

## Fire and Rescue

### Mission:

The mission of the Rio Rancho Fire Rescue Department is to work in partnership with the community, to protect life and property, and to enhance the quality of life in our city.

### Primary Services:

- To provide for emergency medical services;
- To extinguish destructive fires;
- To respond to and mitigate emergencies involving technical rescue;
- To enforce all fire prevention regulations and all other ordinances and laws within the authority of the Department;
- To review all building plans to ensure adherence to all fire prevention methods, fire codes, and procedures;
- To prevent the occurrence and spread of fires;
- To teach fire prevention and give safety demonstrations;
- To provide public education on injury and illness prevention;
- To provide proactive outreach to citizens currently in need of social services and medical case management;
- To train all firefighters to maintain certifications and medical licenses;
- And to train Citizen Emergency Response Team (CERT).



## **FY21 Department Goals by City Strategic Goal**

### **Strategic Goal: Safety**

- Purchase and place in-service a new Engine and Ladder Truck, as well as perform facilities upgrades, all funded with the 2020 GO Bond proceeds.
- Develop long-term plan for relocating of department's training grounds. Potential of combining a Rio Rancho Public Schools/Central New Mexico Community College (CNM) training facility in City Center.
- Continue to schedule and hold required classes in career progression matrix, including provisions for distance learning or classes using COVID-19 safe practices.
- Apply to NM Municipal League for Fire Department accreditation when implemented.
- Expand existing RioCares community outreach program, including additional financial agreements between the Department and insurance providers, as well as injury and illness prevention programs targeting at-risk populations.
- Complete three CERT courses. Either in person, virtual or a hybrid model for the community.
- Provide Emergency Operations Center (EOC) exercises for Emergency Operations Center staff to practice responding to a large scale incident to better prepare the City to respond and recover from a disaster. This will include a coordinated exercise with local government and military agencies, teams, medical providers, schools, and large facilities. Actual emergencies that require the activation of the EOC can supersede these exercises.
- Expand the CERT volunteer cadre to provide additional on-scene services, as well as assist fire prevention personnel with presentations.
- Seek out and apply for grants to assist in funding programs, equipment, training, facilities, and disaster/recovery assistance.



## **FY20 Department Accomplishments by City Strategic Goal\***

### **Strategic Goal: Public Safety Services**

- Responded to and extinguished the largest commercial fire in the history of Rio Rancho the the abandoned Country Clubhouse fire.
- Planning and response to the COVID-19 pandemic created opportunities for fire personnel to develop new procedures and protective measure for firefighter and city employee safety.
- Received grant for purchase of new protective uniform ensembles to help reduce firefighters exposure to potential toxins present in structure firefighting uniforms.
- Placed new wildland brush truck into service after it was funded and obtained through the 2018 Public Safety GO Bond cycle. Also put new Rescue/Ambulance in service.
- Replaced all portable radios after receiving state grant for funding.
- Applied for and received numerous grants to fund department development and expansion. Applied for FEMA public assistance in response to the COVID-19 pandemic.
- Improved and expanded delivery of RioCares community outreach program, including the expansion of contracts with insurance providers, as well as public flu-shot clinic.
- Developed training plan and held required classes in career progression matrix.
- Graduated two firefighters from paramedic school after 11 months of attending classes. Six cadets completed basic EMT training after their fire academy graduation.
- Implemented new procedures and protocols for advanced medical care, including approval for “special skills” by Department EMS providers.
- Completed station renovations, including concrete driveway at Station 5, and partial roof replacement at Station 1.
- Completed three CERT courses.
- Graduated a total of 10 new firefighters from training academy.
- Provided two Incident Command System training courses (ICS 300 and 400), required for Rio Rancho personnel, and neighboring departments.
- In lieu of an Emergency Operations Center (EOC) exercise, COVID provided the City the opportunity to test virtual EOC operations in response to a real emergency. The virtual EOC was activated and staffed Operations (Police, Fire, Health, and Medical), Logistics, Finance, Public Information and the Executive Group.

