. This will increase the likelihood that multiple USAR specialists will be on duty on any given day, thereby increasing the department's level of operational readiness.

The team participates in quarterly training. In February, SLOFD and the SLO County US&R team conducted a training drill on in Downtown SLO that focused on responses to earthquakes.



## Significant Rescues

- Madonna Mountain
- Bishops Peak
- Irish Hills
- Cal Poly
- Reservoir Canyon
- Oceano



# 5

US&R  
Responses



# Open Space Rescue



The Fire Department's open space rescue programs continue to develop. Many of the open space rescues, especially in the area of Bishop Peak, require the use of a helicopter to locate, access, and transport victims. The department works closely and trains frequently with the California Highway Patrol, which operates the rescue helicopter in this county. In addition to the cooperation with CHP for air resources, two key contributors to the continued success of the fire departments open space rescue program have been both the E-Bike Program, which was implemented in 2020, and the Utility Terrain Vehicle (UTV) program. Both pieces of equipment have been invaluable to locating, transporting, and caring for people in open space in a very timely manner. Our UTV program is also utilized through Mutual Aid to assist our neighboring fire departments.

# 4

Helicopter Rescues

# 16

Open Space Calls

# 13

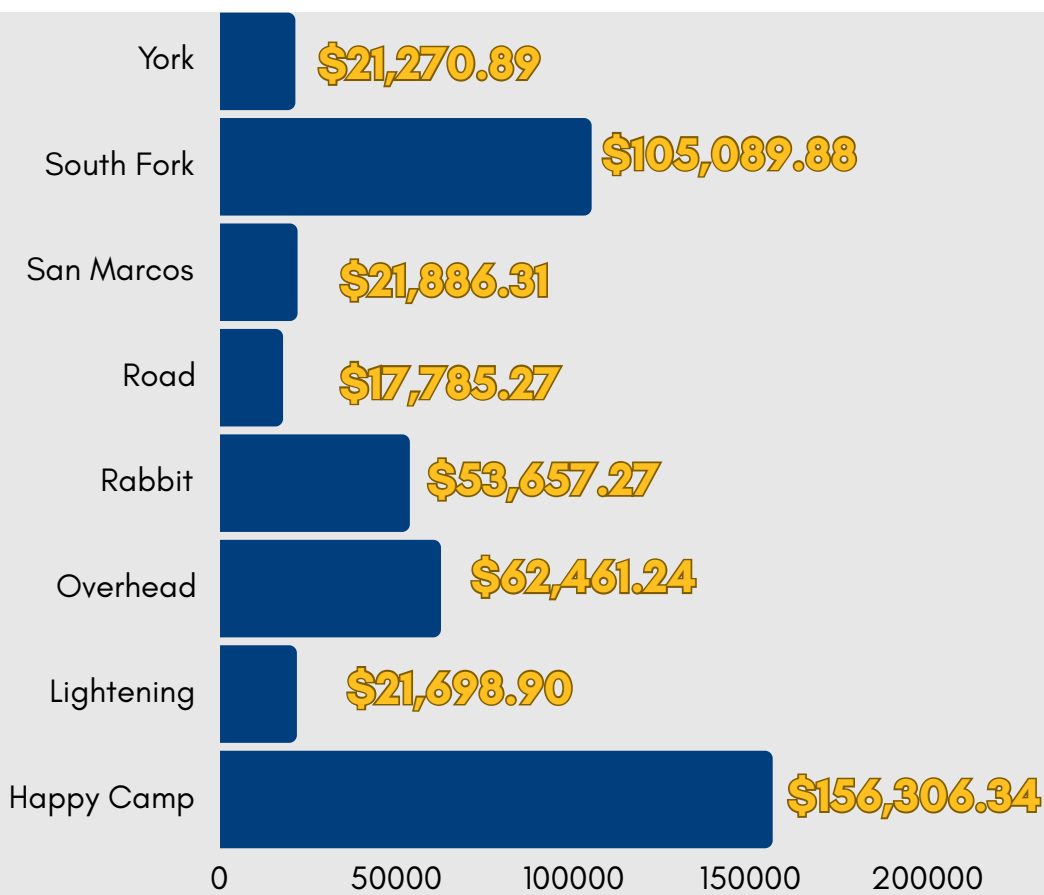
UTV Responses





# Mutual Aid

The San Luis Obispo City Fire Department participates in the state-wide mutual aid system where local, state and federal agencies rely on the assistance of local governments to effectively manage large scale incidents. The costs associated with responding to these incidents are reimbursable under the California Fire Assistance Agreement (CFAA) and a direct contract with the Los Padres National Forest. During 2023 Fire Season, SLOFD deployed on many requests for Mutual Aid throughout the state all while maintaining adequate resources locally to provide service to the City of San Luis Obispo. While a quieter fire season than the previous years, SLOFD still responded to 8 incidents totaling over 3,500 personnel hours.



