



City of Carlsbad Fire Department

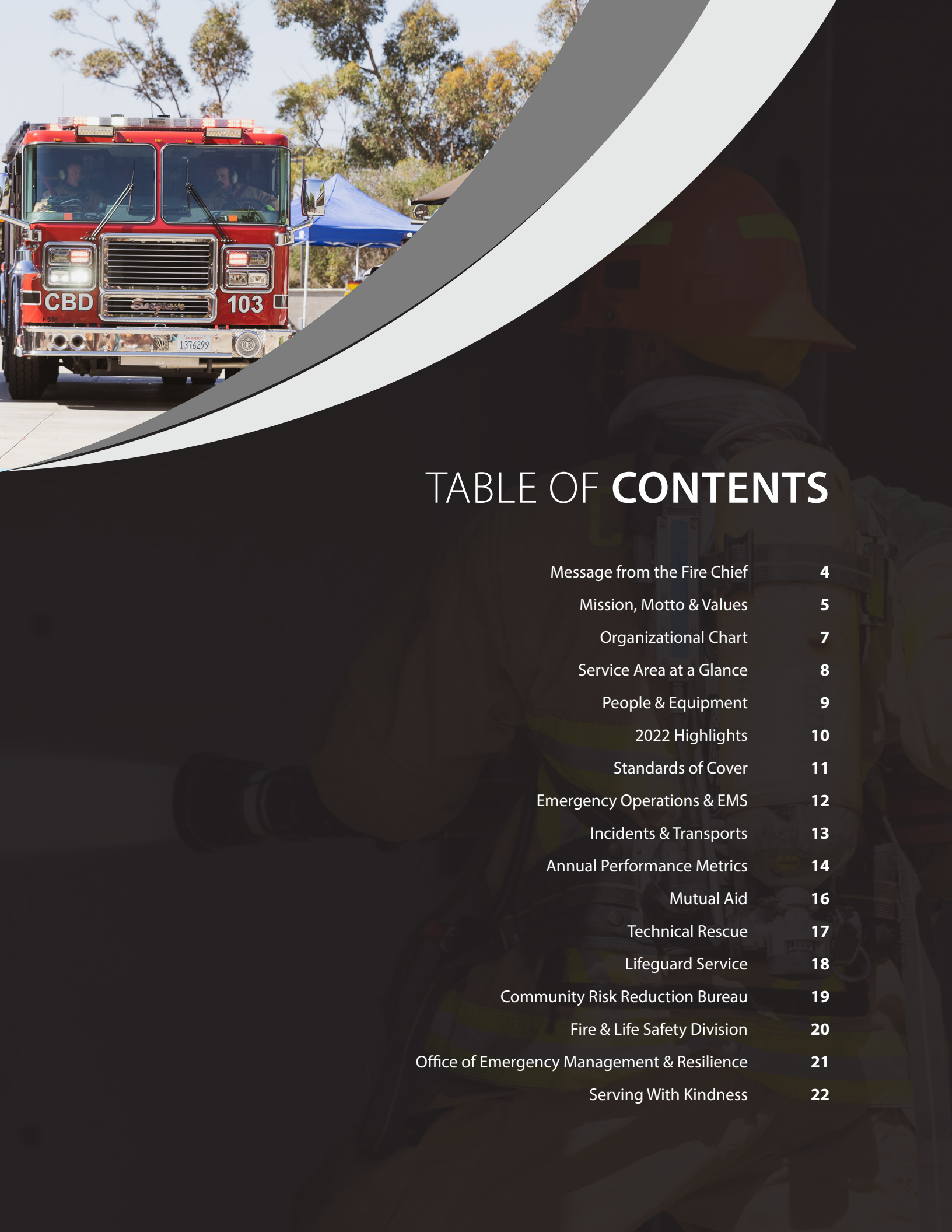
# ANNUAL REPORT

CY-2022





CARLSB  
FIRE  
DEPARTMENT



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## MESSAGE FROM THE CHIEF

I am honored to serve as the City of Carlsbad's Fire Chief, and as we close the books on another successful and eventful year, I am pleased to share the Carlsbad Fire Department's 2022 annual report with you. The Carlsbad Fire Department is a full-service, first responder agency that serves the City of Carlsbad, covering an area of approximately 42 square miles, including lagoon waters, state beaches and Palomar-McClellan Airport. We are an all-risk, all-hazard responder agency that provides 24-hour fire, rescue and emergency medical services to safeguard lives, property and the environment.

