# COMMUNITY RISK REDUCTION PLAN (CRRP) 2019 to 2022



## Travis County Emergency Services District #2
## Pflugerville Fire Department

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# Travis County Emergency Services District 2
# COMMUNITY RISK REDUCTION PLAN (CRRP)
## October 2019

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## REPORT BACKGROUND

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In 2018, Travis County Emergency Services District 2 ("the District," or "TCESD2") completed its first Community Risk Assessment (CRA). The CRA is a strategic process for fire departments to gather and analyze community data, in order to set organizational priorities across all divisions: Operations, Risk Reduction (formerly known as Prevention), and Administration. The District analyzed information for the CRA including five years of emergency call data, occupancy data, housing age, and U.S. Census demographic data (age, race, language, disabilities, and income). The CRA was publicly distributed to community leaders and published on the District website: www.pflugervillefire.org/wp-content/uploads/2019/09/Community-Risk-Assessment.pdf

After a CRA is completed, the next phase in the formal process of reducing community risk is to develop a Community Risk Reduction Plan (CRRP), per the National Fire Protection Association (NFPA). This type of plan helps to more effectively target a fire department's limited resources--funding, personnel, time, and partnerships--where and when they are most needed. **The CRRP represents steps 3 and 4 in the** <u>**Community Risk Reduction Process**</u>**, shown here:**

## Timeframe

This CRRP will prioritize the District's work across all divisions through the year 2022, when an updated CRA will be written using new U.S. Census data and more detailed call data.

Both mid-range and long-range outcome measures were determined for each goal in this CRRP. These benchmarks will enable the District to evaluate the mid-range progress when the next CRA is written in 2022, as well as the long-range progress several years later.

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# NAVIGATING THE CRRP

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NFPA considers there to be five methods of reducing community risks, which all start with "E": *education, enforcement, engineering, economic incentives,* and *emergency response.* In this plan, the District has incorporated at least two of these methods in each goal.

## The 5 E's of Community Risk Reduction
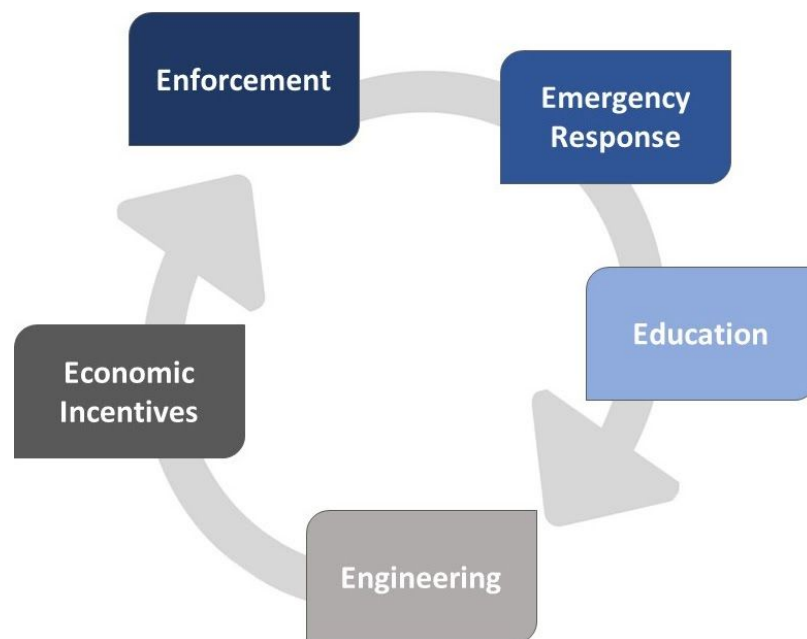


This year, NFPA published its first official guidance on writing a CRRP, known as **NFPA 1300: Standard on Community Risk Assessment and Community Risk Reduction Plan Development**. While there were no sample plans available to study from other fire departments in the United States utilizing the new standard, the District strived to follow NFPA 1300 as closely as possible. Each goal in this plan includes the following components:

- **Risk Statement** - What's the current risk? According to what data?
- **Goal Statement** - What's the broad vision on addressing the problem (reducing the risk)?
- **Objectives** - How will that goal generally be reached, whether through enforcement, education, engineering, emergency response, economic incentive, or a combination of these methods?

- **Strategies and Activities** - What are the essential steps and tasks to fulfill the objectives?
- **Internal Participants** - Which fire department personnel/officials will be needed?
- **Strategic Partners** - Which external individuals or community groups will be needed?
- **Resources Required -** What resources will be needed, such as funding, staff time, equipment/gear, educational materials, or written policies and processes?
- **Communication and Marketing Methods** - How will the District inform the effected persons or increase their participation?
- **Evaluation Measures** - What will the District assess to determine program productivity and results? Each goal will include three measures:
  - **"Process" Outputs** - Measures that don't indicate impact, usually in the form of tallies such as the number of inspections completed or the number of participants
  - **"Impact" Outputs** - Comparative measures that indicate initial impact, such as improved inspection compliance or the percentage increase in participant knowledge
  - **"Outcomes"** - Measures that account for all of the work done in pursuit of a goal, such as zero fire deaths over a 5-year period or percentage reduction of a particular call type
- **Flowchart** - This CRRP is structured to first provide a detailed explanation of each goal, followed by a 1-page flowchart as a summary snapshot of that goal.