**\$460,156.10**  
TOTAL REIMBURSEMENT

**3504**

Personnel  
Hours Assigned  
to Incidents

**8**

Mutual Aid  
Incidents  
Supported

**18**

Employees Who  
Responded to  
Mutual Aid





# MOBILE CRISIS UNIT





# Mobile Crisis Unit



The Mobile Crisis Unit (MCU) continues to operate in the community and provides response to behavioral health incidents in both a proactive and reactive manner. The MCU has been funded for a two-year trial period. Law Enforcement (LE) and Fire Service (FS) resources are often summoned for persons in crisis within communities across the nation, as a one size fits all solution for a broad spectrum of problems ranging from homelessness to mental illness to addiction. As a result, these individuals in crisis often do not get connected to the most appropriate resources available to provide them assistance. To help provide a more tailor-fit service to our community members in crisis, the MCU pairs a mental health professional with a fire department EMT or paramedic to respond to these types of incidents. The benefits of this new service increase the level of service to those in need and decrease the reliance on emergency law enforcement and fire service resources who have limited options and tools to address the individual in crisis. Having a fire department EMT or paramedic as part of the MCU team gives them the ability to recognize and identify individuals having acute medical emergencies, allowing them to summon the most appropriate resources.

A leading MCU goal is to provide an alternative resource program to handle non-emergency 911 calls for service to increase capacity of both police officers for more urgent criminal emergencies and fire personnel for higher acuity emergencies. The program seeks to respond to the root issues through shelter, medical care, or behavioral health support and services to decrease the number of arrests, county jail time, fines, hospitalization, and nuisance fires.