*\*Strategic Plan updated in 2017. Prior year goals and accomplishments reference previous strategic plan. For details refer to FY17 documents.*



**Fire Rescue Performance Indicators:**

*Provide services to ensure that public safety service levels are maintained and that safety awareness is fostered.*

**#01. Percent of Emergency Operations Center (EOC) Staff that have completed FEMA NIMS training**

Measure Overview			
#	Performance Measure	Strategic Plan Goal	Business Strategy
	FEMA NIMS Training	 Public Safety	 Increased Efficiency
<b>Why is this measure important?</b>			
To comply with Federal National Incident Management (NIMS) training			
<b>Where does the data come from?</b>			
Tracked through City training documents			
<b>How is the measure calculated?</b>			
Percentage of FEMA courses completed by EOC staff and reported to Emergency Management Division			
<b>Who to contact if you have questions?</b>			
Paul Bearce (pbearce@mmm.gov)			
<b>Additional Information</b>			
FY Actuals:      FY18 30%;    FY19 49%;    FY20 70%;      FY21 Target 70%			

**#02. Number of Homeland Security Exercises & Evaluation Program (HSEEP) Compliant Emergency Response Exercises Completed**

Measure Overview			
#	Performance Measure	Strategic Plan Goal	Business Strategy
	HSEEP Compliant Exercises	 Public Safety	 Increased Efficiency
<b>Why is this measure important?</b>			
To comply with the requirement for a jurisdiction to be eligible for State Homeland Security Funds			
<b>Where does the data come from?</b>			
Tracked through City exercise documents			
<b>How is the measure calculated?</b>			
State approved HSEEP compliant exercises are calculated			
<b>Who to contact if you have questions?</b>			
Paul Bearce (pbearce@mmm.gov)			
<b>Additional Information</b>			
FY Actuals:      FY18 4;    FY19 3;    FY20 3;      FY21 Target 3			

**#03. Percent of time Fire Apparatus is out of service due to repairs and breakdowns**

Measure Overview			
#	Performance Measure	Strategic Plan Goal	Business Strategy
	Fire Apparatus Breakdowns	 Public Safety	 Increased Efficiency
<b>Why is this measure important?</b>			
To evaluate how repairs and breakdowns affect response times			
<b>Where does the data come from?</b>			
Repairs and Fleet records			
<b>How is the measure calculated?</b>			
Total # of duty days for each apparatus compared to the #of days the apparatus was out of service due to repairs			
<b>Who to contact if you have questions?</b>			
Paul Bearce (pbearce@mmm.gov)			
<b>Additional Information</b>			
FY Actuals:      FY18 38%;    FY19 28%;    FY20 30%;      FY21 Target 30%			

**#04. Percent of time EMS Apparatus is out of service due repairs and breakdowns**

Measure Overview			
#	Performance Measure	Strategic Plan Goal	Business Strategy
	EMS Apparatus Breakdowns	 Public Safety	 Increased Efficiency
<b>Why is this measure important?</b>			
To evaluate how repairs and breakdowns affect EMS response times			
<b>Where does the data come from?</b>			
Repairs and Fleet records			
<b>How is the measure calculated?</b>			
Total # of duty days for each EMS apparatus compared to the #of days the apparatus was out of service due to repairs			
<b>Who to contact if you have questions?</b>			
Paul Bearce (pbearce@mmm.gov)			
<b>Additional Information</b>			
FY Actuals:      FY18 17%;    FY19 12%;    FY20 15%;      FY21 Target 30%			