This year was an exciting and meaningful year for our fire department. In 2022, staff responded to 14,933 incidents and completed 6,020 transports. We also achieved multiple major milestones in our ongoing commitment to ensure that fire and emergency medical services remain ready to meet our community's evolving needs.

A few significant accomplishments include completing construction on the replacement of Fire Station 2 in La Costa and opening temporary Fire Station 7 in the area of Cannon Road. In addition, we increased the number of ambulances, launched an EMT training program, created the Community Risk Reduction Bureau and provided mutual aid and partnership to other cities and jurisdictions. You can see a list of even more key achievements in our 2022 highlights list on page 10.

As I reflect on the year, I'm reminded that our people are at the core of our operation. It is through our staff's daily effort to fulfill our mission to enhance the quality of life for all who live, work and play in the City of Carlsbad, that we are able to provide exceptional service to our community.

Thank you for your continued support of the Carlsbad Fire Department. We appreciate and acknowledge your trust in us. We take our responsibilities seriously, knowing that our actions impact the lives and safety of our residents, businesses and visitors here in Carlsbad.

**Michael Calderwood**  
Fire Chief  
Carlsbad Fire Department

# OUR MISSION

Enhance the quality of life for all who live, work and play in the City of Carlsbad through excellence in emergency and support services.

# OUR MOTTO

Serving with kindness.