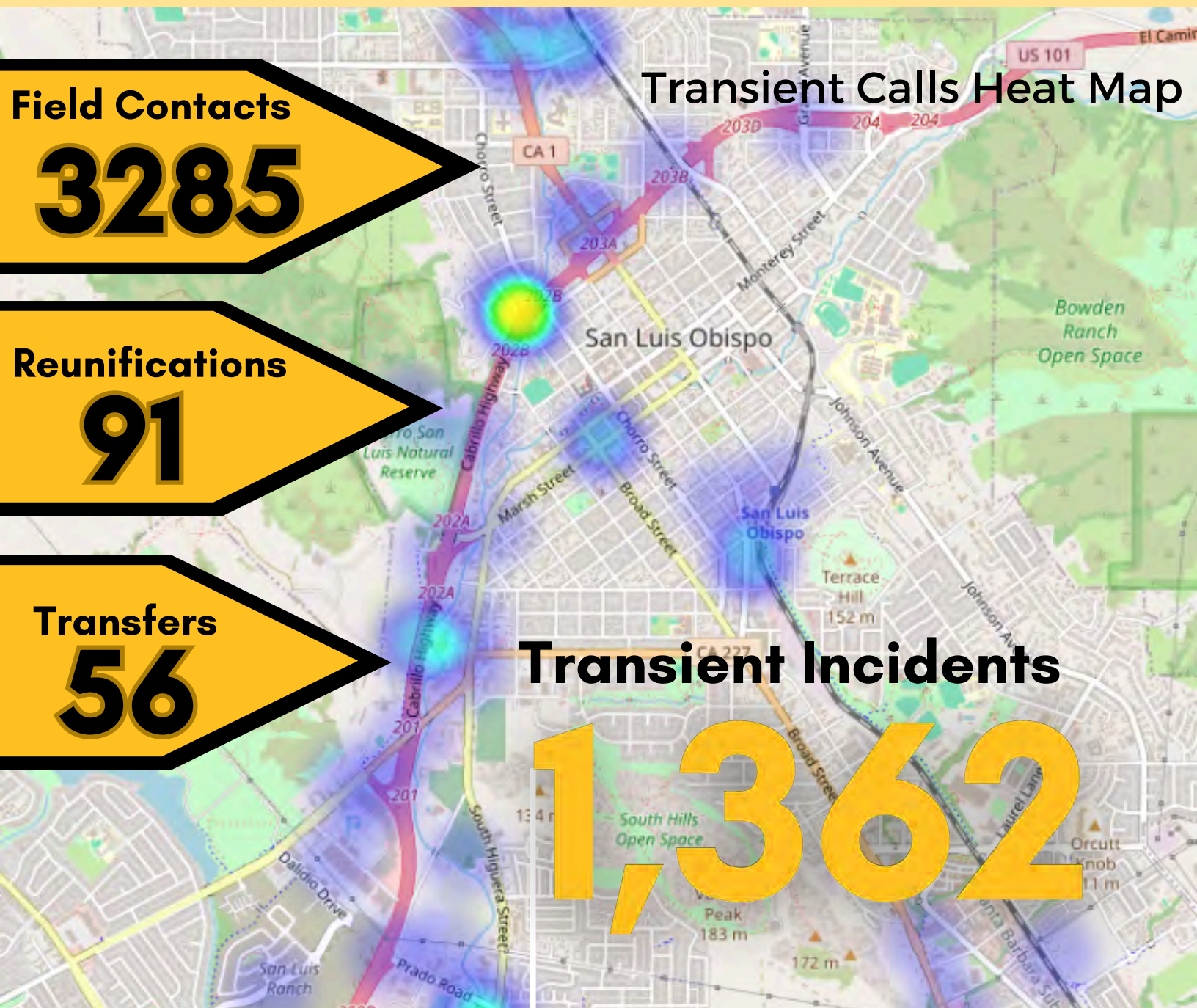
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Field Contacts  
**3285**