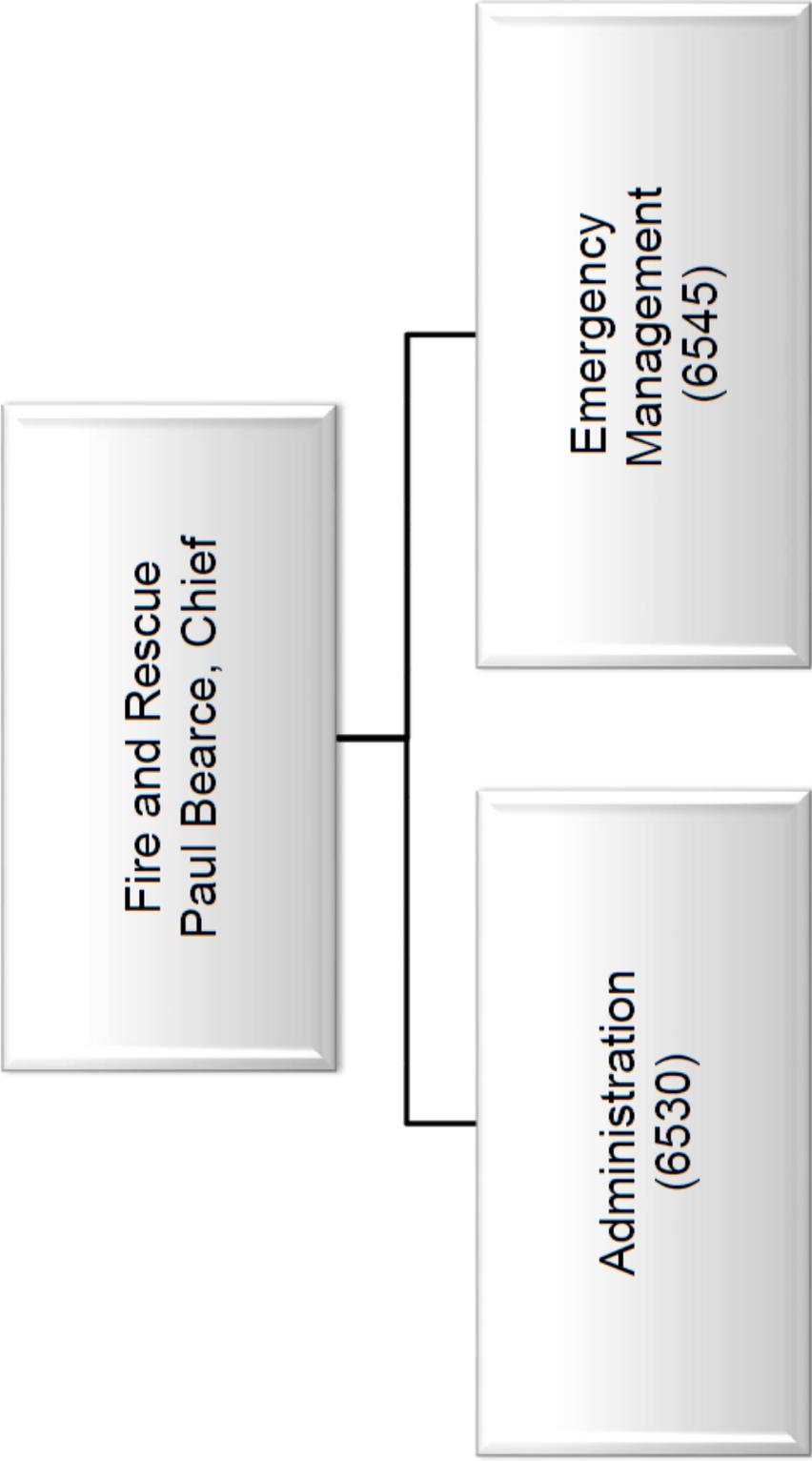
**#05. Percent of time NFPA 1710 Standard is met for Fire Incidents within a Four-Minute drive time from each Fire Station**

Measure Overview			
#	Performance Measure	Strategic Plan Goal	Business Strategy
	NFPA 1710 Standard	 Public Safety	 Increased Efficiency
<b>Why is this measure important?</b>			
National benchmark for an engine company's arrive time to a structure fire			
<b>Where does the data come from?</b>			
Computer Aided Dispatch (CAD) and the National Fire Incident Reporting System (NFIRS) data			
<b>How is the measure calculated?</b>			
Analysis of time from station alarm to the arrival of an engine company on the scene of a structure fire			
<b>Who to contact if you have questions?</b>			
Paul Bearce (pbearce@rmm.gov)			
<b>Additional Information</b>			
FY Actuals:      FY18 16%;    FY19 14%;    FY20 18%;      FY21 Target 40%			