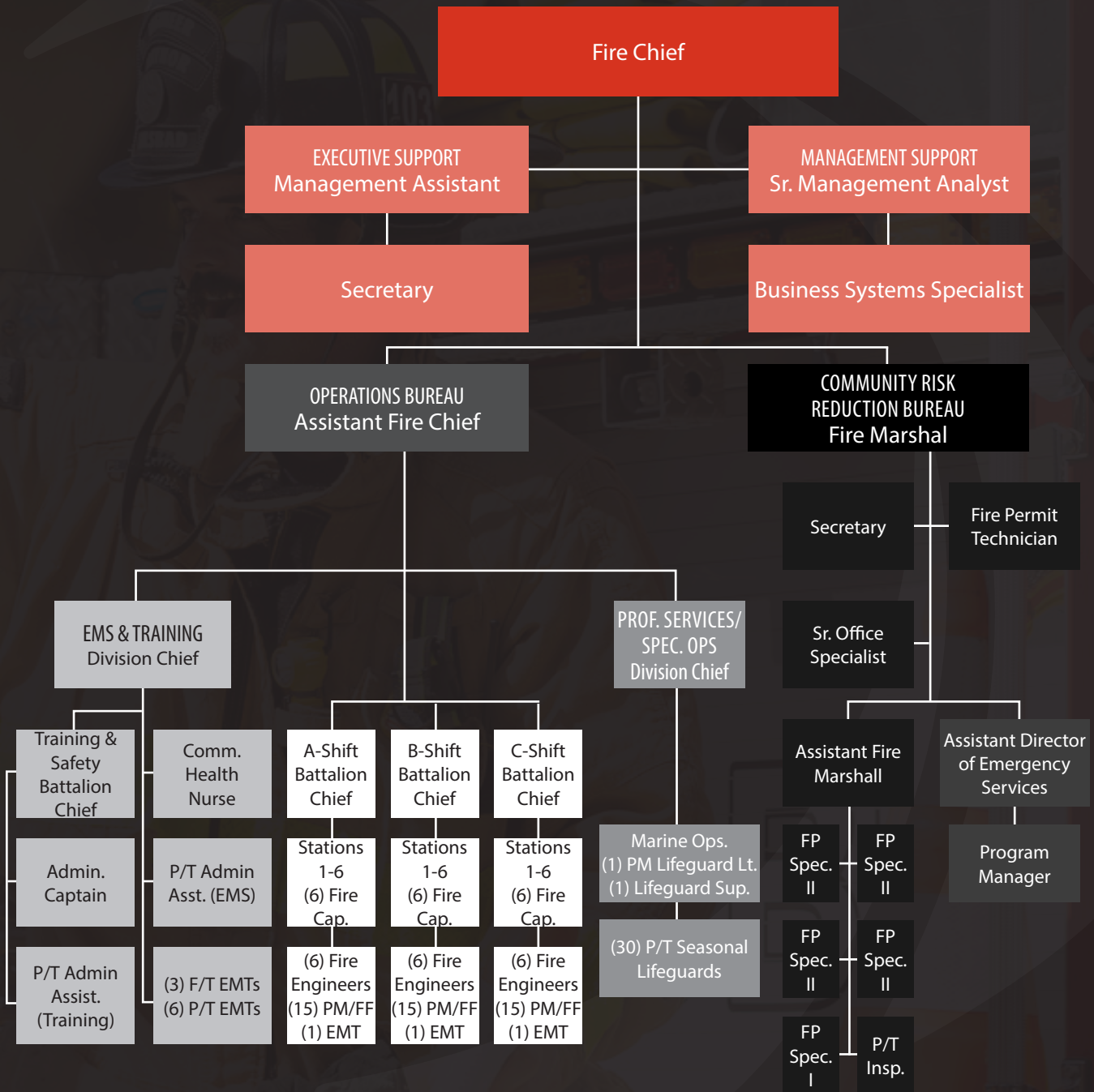
# OUR VALUES

Professionalism	Honoring the Carlsbad Fire Department's Oath of Office, Code of Ethics and Code of Conduct.
Service	Dedicated and compassionate response to the people we serve and each other.
Integrity	A respectful and unified team dedicated to both team cohesion and strong moral principles at all times.

3724



# ORGANIZATIONAL CHART



# SERVICE AREA AT A GLANCE

City Population
115,000

Service Area
42 sq. miles

Fire Stations
6







## PEOPLE & **EQUIPMENT**

Our strength is in our people.

Full-time positions	111
Hourly/full-time equivalent positions	10
Suppression apparatuses (including rescue & lifeguard)	25
Reserve & personnel vehicles	24



## 2022 HIGHLIGHTS

City staff are implementing measures to ensure fire and emergency medical services are ready to meet the community's changing needs as the city's demographics and population changes.

### Key achievements and actions accomplished this year:

- Placed two additional ambulances in service to increase the total number of city ambulances in service from three to five.
- Hired nine new paramedic firefighters, three new full-time emergency medical technicians, and some additional part-time EMTs.
- Launched an EMT training program.
- Reconstructed Fire Station 2 in La Costa into a larger, more efficient building that can better accommodate crews and equipment.
- Secured a site for a temporary Fire Station 7 in the area of Cannon Road, west of the I-5. Building out and staffing the temporary station is tied to the Fiscal Year 2022-23 budget and is set to be completed by January 2023.
- Added a new Community Health Nurse position to serve the city.
- Participated in North Zone tiered dispatching pilot program.
- Created Community Risk Reduction Bureau.

# STANDARDS OF COVER

The Fire Department completed a “Standards of Cover” evaluation, looking at current and future emergency response needs based on Carlsbad’s size, demographics, and other factors. The evaluation found that to meet industry standards, the Fire Department needed a seventh fire station, ideally west of I-5, as well as more ambulances and personnel.

Since July 2021, the city has:

- Placed two additional ambulances in service to increase the total number of city ambulances in service from three to five.
- Hired nine new paramedic firefighters, three new full-time emergency medical technicians, and some additional part-time EMTs.
- Converted an office in Fire Station No. 6 to a bedroom to accommodate the increase in personnel.
- Secured a site for a temporary Fire Station 7 in the area of Cannon Road, west of the I-5. Building out and staffing the temporary station is tied to the Fiscal Year 2022-23 budget and is set to be completed by January 2023.