Reunifications  
**91**

Transfers  
**56**

## Transient Calls Heat Map



## Transient Incidents

**1,362**

MCU Incidents  
**288**

Solo Response

**108**  
(No ER unit)

Co-Response

**180**





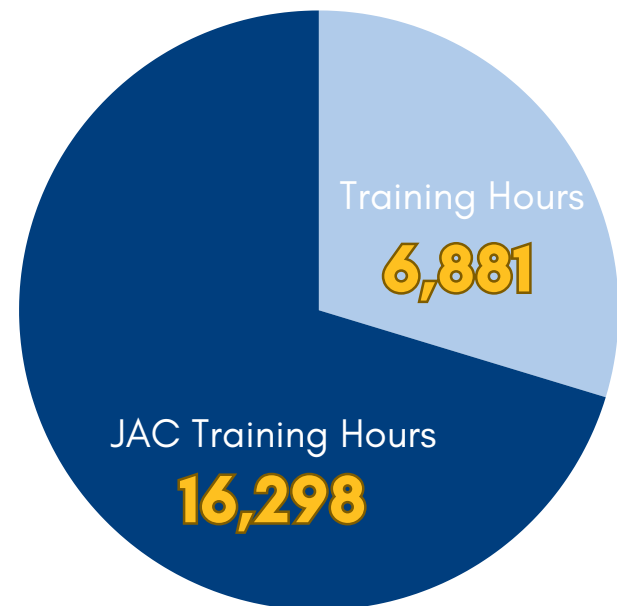
# TRAINING





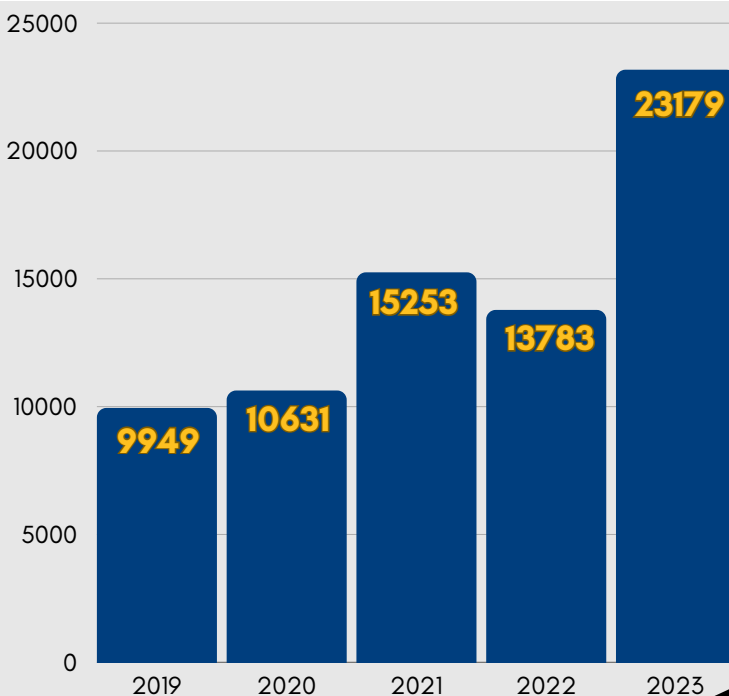
# Statistics

Fire Department employees logged over 23,000 hours of training in 2023. Employees who are eligible to participate in the Joint Apprenticeship Committee (JAC) registered a total of 16,298.25 hours in 2023. JAC provides reimbursable funds back to the department. The JAC training resulted in over \$36,000 in funds returned to the department in 2023, a \$8,000 increase from 2022. These funds are held by the JAC program and can be utilized to support the department's training program upon approval from the sub-JAC committee which is comprised of department and labor group leadership. Increased training results in a higher skilled and educated professional firefighter. The department has also reached an Instructional Service Agreement (ISA) with Allan Hancock College, which allows the department to receive compensation for the training of personnel that do not qualify for the JAC program.



**TOTAL TRAINING HOURS**

**23,179**



## INTEGRATED CLASSES

### Active Shooter Training

- With SLOPD
- At Laguna Middle School



### County WUI Drill

How to respond to wildland emergencies in Urban Areas

- At Camp Roberts



### County Impact Burn

How to utilize fire to assist with control and containment of fires



### Confined Space

How to respond to emergencies at City lift stations

- With SLO City Utilities



### Open Space Rescue

Specialized training on how to extract victims from remote locations

- With SLO County US&R team



### Cal Poly

Training on rescue at dormitory style residences



## HOSTED CLASSES

**Haz-Mat  
IC**

**Company  
Officer 2A**

**Company  
Officer 2B**

**Company  
Officer 2C**

=

**\$90,269** worth of  
training for only  
**\$4,510**

+

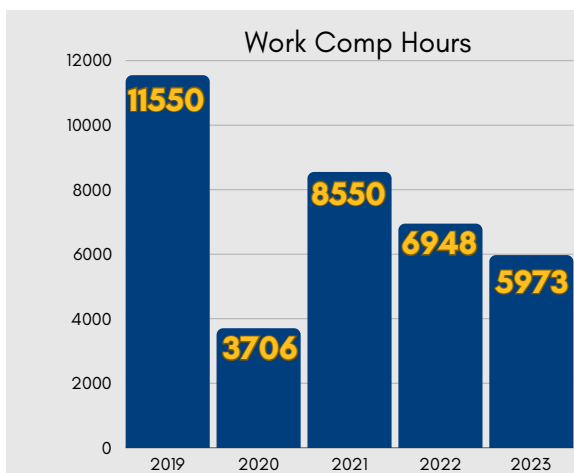
**\$6,790** from  
outside agency  
attendance





# Injury Prevention Program

The Training Captain oversees the Injury Prevention Program, which has continued to show success in reducing hours lost to work-related injuries. Prior to the start of the program, work comp hours totaled 11,550. In 2023, work comp hours decreased to 5,973. The Training Captain provides consistent and reliable administration and coordination of all mandatory, recertification, and recommended in-service training and safety programs for emergency response, which is necessary as the complexity and changing service demands call for specialized instruction. In addition, the Training Captain responds to emergency incidents in the primary role of operational support and as the incident safety officer to identify and cease preventable accidents or potentially unsafe situations.