## Goals

While the District will continue to provide valuable programs and services on other risks not specifically listed below, the following issues were prioritized within this CRRP (in no particular order):

1. **Smoke Alarms** - Reduce life safety risks through the increased presence of working smoke alarms in single family homes.
2. **Cooking Fires** - Reduce the occurrence of home cooking fire calls by 2022.
3. **Large-Scale Incidents** - Minimize the impact of a large-scale incident on our community through public safety plans *(formalized safety planning for major community events)* and an ASHER program *(active shooter and hostile event response)*.
4. **Falls** - Reduce the frequency of fall calls by 2022.
5. **Tier II (Hazardous Material) Facilities** - Reduce the risk of a hazardous material incident occurring at a Tier II facility, and minimize the impact (civilian and first responder) if one occurs.
6. **Fire Alarm Activations** - Reduce the occurrence of false alarm calls by 2022.

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# DATA COLLECTION

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In order to effectively measure progress toward the outcomes laid out in this Plan, several areas of data collection are being improved within District Operations and Administration, including:

1. **Smoke Alarms:** Successful functionality of alarms during residential calls
2. **Cooking Fires:**
   a. On all residential calls, Identification/documentation of homes at high risk of experiencing a cooking fire
   b. On all cooking fire calls, identification/documentation of the primary factor(s)

3. **Large-Scale Incidents:** Determine the quantity of bleed control kits in target hazards before vs. after District outreach efforts
4. **Falls:**
    a. On all residential calls, identification/documentation of residents at high risk of experiencing a fall due to environmental factors
    b. On fall calls, identification/documentation of the primary factor(s)
5. **Tier II Facilities:** Identification/documentation of hazardous materials within Tier II facilities
6. **Fire Alarm Activations:** Identification/documentation of the status of fire protection systems throughout the District

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**RISK STATEMENT:**

Working smoke alarms significantly increase your chance of surviving a house fire, according to the National Fire Protection Association (NFPA). In TCESD2, at least 7 out of 10 homes (which is nearly 24,000 homes) are at risk to have expired smoke alarms.

Manufactured homes face an even higher fire risk than other single family homes. The District includes six manufactured home communities, totaling approximately 2,900 homes. Manufactured homes use light-weight construction materials that ignite quickly. Also, these homes tend to be smaller than site-built homes "which supports more rapid fire growth to flashover," per a 2013 NFPA report. The risks for residents of manufactured homes are compounded by their relative lack of working smoke alarms compared to all other housing types, including multi-family properties, per a 2011 federal study of American housing.

**GOAL: Reduce life safety risks through the increased presence of working smoke alarms in single family homes.**

**A. OBJECTIVES**

- Educate residents about the importance of smoke alarms.
- Provide smoke alarms, batteries, and physical assistance to qualifying residents.

**B. STRATEGIES**

- Educate residents on how to maintain smoke alarms.
- Target manufactured home communities for physical assistance (testing and alarm/battery replacement.)
- Operate a Non-Emergency Smoke (and CO) Alarm Hotline offering alarms, batteries, and/or physical assistance to qualifying residents.

**C. ACTIVITIES**

- Increase community-wide (universal) educational efforts on alarm maintenance.
- Promote alarm hotline throughout the community (universal outreach).
- Develop and distribute public service announcement (PSA) video about the alarm hotline and alarm maintenance, in English and Spanish.
- Develop and implement alarm outreach plan for manufactured home communities.
- Provide physical assistance with alarms to qualifying residents, through District personnel and qualified external partners.
- Provide alarms/batteries to qualifying residents, through a variety of funding mechanisms.

**D. INTERNAL PARTICIPANTS**     Lead: Division Manager of Community Risk Reduction

All Risk Reduction personnel, Spanish-speaking personnel, finance personnel, and any OPS or Administrative personnel who participate in alarm outreach events.

### E. STRATEGIC PARTNERS

- Potential community partners for alarm outreach events, such as large employers, fire-related companies, the Chamber of Commerce, and service groups
- Grant providers
- Municipal partners

### F. RESOURCES NEEDED

- Financial resources for alarms, batteries, installation tools, personnel time at alarm events, printed materials, marketing signage, and video production
- Outline/script and production plan for training videos and educational videos
- Lesson plans customized to target audiences
- A process and forms for keeping records of alarm inventory and home visits

### G. COMMUNICATION AND MARKETING METHODS

- Online tools including web and social media
- Hotline featured in some way during every public education event
- PSA videos – English and Spanish
- Signage and other types of outreach in manufactured home communities
- Community partnerships

### H. MEASURES

#### OUTPUTS

i. **PROCESS Evaluation Data:**
- Total people directly reached by alarm hotline/education (fliers, video, lessons, etc.)
- Manufactured home communities – total residents directly served, and percent of homes accessed
- Number of video views

ii. **IMPACT Evaluation Data:**
- Knowledge levels pre- and post- alarm maintenance education, when assessment is possible (such as formal lessons or alarm installation events)
- Number of alarms working before vs. after home visits
- Number of alarms installed during home visits, by type

#### OUTCOMES

iii. **OUTCOME Evaluation Data and Timeframe:**
- Mid-range:  For at least the first two years after the District completes a home visit, the alarms in that home successfully alert occupants of a fire:
    - A. As measured for all house fires in the District
    - B. As measured in participating manufactured homes
- Long-range:  Through at least 2030, maintain the District's record of zero fire deaths in manufactured home communities

**GOAL:**
Reduce life safety risks through the increased presence of working smoke alarms in single family homes.

**Travis County ESD #2 / Pflugerville Fire Department**
**COMMUNITY RISK REDUCTION PLAN 2019 - 2022**

PFLUGERVILLE FIRE DEPT. TRAVIS CO. ESD 2

### Education

### Economic Incentive

**OBJECTIVES**

Educate residents about the importance of smoke alarms.

Provide smoke alarms, batteries, and physical assistance to qualifying residents.

**STRATEGIES**

Educate residents on how to maintain smoke alarms.

Target manufactured home communities for physical assistance (testing and alarm/battery replacement.)