Future steps include:

- Procuring a new fire engine.
- Establishing a permanent Fire Station 7 near Cannon Road west of I-5.





# EMERGENCY OPERATIONS

Emergency Operations is the largest bureau within the City of Carlsbad Fire Department and is responsible for fire suppression, rescue, emergency medical service (EMS) delivery, lifeguard service/marine safety and disaster mitigation.

Emergency Operations personnel are a highly trained, professional workforce that responds annually to nearly 15,000 calls for service.

## Emergency Medical Service (EMS)

The Carlsbad Fire Department is proud to provide outstanding emergency medical care with a prompt and timely response.

Every in-service apparatus is staffed with a Paramedic/Firefighter to ensure patients receive an advanced level of care in the shortest amount of time. With more than 75% of our emergency response personnel serving as licensed paramedics, we strive to have multiple paramedics present at every emergency incident to provide the most appropriate and highest level of care for patients.

The recent addition of Emergency Medical Technicians to our ambulance staffing model allows us to provide more ambulances to the community and improve response times for the continually increasing demand for emergency medical services.

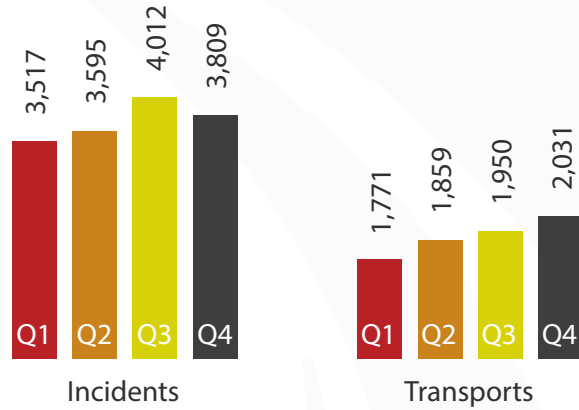
In addition to providing emergency medical care, one of the Carlsbad Fire Department's goals is to improve and protect the overall health of our community. With the addition of a new Community Health Nurse, we are working to improve and specialize our EMS training, educate the community on important health issues and protect the health of the city's workforce.