**#06. Percent of time NFPA 1710 Standard is met for EMS Calls within a Four-Minute drive time from each Fire Station**

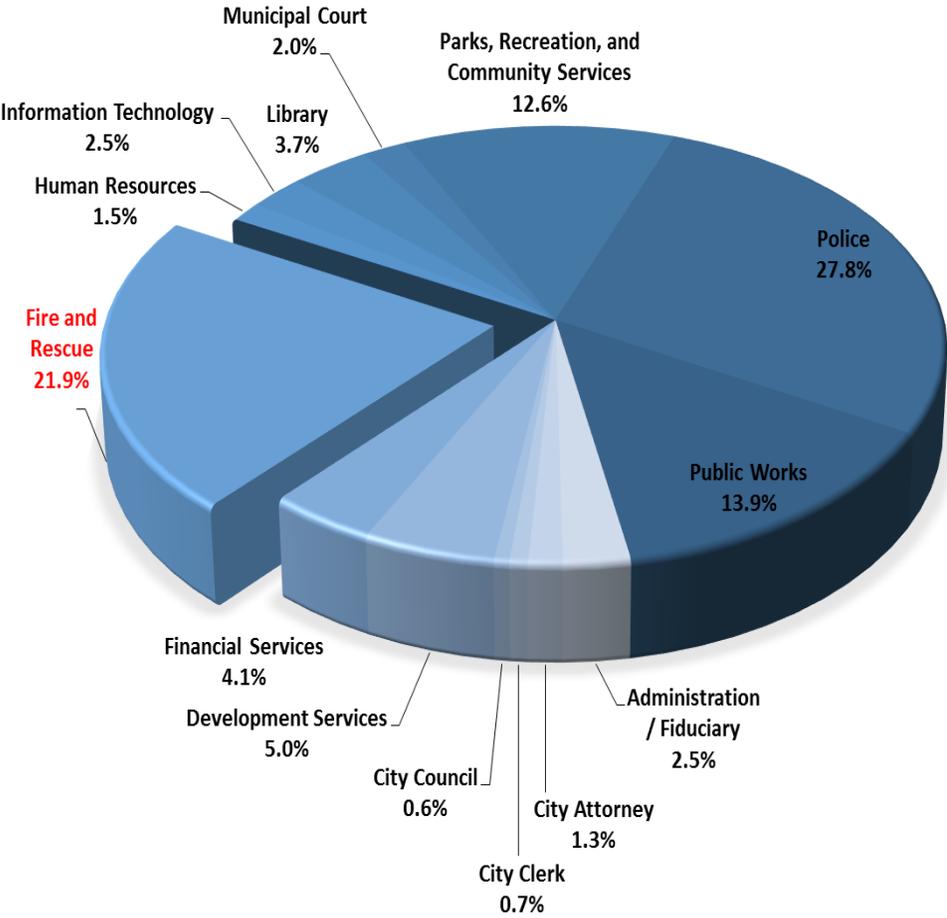
Measure Overview			
#	Performance Measure	Strategic Plan Goal	Business Strategy
	NFPA 1710 Standard (EMS)	 Public Safety	 Increased Efficiency
<b>Why is this measure important?</b>			
National benchmark for an engine company's arrive time to a delta or echo incident			
<b>Where does the data come from?</b>			
Computer Aided Dispatch (CAD) and the National Fire Incident Reporting System (NFIRS) data			
<b>How is the measure calculated?</b>			
Analysis of time from station alarm to the arrival of an EMS company on the scene of a structure fire			
<b>Who to contact if you have questions?</b>			
Paul Bearce (pbearce@rmm.gov)			
<b>Additional Information</b>			
FY Actuals:      FY18 12%;    FY19 18%;    FY20 18%;      FY21 Target 20%			