Operate a Non-Emergency Smoke (and CO) Alarm Hotline offering alarms, batteries, and/or physical assistance to qualifying residents.

**ACTIVITIES**

Increase community-wide (universal) educational efforts on alarm maintenance.

Develop and distribute public service announcement (PSA) video about the alarm hotline and alarm maintenance, in English and Spanish.

Develop and implement alarm outreach plan for manufactured home communities.

Provide physical assistance with alarms to qualifying residents, through District personnel and qualified external partners.

Provide alarms/batteries to qualifying residents, through a variety of funding mechanisms.

Promote alarm hotline throughout the community (universal outreach).

**RISK STATEMENT:**

In TCESD2, from 2013 to 2018, nearly 2 out of every 5 structure fires was caused by cooking. No other fire cause--such as smoking, electrical, candles, or heating--was nearly as likely to occur as home cooking fires in the TCESD2 community. These fires were mostly in private homes, with 62% of cooking fires occurring in single family homes and 25% in apartments. Demographic information on the occupants of local structure fires was not available, nor was ignition source data. However, nationally, cooking equipment (i.e. unattended cooking) is the leading cause of home structure fires and home fire injuries, per NFPA.

**GOAL: Reduce the occurrence of home cooking fire calls by 2022.**

### A. OBJECTIVES
- Educate the community on the behaviors and technology that reduce their risk of experiencing a cooking fire.
- Identify cooking hazards or problematic cooking behaviors during residential calls.

### B. STRATEGIES
- Educate the community on the importance of staying focused while cooking.
- Raise developer awareness of the new UL standard on electric stovetops.
- Alert relevant personnel to risk reduction opportunities.

### C. ACTIVITIES
- Target educational efforts on unattended cooking to senior citizens and residents of manufactured home communities.
- Risk Reduction personnel follow up to educate identified occupants.
- Promote UL 217-compliant alarms within the site plan and construction plan review processes.
- Conduct research after any fires in a manufactured home community to identify alarm functionality and, if a cooking fire, contributing behaviors.

### D. INTERNAL PARTICIPANTS    Lead: Division Manager of Community Risk Reduction
Public educators, plan reviewers, grant writers, battalion chiefs, station personnel, and Spanish-speaking personnel.

### E. STRATEGIC PARTNERS
- City of Pflugerville personnel including Development Services, Communications, Special Events, and Senior Services
- Wells Branch Recreation Center personnel and Wells Branch community/civic groups
- Senior service groups such as Family Eldercare and local churches

**F. RESOURCES NEEDED**

- Financial resources for overtime and dedicated personnel, printed items, and educational tools/props
- Lesson plans customized to target audiences
- Process for Operational personnel to identify and document cooking hazards during residential calls and communicate follow-up opportunities
- Process for Operational personnel to identify and document the primary factor(s) in cooking fires

**G. COMMUNICATION AND MARKETING METHODS**

- Key communicators in the community
- Municipal promotions (City of Pflugerville and Wells Branch MUD)
- Homeowners' Associations

**H. MEASURES**

**OUTPUTS**

**i. PROCESS Evaluation Data and Timeframe:**
- Community contacts established
- Group presentations – Total, and senior
- People directly reached – Total, senior, and residents of manufactured home communities
- Percent of residents within manufactured home communities who were directly reached
- Number of residential referrals from Operations personnel
- Number of cooking nuisance alarm calls

**ii. IMPACT Evaluation Data and Timeframe:**
- Knowledge levels pre- and post- risk reduction activities
- Cooking hazards and problematic behaviors identified and discussed through residential referrals from Operations personnel

**OUTCOMES**

**iii. OUTCOME Evaluation Data and Timeframe:**
- <u>Mid-range</u>: By 2022, reduce the volume of home cooking fire calls by 10% over the 2016 volume, when there were 34 cooking fires dispatched.
- <u>Long-range</u>: In 2022, identify the geographic zone with the highest rate of home cooking fires, and reduce the rate there by 10% within five years.

**GOAL:**
Reduce the occurrence of home cooking fire calls by 2022.

**Travis County ESD 2 / Pflugerville Fire Department**
**COMMUNITY RISK REDUCTION PLAN 2019 - 2022**

## Education

## Emergency Response

**OBJECTIVES**

Educate the community on the behaviors and technology that reduce their risk of experiencing a cooking fire.

Identify cooking hazards or problematic cooking behaviors during residential calls.

**STRATEGIES**

Educate the community on the importance of staying focused while cooking.

Raise developer awareness of the new UL standard on electric stovetops.

Alert relevant personnel to the risk reduction opportunity.

**ACTIVITIES**

Target educational efforts on unattended cooking to senior citizens and residents of manufactured home communities.

Promote within the site plan and construction plan review processes.

Risk Reduction personnel follow up to educate identified occupants.

After any cooking fire in a manufactured home community, conduct research to identify contributing behaviors.

**RISK STATEMENT:**

There are several community festivals and sporting events every year in TCESD2 that each draw thousands of participants. In addition, TCESD2 is home to several target hazards including 35 public and charter schools, dozens of daycares and preschools, and at least 42 large (occupant load 300+) assembly occupancies such as large churches or event centers.

These events and facilities face a variety of natural threats (lightning storms, flooding, tornadoes) and man-made risks (active shooters and other hostile events). Patrons of these locations may not be familiar with the variety of emergency exits, and they may not be trained or equipped to treat injuries or defend themselves. Criminals may target these locations due their vulnerabilities and potential for mass casualties.

These risks are exacerbated by the delays that victims may experience waiting for emergency care or rescue while the scene is being secured.