**\$228,673.67**  
Work Comp

**\$227,803.27**  
Work Comp Backfill

**\$456,476.94**  
Lost to Injury Leave

# Intern Program

In 2023, the Fire Department employed three interns, sponsoring one intern through a Firefighter 1 academy at Allan Hancock College. The Fire Intern Program has assisted staff with the firefighter recruit academy, special projects, administrative duties, public education, facility maintenance, and station logistical support.



# Recruit Academy

The SLOFD Recruit Fire Academy is ten weeks long and is delivered through a distributed learning model. The curriculum covers 15 areas of core firefighter competencies within five blocks of instruction, with each block consisting of two weeks. Each block of instruction is delivered through classroom lecture and daily manipulative skills on the drill ground. At the end of each block, recruits are tested utilizing a block written examination and multiple manipulative skills examinations. Each block of instruction builds upon the previous block and becomes increasingly more difficult. Throughout the ten-week academy, recruits are evaluated within the three domains of learning: cognitive, psychomotor, and affective. This is to ensure proper retention, recognition, and application through real time scenarios and live burn operations throughout the academy and gives them opportunity to apply and perform their newly attained skills in high stress situations. Upon successful completion, the recruit firefighter has met the NFPA 1001 standard for professional qualifications for firefighting. SLOFD completed one academy in 2023, training seven firefighters and firefighter/paramedics to deliver exceptional service to the community.

**BLOCK 1 - PPE, SCBA, Intubation**

**BLOCK 2 - Ladders, Cardioversion**

**BLOCK 3 - Ventilation, Hose Lays**

**BLOCK 4 - EMS, HPCPR, Extrication**

**BLOCK 5 - Wildland, UTV, USAR**







# APPARATUS



# Major Repairs

## Battalion Chief Vehicle Build



## Mobile Radio Programing and Replacement

T-1, E-4, E-6, Medic Rescue

## Mechanic 1 Service Truck Build



## DC vehicle code -3 lights updated



## Engine 4

Deck gun complete overhaul  
and air conditioning



# 383

Repair  
Work Orders

# 320

Training Hours

# 4204

Service Hours





# EMERGENCY MANAGEMENT



# Accomplishments



## SEMS and NIMS Training

Ensured all City employees completed proper SEMS and National Incident Management system courses



## EOC Activation

Activated 3 times

- January Storms - Level 2
- March Storms - Level 3
- Lizzie Fire - Level 3



## Preparedness Education

Public Events to improve disaster and emergency readiness

- Wildfire readiness night
- Community flood readiness night
- Fire Prevention Week and Open House
- Parks and Recreation Monday Meet-Ups

**Emergency Preparedness and Response ensures that City and all relevant City departments have adequate planning, organization, and resources for emergency preparedness and emergency response.**



# Promotions/New Hires



**Sammy Fox**  
Deputy Chief



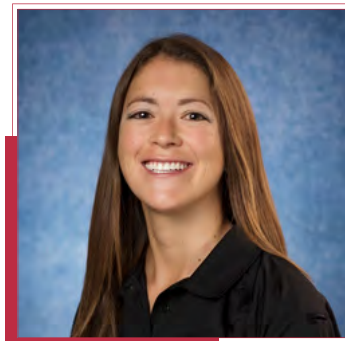
**John MacDonald**  
Battalion Chief



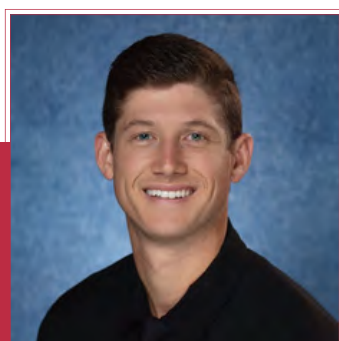
**Richie Barrett**  
Fire Captain



**Dane Hutslar**  
Fire Engineer



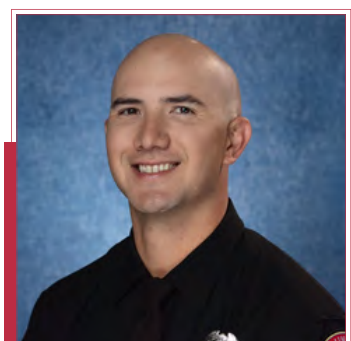
**Mika Timpano**  
Admin Specialist



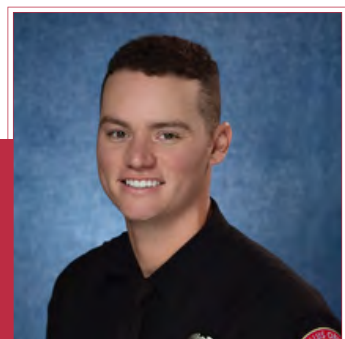
**Nate Greenelsh**  
Firefighter/Paramedic