# FIRE AND RESCUE ORGANIZATIONAL STRUCTURE



# Fire and Rescue

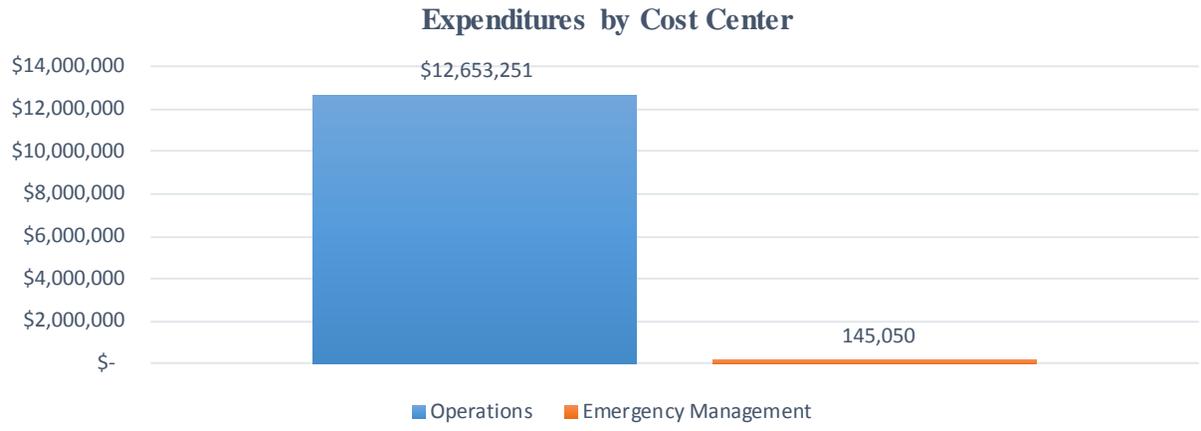
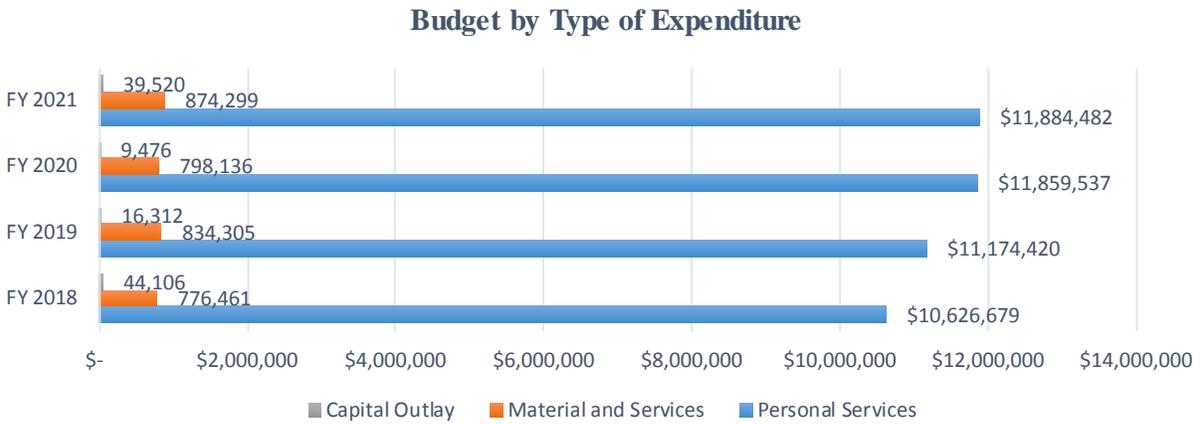
## FY21 Budget \$12,798,301



**FIRE AND RESCUE  
BUDGET SUMMARY  
FISCAL YEAR 2020-2021**

<i>Object of Expenditures</i>	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 Adopted
<b>General Fund</b>				
Personal Services	\$ 10,626,679	\$ 11,174,420	\$ 11,859,537	\$ <b>11,884,482</b>
Material and Services	776,461	834,305	798,136	<b>874,299</b>
Capital Outlay	44,106	16,312	9,476	<b>39,520</b>
<b>Total</b>	<b>11,447,246</b>	<b>12,025,037</b>	<b>12,667,149</b>	<b>12,798,301</b>

<i>Expenditure by Cost Center</i>				
Cost Center	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 Adopted
Operations	\$ 11,336,320	\$ 11,888,141	\$ 12,522,835	\$ <b>12,653,251</b>
Emergency Management	110,926	136,896	144,314	<b>145,050</b>
<b>Total</b>	<b>11,447,246</b>	<b>12,025,037</b>	<b>12,667,149</b>	<b>12,798,301</b>