**GOAL:**
**Minimize the impact of a large-scale incident on our community**
**through <u>public safety plans</u> *(formalized safety planning for major community events)***
**and an <u>ASHER program</u> *(active shooter and hostile event response).***

### A. OBJECTIVES

- Standardize public safety planning for major community events, utilizing municipal partnerships.
- Ensure effective emergency response to active shooter and hostile events (ASHER).
- Increase community preparedness for active shooters and other hostile or emergency events.
- Increase presence of bleed control kits in the community.

### B. STRATEGIES

- Define parameters for events that would require public safety plans.
- Develop standard content for public safety plans.
- Identify those affected by new public safety plan requirements.
- Develop educational programs focused on community emergency preparedness such as bleed control, CPR, resiliency, and civilian response to active shooter events (CRASE).
- Enhance partnerships for multi-agency drills.
- Regularly train on ASHER program skills, such as triage.
- Increase presence of bleed control kits in target hazards.

### C. ACTIVITIES

- Inform affected stakeholders about new public safety plan requirements.
- Review public safety plans when submitted for approval.

- Enforce the implementation of approved public safety plans.
- Market ASHER preparedness programs to target hazards such as large assembly occupancies.
- Inform target hazards about bleed control kits.
- Standardize Operational communication methods and processes with pertinent agencies.
- Identify opportunities to expand multi-agency ASHER drills.

**D. INTERNAL PARTICIPANTS**    <u>Lead: Division Manager of Community Risk Reduction</u>
Public educators, OPS personnel, and finance personnel

**E. STRATEGIC PARTNERS**
- Pflugerville Independent School District – police, administration, faculty, and high school students (when applicable)
- Travis County Sheriff's Office
- City of Pflugerville communications division and police department
- Pflugerville Chamber of Commerce
- Management/owners of target hazards

**F. RESOURCES NEEDED**
- Financial resources for personnel, bleed control kits, community preparedness program materials (training kits, classroom signage, hand-outs), and marketing materials
- Dedicated classroom space for community preparedness programs
- Re: community preparedness programs—lesson plans, hand-outs, staffing, scheduling process, website content, and other components
- Process to standardize Operational communication methods with pertinent agencies

**G. COMMUNICATION AND MARKETING METHODS**
- Online tools including web and social media
- Strategic partnerships such as PfISD and the Chamber of Commerce
- Direct marketing (calls/visits) to target hazards

**H. MEASURES**

### OUTPUTS

  i. **PROCESS Evaluation Data:**
- Number of public safety plans submitted for approval
- Number of group programs taught
- Number of people directly reached through group programs
- Number of target hazards directly informed about bleed control kits and community preparedness training
- Number of multi-agency drills

  ii. **IMPACT Evaluation Data:**
- Estimated number of people attending major events which have an approved and enforced public safety plan

- Number of violations corrected at major events through the enforcement of public safety plan requirements
- Number of target hazards participating in community preparedness programs
- Number of target hazards where risks were reduced due to standardized communication methods and expanded multi-agency ASHER drills
- Number of bleed control kits added
- Knowledge levels pre- and post- community preparedness education, when assessment is possible (such as formal lessons)

## OUTCOMES
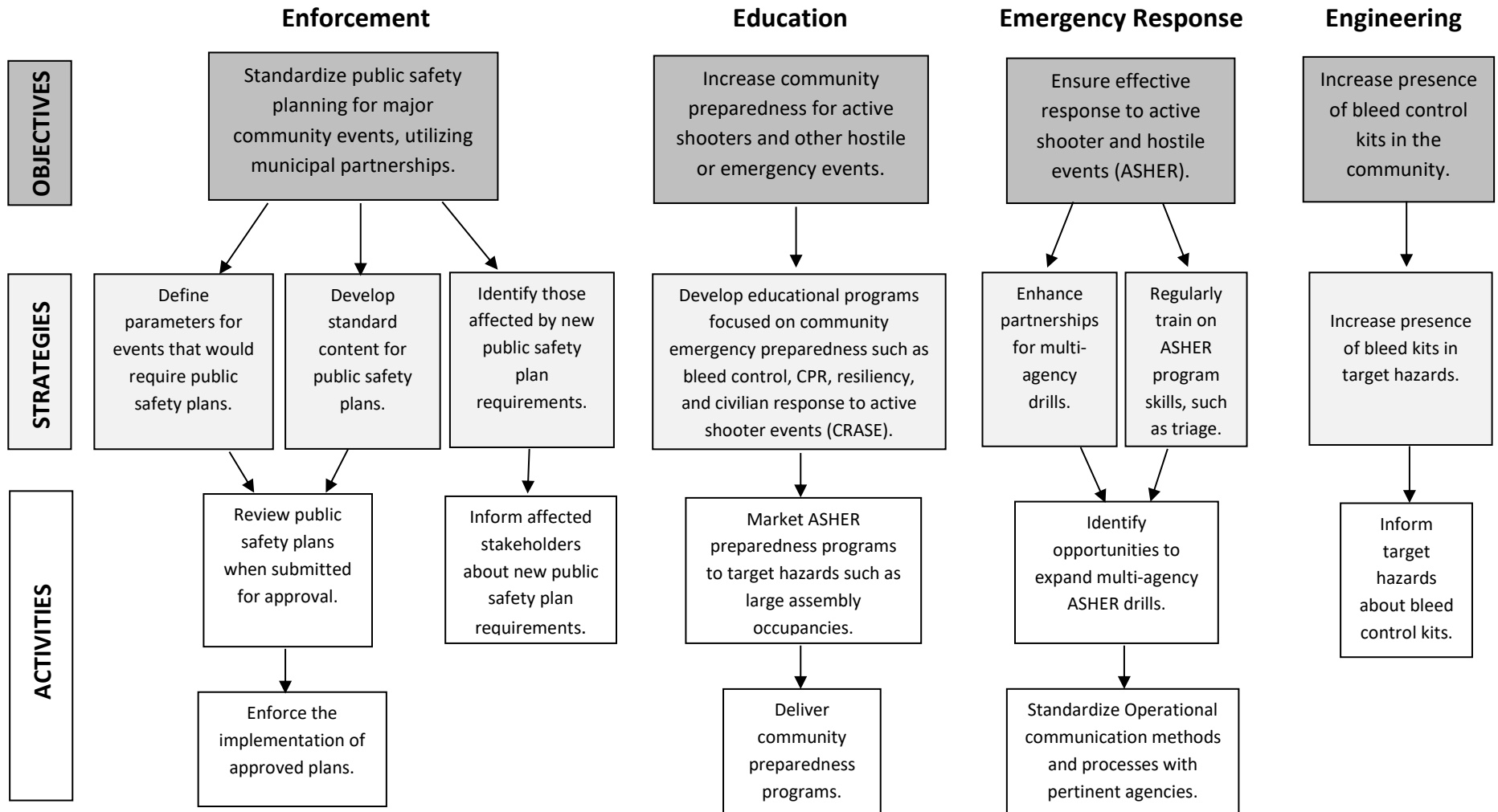
iii. **OUTCOME Evaluation Data and Timeframe:**
- No one loses their life due to blood loss in an active shooter or other hostile event
- Casualties are minimized during an active shooter / hostile event due to community preparedness
- Casualties are minimized during an active shooter / hostile event or other life safety threat due to effective public safety planning and integrated response