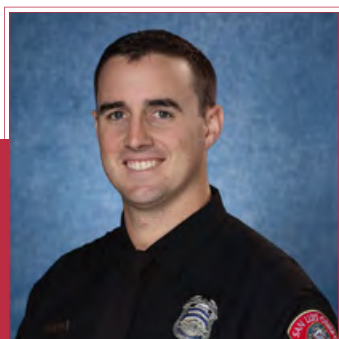
**Jaden Davis**  
Firefighter/Paramedic



**Jake Barkhimer**  
Firefighter/Paramedic



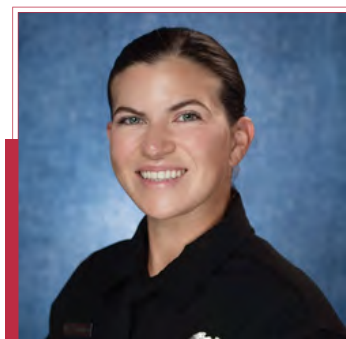
**Keanu Morrison**  
Firefighter/EMT



**Casey DeLeuw**  
Firefighter/Paramedic



**George Kaperonis**  
Firefighter/Paramedic



**Maren McClanahan**  
Firefighter/Paramedic

# Events



JAN

RECRUIT  
ACADEMY  
23



MAR

THE WALL  
THAT HEALS



MAY

BIKE  
BREAKFAST

JUL

FIRE SEASON



SEP

9/11  
CEREMONY



NOV

FIRE OPS 101  
FLOOD READINESS NIGHT  
FILL THE BOOT

FEB



DOWNTOWN  
US&R DRILL

APR

PROMOTIONAL  
CEREMONY

JUN



CAMP CINDER  
WILDFIRE READINESS NIGHT

AUG



FLU VACCINE CLINIC  
OPEN HOUSE

OCT



SEASON OF HOPE

DEC



# 2024: STRATEGIC PLAN

## COMMUNITY FOCUSED SERVICE

MAINTAIN EXCEPTIONAL COMMUNITY FOCUSED PUBLIC SERVICE DELIVERY. TO MEET THE DEMANDS OF THE FUTURE, UTILIZE RESPONSE DATA TO PROVIDE ACCURATE, RELIABLE FORECASTING AND QUALITY BUSINESS ANALYTICS

## HEALTH & WELLNESS

ENHANCE A HEALTHY, SAFE, AND PRODUCTIVE WORK ENVIRONMENT.

## EMERGENCY PREPAREDNESS

MAINTAIN AND IMPROVE EMERGENCY MANAGEMENT AND PREPAREDNESS FOR ALL PERSON MADE AND NATURAL LARGE-SCALE DISASTERS TO MEET CURRENT AND FUTURE NEEDS

## COMMUNITY RISK REDUCTION

MAINTAIN OR IMPROVE FIRE PREVENTION DIVISION RISK REDUCTION IN SAN LUIS OBISPO

## PROFESSIONAL DEVELOPMENT & TRAINING

ENHANCE PROFESSIONAL DEVELOPMENT, ORGANIZATION DIVERSITY AND ORGANIZATION SAFETY THROUGH TRAINING AND EDUCATION.

## TECHNOLOGY & DATA

MAINTAIN AND IMPROVE FIRE DEPARTMENT TECHNOLOGY AND INFORMATION SYSTEM THAT MEET THE CURRENT AND FUTURE NEEDS OF THE DEPARTMENT.



# TOGETHER

WE MANAGE SLO'S FIRE RISK



 **@SLO FIRE**

 **@SLOCITYFD**

[WWW.SLOCITY.ORG/FIRE](http://WWW.SLOCITY.ORG/FIRE)