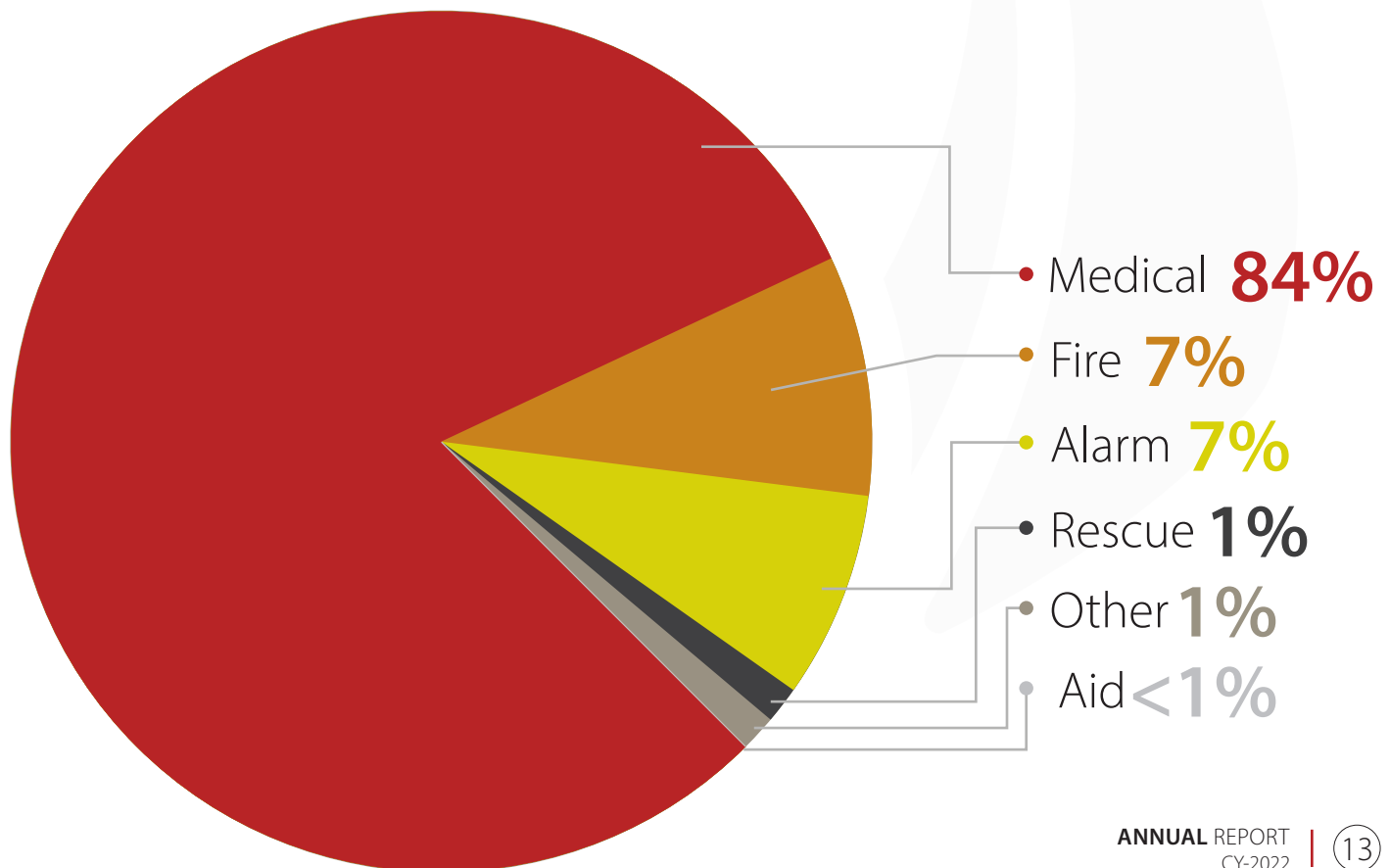
# 2022 INCIDENTS & TRANSPORTS

Incidents: **14,933**

Transports: **6,020**



## Incident Breakdown



# 2022 ANNUAL PERFORMANCE METRICS

Time Interval	Benchmark	Metric	Department-wide time
Call Processing	0:01:30	90 <sup>th</sup> Percentile	1:17
Turnout	0:02:00	90 <sup>th</sup> Percentile	1:42
Travel	0:04:00	90 <sup>th</sup> Percentile	7:22
Dispatch to Arrival	0:06:00	90 <sup>th</sup> Percentile	8:23
Call to 1st Arrival	0:07:30	90 <sup>th</sup> Percentile	9:16

Only emergency calls were considered when calculating 90<sup>th</sup> percentile performance metrics.





3

3465

911

Seagrove

CARLSBAD



CBD

103

105

CARLSBAD



CBD

Creigh Photography

# MUTUAL AID

Incident Name
Coastal
Border 13
Union
McKinney
Valley
Border 32
Fairview
Mosquito

The Carlsbad Fire Department participates in a state-wide mutual aid system, which is a pre-existing agreement with other agencies to provide additional resources to combat fires and other emergencies. The system allows agencies to share resources such as personnel, equipment and firefighting aircraft when resource and staffing needs exceed the capabilities of a single jurisdiction. Participation ensures that critical resources are deployed when and where they are needed.

The City of Carlsbad benefits from mutual aid, as well, knowing when or if we have a major incident, we can count on other agencies to reciprocate. As the frequency and intensity of wildfires increases due to drought and climate change, the statewide mutual aid system has become more important than ever.

In 2022, the Carlsbad Fire Department provided mutual aid to eight incidents throughout the state of California.





# TECHNICAL RESCUE

The City of Carlsbad Fire Department has one of four certified Heavy Rescue Units in San Diego County, giving us the ability to respond to a variety of search and rescue incidents with the required equipment and trained personnel. These high-risk incidents include cliff rescues, complicated vehicle accidents, structural collapses, swift water rescues, entrapments by machinery or equipment and many other situations where there is a potential for injury or loss of life. Each of these incident types require specialized training that is well above standard firefighter training.