**GOAL:** Minimize the impact of a large-scale incident on our community through **public safety plans** (formalized safety planning for major community events) and an **ASHER program** (active shooter and hostile event response).

**Travis County ESD #2 / Pflugerville Fire Department**
**COMMUNITY RISK REDUCTION PLAN 2019 - 2022**

| | Enforcement | Education | Emergency Response | Engineering |
|---|---|---|---|---|
| **OBJECTIVES** | Standardize public safety planning for major community events, utilizing municipal partnerships. | Increase community preparedness for active shooters and other hostile or emergency events. | Ensure effective response to active shooter and hostile events (ASHER). | Increase presence of bleed control kits in the community. |
| **STRATEGIES** | Define parameters for events that would require public safety plans. / Develop standard content for public safety plans. / Identify those affected by new public safety plan requirements. | Develop educational programs focused on community emergency preparedness such as bleed control, CPR, resiliency, and civilian response to active shooter events (CRASE). | Enhance partnerships for multi-agency drills. / Regularly train on ASHER program skills, such as triage. | Increase presence of bleed kits in target hazards. |
| **ACTIVITIES** | Review public safety plans when submitted for approval. → Enforce the implementation of approved plans. / Inform affected stakeholders about new public safety plan requirements. | Market ASHER preparedness programs to target hazards such as large assembly occupancies. → Deliver community preparedness programs. | Identify opportunities to expand multi-agency ASHER drills. → Standardize Operational communication methods and processes with pertinent agencies. | Inform target hazards about bleed control kits. |

**PROBLEM STATEMENT:** The District responded to 3,111 falls during the 5 ½-year period studied, representing 9.1% of all calls. The fall risk is particularly high for seniors, which in the TCESD2 community represent nearly 20% of the District's population. (As of 2016, the District served an estimated 13,500 "younger seniors" age 55 to 64, and more than 8,500 "older seniors" age 65 or older.) Locally, the volume of fall calls increased 165% over a 5-year span, from 438 calls in 2013 to 724 calls in 2017. Nationally, among accidental fatalities, falling is the leading cause of death for older seniors, according to the U.S. Centers for Disease Control and Prevention (CDC). Even when seniors survive a fall, their mobility and quality of life often decreases, and their risk of a second fall increases.

**GOAL:** Reduce the frequency of fall calls by 2022.

### A. OBJECTIVES

- Educate relevant stakeholders on fall reduction behaviors and resources.
- Identify environmental fall hazards during residential calls.
- Provide resources to reduce environmental fall hazards.

### B. STRATEGIES

- Educate seniors on fall risk reduction.
- Alert relevant personnel to risk reduction opportunity.
- Identify residents with the highest needs for resources that reduce fall risk.

### C. ACTIVITIES

- Offer educational program to senior groups including civic, religious, apartment, and fitness.
- Risk Reduction personnel follow up with occupants and caregivers to provide education and resources.
- Fund and implement resource distribution plan for highest risk residents.

### D. INTERNAL PARTICIPANTS    Lead: Division Manager of Community Risk Reduction
Public educators, Battalion Chiefs, and station personnel.

### E. STRATEGIC PARTNERS

- City of Pflugerville senior services division
- Gyms and recreation facilities that serve seniors
- Faith community leadership
- Senior apartments

**F. RESOURCES NEEDED**

- Financial resources for dedicated personnel; educational items including printed materials and teaching tools; and resources to reduce fall risks at home.
- Lesson plans customized to target audiences
- Process for Operational personnel to identify and document environmental fall hazards during residential calls and communicate follow-up opportunities
- Process for Operational personnel to identify and document the primary cause of a fall call: environmental, medicinal, or a combination of the two.