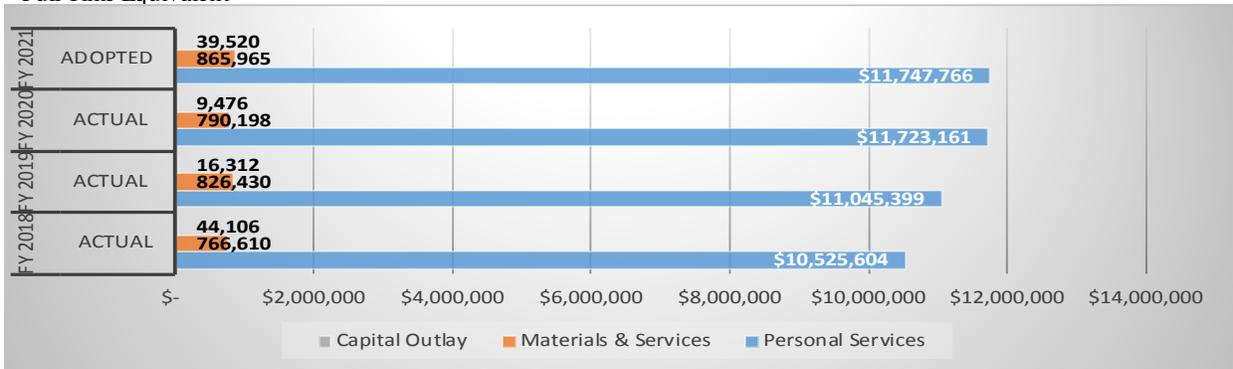


## Fire and Rescue Operations (6530)

The Department of Fire and Rescue provides fire suppression and emergency medical services to the citizens of the community. Fire prevention efforts are in accordance with regulations set forth in the adopted Fire Code and the Occupational Safety and Health Administration (OSHA).

	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 Adopted	% Change
Personal Services	\$ 10,525,604	\$ 11,045,399	\$ 11,723,161	\$ <b>11,747,766</b>	0%
Materials & Services	766,610	826,430	790,198	<b>865,965</b>	10%
Capital Outlay	44,106	16,312	9,476	<b>39,520</b>	317%
<b>Total</b>	<b>\$ 11,336,320</b>	<b>\$ 11,888,141</b>	<b>\$ 12,522,835</b>	<b>\$ 12,653,251</b>	<b>1%</b>
<b>Positions Approved*</b>	<b>104</b>	<b>110</b>	<b>110</b>	<b>111</b>	<b>1%</b>

\*Full Time Equivalent

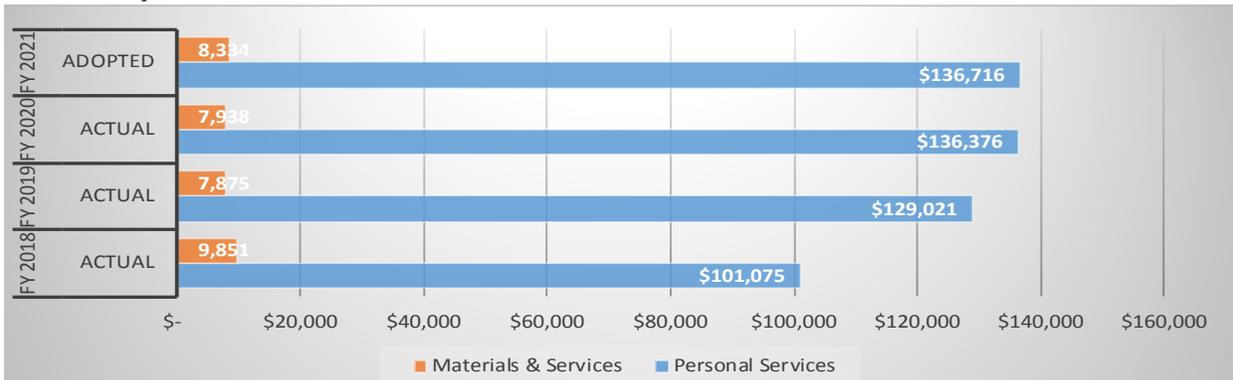


## Fire and Rescue Emergency Management (6545)

Emergency Management for the City of Rio Rancho.

	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 Adopted	% Change
Personal Services	\$ 101,075	\$ 129,021	\$ 136,376	\$ <b>136,716</b>	0%
Materials & Services	9,851	7,875	7,938	<b>8,334</b>	5%
<b>Total</b>	<b>\$ 110,926</b>	<b>\$ 136,896</b>	<b>\$ 144,314</b>	<b>\$ 145,050</b>	<b>1%</b>
<b>Positions Approved*</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>0%</b>

\*Full Time Equivalent



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