Some of the rescue types include rope, swift water, confined space and trench rescue.

## 2022 Rescues by Quarter

Q1	Q2	Q3	Q4	Total
36	31	41	32	140





# LIFEGUARD SERVICE

Services Provided	Total
Beach Attendance	1,120,810
Preventative Actions	18,828
Public Education	3,892
Rescues	1,027
Medical Aids	1,298

The City of Carlsbad Lifeguard Service is a public safety service operated and managed by the Carlsbad Fire Department.

The program is led by the Special Operations Division Chief, alongside one full-time Paramedic Lifeguard Lieutenant and one full-time Lifeguard Supervisor who oversee daily operations and the staffing of four lifeguard towers, two lifeguard trucks, two rescue watercraft, one lifeguard utility vehicle and staffing of a joint police/fire rescue boat on Agua Hedionda Lagoon.

The four tower locations which are seasonally staffed from spring through October are:

- Tower 1 – Located at the “point” or the northern most border with Oceanside
- Tower 2 – Located at the Army Navy Academy
- Tower 3 – Located in the area of Beech Street
- Tower 4 – Located at Carlsbad Village Drive

The Carlsbad Lifeguard Service offers advanced life support level of care on the beach provided by paramedic lifeguards. This higher level of emergency medical training ensures that patients on the beach or in the water have access to an expanded scope of medical services within a shortened window of response.

# COMMUNITY RISK REDUCTION BUREAU

The Community Risk Reduction Bureau is divided into two sections:

- Fire & Life Safety Division
- Office of Emergency Management and Resilience

## Fire & Life Safety Division

Under the Community Risk Reduction Bureau, the Fire & Life Safety Division focuses on mitigating risks within the community by providing education about the benefits of proper safety practices and identification and reduction of all types of hazardous conditions that may pose a threat to life, the environment and property. Through education, engineering, enforcement and evaluation, risk reduction has proven to be the most effective way to impact fire losses.





## FIRE & LIFE SAFETY DIVISION

Function	Total
New Construction Inspections	816
Initial Inspections	480
Annual Re-Inspections	934
New Incoming Plan Submittals Processed	608
Plan Reviews	290
Special Events & Tent Inspections	27
Knox Box Assistance	75
Smoke Alarm & CO Alarm Installations	174
Public Education & Outreach	35
Hazard Reduction Program – AB38 Inspections	38
Hazard Reduction Program – Fuel Modification Zone Inspections	56
Hazard Reduction Program – Community Presentations	15
Fire Investigations Conducted	17

# OFFICE OF EMERGENCY MANAGEMENT & RESILIENCE

The Office of Emergency Management and Resilience directs, conducts and implements city-level emergency plans, programs, training and exercises. The mission is to provide leadership to the City of Carlsbad and throughout the whole community to ensure each organization is prepared to prevent, protect against, mitigate, respond to, and recover from all threats and hazards. Under the Community Risk Reduction Bureau, the Office of Emergency Management and Resilience focuses on multi-department and multi-agency preparedness and response to large-scale emergencies. It distinguishes itself from day-to-day emergency planning and response performed by the Fire Operations Bureau and the Carlsbad Police Department. The Office of Emergency Management and Resilience supports large-scale emergency response operations through the Emergency Operations Center (EOC) and conducts emergency notifications and direct emergency care and shelter operations. The Office is led by the Assistant Director of Emergency Services, who also manages the City of Carlsbad Community Emergency Response Team (CERT) and is co-chair of the Ready Carlsbad Business Alliance.

City of Carlsbad employees trained as shelter workers	CERT members trained as shelter workers	Total Emergency Shelter Workers	Carlsbad Community Emergency Response Team (CERT) members
105	46	151	120



# SERVING WITH **KINDNESS**

We thank you for your continued support of the Carlsbad Fire Department.

It is a great privilege to serve the community and we are grateful for the opportunity. We take our responsibilities seriously, knowing that our actions impact the lives and safety of our residents, businesses and visitors here in Carlsbad.







CARLSBAD



 City of  
Carlsbad

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 @carlsbadfiredepartment