**G. COMMUNICATION AND MARKETING METHODS**

- Online tools including web and social media
- Host facilities (group outreach)
- Home visits (individual outreach)

**H. MEASURES**

### OUTPUTS

i. **PROCESS Evaluation Data and Timeframe:**
- Group presentations
- People directly reached
- Social media reach
- Community contacts established
- Residential referrals from Operations personnel

ii. **IMPACT Evaluation Data and Timeframe:**
- Knowledge levels before/pre and after/post risk reduction activities
- Fall hazards identified and discussed through residential referrals
- Physical resources provided to reduce fall risks
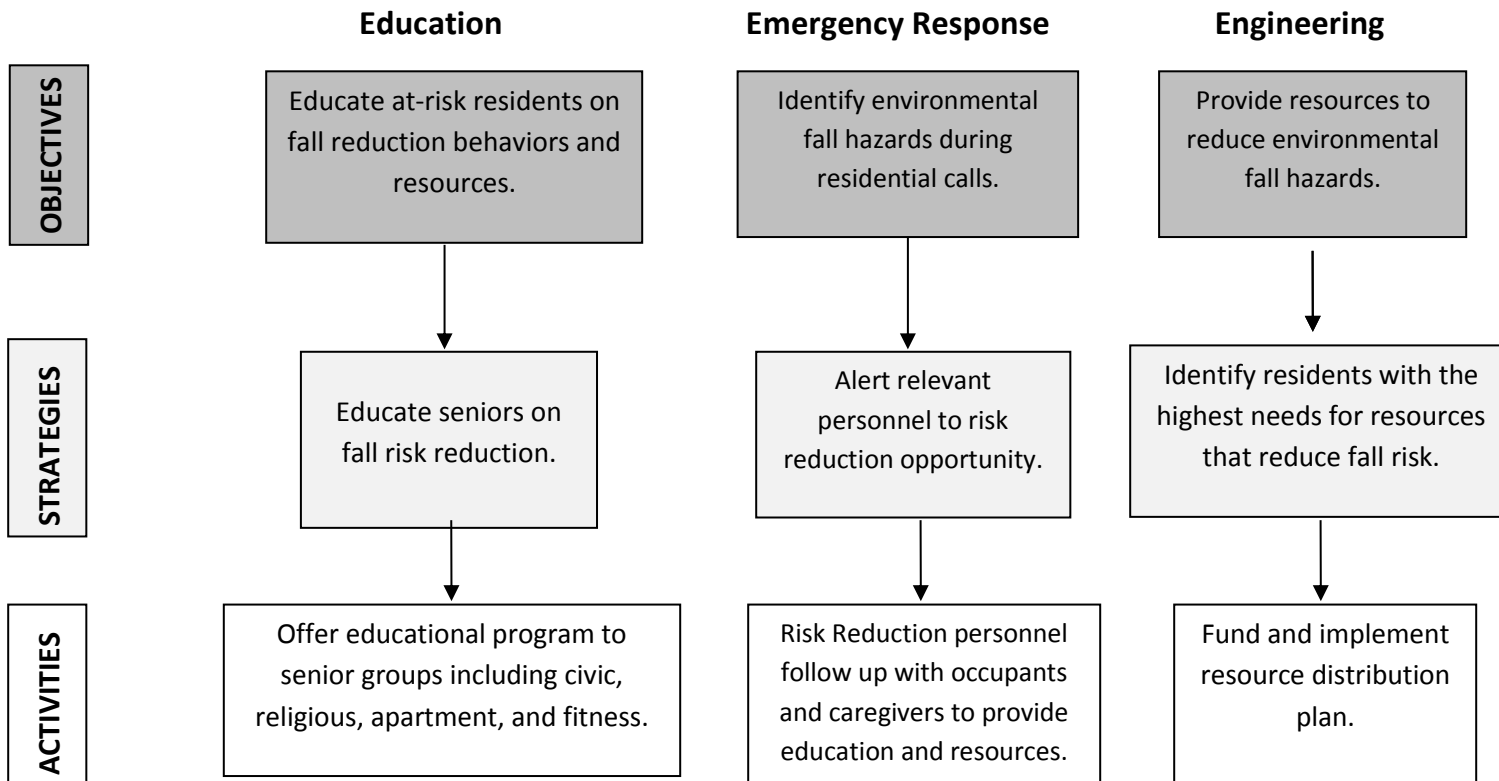- Breakdown of fall calls by primary cause

### OUTCOMES

iii. **OUTCOME Evaluation Data and Timeframe:**
- Mid-range: By 2022, reduce the volume of fall calls by 10% as compared to the 2017 volume, when there were 724 fall calls dispatched.
- Long-range: By 2027, reduce fall calls by an additional 10% (over the 2017 volume) with the inclusion of community paramedicine.

**GOAL:**
Reduce the frequency of fall calls by 2022.

**Travis County ESD #2 / Pflugerville Fire Department**
**COMMUNITY RISK REDUCTION PLAN 2019 - 2022**

|  | **Education** | **Emergency Response** | **Engineering** |
|---|---|---|---|
| **OBJECTIVES** | Educate at-risk residents on fall reduction behaviors and resources. | Identify environmental fall hazards during residential calls. | Provide resources to reduce environmental fall hazards. |
| **STRATEGIES** | Educate seniors on fall risk reduction. | Alert relevant personnel to risk reduction opportunity. | Identify residents with the highest needs for resources that reduce fall risk. |
| **ACTIVITIES** | Offer educational program to senior groups including civic, religious, apartment, and fitness. | Risk Reduction personnel follow up with occupants and caregivers to provide education and resources. | Fund and implement resource distribution plan. |

**RISK STATEMENT:**

Tier II facilities are occupancies that present an increased risk to public health and safety due to the amount and/or type of hazardous materials located onsite. These facilities are required by federal law to inform local emergency responders about the type, amount and location of hazardous materials they store or use.

Our district has 41 Tier II facilities. A fire incident or accidental/intentional release of hazardous chemicals at one of these Tier II facilities may increase the likelihood of injury or harm to those responding the incident and to others who may be nearby.

**GOAL:**
**Reduce the risk of a hazardous material incident occurring at a Tier II facility,**
**and minimize the impact (civilian and first responder) if one occurs.**

### A. OBJECTIVES
- Educate relevant community representatives on Tier II incident response.
- Ensure Tier II facilities are compliant with the District's adopted fire code.
- Prepare Operations personnel with current, relevant information on Tier II facilities.

### B. STRATEGIES
- Develop evacuation/response recommendations for target hazards located within a facility's isolation distance.
- Inform Tier II facilities of the District's enforcement process.
- Inspect and re-inspect Tier II facilities and verify materials are correctly cataloged.
- Determine format for the information needed by Operations personnel.

### C. ACTIVITIES
- Meet with target hazard representatives (such as school administrators and nursing home directors) to educate them on recommended evacuation/response strategies.
- Staff and train enforcement and data management personnel.
- Implement fire code enforcement penalties as needed.
- Provide current catalog information to Operations personnel including the location, amount, storage methodology, and isolation distance of hazardous materials.

### D. INTERNAL PARTICIPANTS     Lead: Division Manager of Community Risk Reduction
Inspectors, Operations Division representatives, public educators, and personnel from Human Resources, finance, and data management

### E. STRATEGIC PARTNERS
- Local Emergency Planning Committee
- City of Pflugerville public works personnel
- Water treatment organizations (public and private)
- Tier II facility owners and/or managers
- Representatives of target hazards located within a facility's isolation distance

### F. RESOURCES NEEDED
- Financial resources for personnel
- Forms, spreadsheets, maps, and other administrative items
- Process to provide Operations personnel with current information
- Evacuation/response recommendations for target hazards within a facility's isolation distance

### G. COMMUNICATION AND MARKETING METHODS
- Website content
- Informational packet for each Tier II facility
- Annual, on-site meetings with all Tier II facility
- Meetings as needed with representatives of relevant target hazards

### H. MEASURES

#### OUTPUTS

i. **PROCESS Evaluation Data and Timeframe:**
- Number of initial inspections and re-inspections
- Number of violations
- Number of Operations personnel trained
- Number of target hazards educated

ii. **IMPACT Evaluation Data and Timeframe:**
- Number of violations corrected
- Average number of violations by facility (year-over-year)
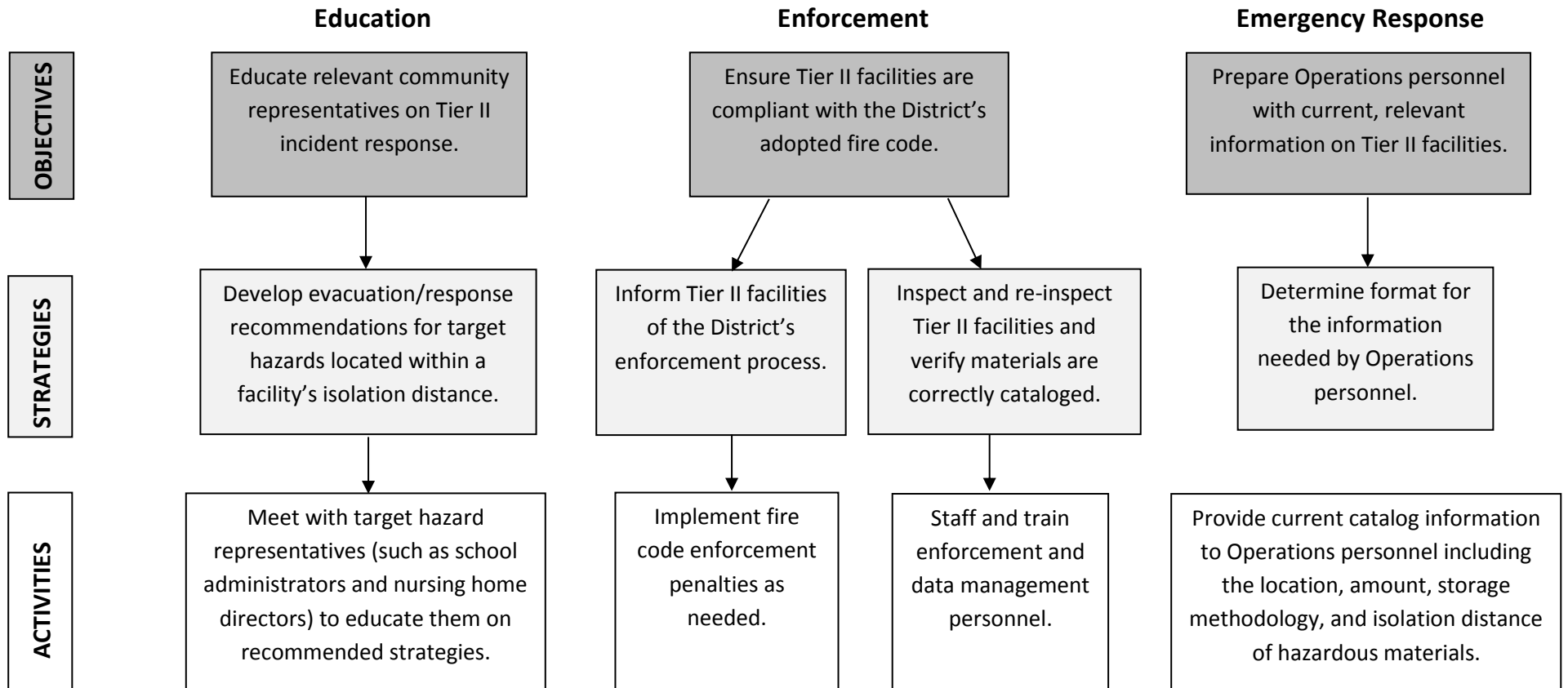
#### OUTCOMES

iii. **OUTCOME Evaluation Data and Timeframe:**
- Mid-range: By 2021, achieve 100% compliance by all facilities.
- Long-range (indefinitely):
  - Maintain 100% compliance by all facilities.
  - Maintain a record of zero deaths (civilian or first responder) from any incident at these facilities.

**GOAL:** Reduce the risk of a hazardous material incident occurring at a Tier II facility, and minimize the impact (civilian and first responder) if one occurs.

**Travis County ESD #2 / Pflugerville Fire Department**
**COMMUNITY RISK REDUCTION PLAN 2019 - 2022**

|  | **Education** | **Enforcement** | **Emergency Response** |
|---|---|---|---|
| **OBJECTIVES** | Educate relevant community representatives on Tier II incident response. | Ensure Tier II facilities are compliant with the District's adopted fire code. | Prepare Operations personnel with current, relevant information on Tier II facilities. |
| **STRATEGIES** | Develop evacuation/response recommendations for target hazards located within a facility's isolation distance. | Inform Tier II facilities of the District's enforcement process. / Inspect and re-inspect Tier II facilities and verify materials are correctly cataloged. | Determine format for the information needed by Operations personnel. |
| **ACTIVITIES** | Meet with target hazard representatives (such as school administrators and nursing home directors) to educate them on recommended strategies. | Implement fire code enforcement penalties as needed. / Staff and train enforcement and data management personnel. | Provide current catalog information to Operations personnel including the location, amount, storage methodology, and isolation distance of hazardous materials. |

PFLUGERVILLE FIRE DEPT. TRAVIS CO. ESD 2

**RISK STATEMENT:**

One out of every three fire-related calls in the District during the examined time period (January 2013 to May 2018) was a fire alarm activation, making this the most frequent fire-related call in the TCESD2 community. Further, fire alarm activations were the third most common call overall. The District responded to 3,121 fire alarm activations, representing 35% of fire call types and 7% of all call types.

A vast majority of fire alarm activations do not represent actual fires and instead are caused by mechanical failures, a lack of or insufficient maintenance, or human interference. There are many risks associated with these "false" alarms. They can desensitize building occupants when they occur several times at the same location, leading to complacency. For first responders, false alarms negatively impact their sleep patterns and overall health. Additionally, these alarms represent an inefficient use of staff time and taxpayer expense. Rough estimates suggest that these calls cost the District $1.2 million dollars during the examined time period.

**GOAL:  Reduce the occurrence of false alarm calls by 2022.**

### A.  OBJECTIVES
- Establish a fee-for-service protocol.
- Track the location and status of fire protection systems (FPS) throughout the District.
- Educate those potentially affected by the new fee-for-service protocol.

### B.  STRATEGIES
- Develop and adopt a legally sound method and corresponding policy to recoup costs associated with repeat false alarms.
- Select technology to increase FPS compliance.
- Educate occupancies with a history of multiple false alarms about the inspection, testing and maintenance requirements of fire protection systems.

### C.  ACTIVITIES
- Implement fee-for-service protocol and related technology.
- Develop a list of affected occupancies and their historical average number of false alarms per year.
- Develop correspondence and hold meetings with affected occupancies on the new fee-for-service process and potential actions.

### D.  INTERNAL PARTICIPANTS     Lead: Division Manager of Community Risk Reduction
Inspectors, finance personnel, public educators, legal counsel, Board of Commissioners

### E. STRATEGIC PARTNERS
- City of Pflugerville
- Development community
- Occupancies with a history of multiple false alarms

### F. RESOURCES NEEDED
- Funding and/or contract for relevant technology
- Personnel time for developing new fee schedule, training on new software program and communicating with occupancies that have a history of multiple false alarms
- Mailing supplies

### G. COMMUNICATION AND MARKETING METHODS
- Website content
- Official correspondence
- On-site meetings with occupancies as needed

### H. MEASURES

#### OUTPUTS

i. **PROCESS Evaluation Data:**
- Number of letters sent out to key occupancies
- Number of occupancies (all, district wide) participating in relevant technology
- Number of fees issued to occupancies with a history of multiple false alarms

ii. **IMPACT Evaluation Data:**
- Number of false alarms among occupancies with a history of multiple false alarms
- Number of first responder sleeping hours affected by false alarms

#### OUTCOMES

iii. **OUTCOME Evaluation Data and Timeframe:**
- Mid-range by 2022:
  - Among occupancies with a history of multiple false alarms, reduce the average number of false alarms by 50%.
  - Decrease the frequency of fire alarm activations that occur during first responder sleeping hours (21:00 to 06:00) by 10%.
- Long-range by 2027:
  - Reduce the number of false alarm calls by 15% as compared to the 2017 call volume, when there were 629 false alarm calls.
  - Know the location and status of 100% of the fire protections systems within the district.

**GOAL:**

Reduce the occurrence of false alarm calls by 2022.

**Travis County ESD #2 / Pflugerville Fire Department**
**COMMUNITY RISK REDUCTION PLAN 2019 - 2022**

## Education

**OBJECTIVES**

Educate those potentially affected by the new fee-for-service protocol.

**STRATEGIES**

Educate occupancies with a history of multiple false alarms about the inspection, testing and maintenance requirements of fire protection systems.

**ACTIVITIES**

Develop a list of affected occupancies and their historical average number of false alarms per year.

Develop correspondence and hold meetings with affected occupancies on the new fee-for-service process and potential actions.

## Enforcement

Establish a fee-for-service protocol.

Track the location and status of fire protection systems (FPS) throughout the District.

Develop and adopt a legally sound method and corresponding policy to recoup costs associated with repeat false alarms.

Select technology to increase FPS compliance.

Implement fee-for-service protocol and related technology.