

**QUALITY OF SERVICES REPORT
CITY OF UNION CITY
December 2024**

STATION LOCATION AND STAFFING

Alameda County Fire Department (ACFD) staffs and operates three fire stations within the City limits. Station 31 is located at 3355 Central Ave and is staffed with a three person crew: fire captain, engineer, and firefighter. Truck 31 is a specialized type of fire apparatus termed “quint” that combines the capabilities of an engine (fire pump, water tank, and fire hose) with the complement of ground ladders, tools and equipment of a fire truck and an aerial ladder device. Station 32 is located at 31600 Alvarado Blvd and Station 33 is located at 33942 7th Street. Both Station 32 and 33 operates one engine company with a minimum staffing of three personnel each.

All ACFD fire companies in the City of Union City are staffed with three firefighters: one paramedic and two emergency medical technicians. Each engine and truck/quint company within the City of Union City is capable of providing advanced life support (paramedic) services. ACFD utilizes a constant staffing model as a department standard; this means that the appropriate number of personnel are available to fill all positions at each station on a daily basis.

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RESPONSE TIMES

The response time standard requires that the first fire unit arrive on scene within 8-1/2 minutes or less of dispatch 90% of the time for emergency incidents. The chart below shows the response details from fiscal years 2021/2022, 2022/2023 and 2023/2024.

RESPONSE DETAILS

Year	Percentage of All Emergency Calls < 8-1/2-minute response	Total Amount of Calls for service (Emergency and Non-Emergency)
2021-2022	93.2	6144
2022-2023	93.9	6323
2023-2024	97.0	6293

ACFD met or exceeded the response time standard for first alarm assignments within 20-1/4 minutes of dispatch 90% of the time. These response times represent calls where each apparatus (3 Engines, 1 Truck, and 1 Battalion Chief) arrived on scene and the incident was confirmed at the specified location.

FIRST ALARM RESPONSE TIMES

Fiscal Year	First Alarms < 20-1/4-minutes	First Alarms > 20-1/4-minutes	Percentage
2021-2022	13	13	100
2022-2023	15	16	93.8
2023-2024	15	15	100

ADEQUACY OF SERVICES PROVIDED

A. Fire Protection/Response Services

EMERGENCY MEDICAL RESPONSE

ACFD provides a minimum of one paramedic on all fire apparatus in the City of Union City at all times. To date, the response times to EMS calls within the City have complied with the County EMS contractual requirement of 8-1/2 minutes or less 90% of the time for medical priority dispatch system (MPDS) "Priority 1-3". In addition, ACFD provides medical oversight and a comprehensive quality improvement program as required by the City's First Responder Advance Life Support (FRALS) Agreement. ACFD has been in compliance with all applicable county and state data and certification/licensure requirements.

HAZARDOUS MATERIALS RESPONSE

ACFD has maintained a fully functioning hazardous materials team for the term of the City's contract. The team is equipped and trained to handle a variety of hazardous materials incidents including, radiological and biological incidents. The team is classified a Type I as defined by the California Office of Emergency Services. It responds and functions from specially equipped hazardous materials response units. ACFD is part of the Alameda County Mutual Aid Plan, which ensures the appropriate response to incidents that would otherwise overwhelm the fire resources in Union City/ACFD.

B. Fire Prevention Services

FIRE PREVENTION SERVICES

Staffing for the City of Union City Fire Prevention Bureau consists of one Deputy Fire Marshal, and one Fire Code Compliance Officer. The on-site Deputy Fire Marshal provides coordination of daily activities for Fire Prevention personnel assigned to the City. The Fire Marshal is also available to attend planning and development meetings as needed and provides general oversight for the ACFD Fire Prevention activities.

Fire Investigation - ACFD provides fire investigation services to determine origin and cause. Fire Investigators are called by operational personnel when the need arises.

Plan Review - Fire Prevention Staff review and approve plans routed by Community Development Staff. This includes building and planning referrals.

Fiscal Year	Plan Checks
2020-2021	222
2021-2022	245
2022-2023	172
2023-2024	151

Development Inspection - Development Inspections are performed at a number of stages during development process. Fire Prevention personnel inspect the water supply, fire sprinklers, hydrants, and alarm systems prior to issuing a temporary or final certificate of occupancy by the Building Department.

Post Occupancy Inspections - Fire Prevention and Operation personnel perform a variety of post occupancy inspections including state mandated inspections.

COMMUNITY EDUCATION

The Alameda County Fire Department Public Education Unit coordinates community relations and public education requests and services. There are a variety of educational and training programs provided to the City of Union City. The following is a brief list of the programs offered.

- Station Tours and Apparatus Visits
- Personnel Emergency Preparedness (PEP) Presentations
- Community Emergency Response Team (CERT) Training
- Community CPR (Hands-Only CPR)
- Career Day Speakers
- Public Information Notifications via Social Media & AC Alert
- Community Festival/Fair Participation

COST OF SERVICES

The ACFD annual budget submission to the City has followed the internal timelines and deadlines established by the City throughout the term of the contract. The annual budget submission (both narrative and budget data) is prepared in a format that corresponds to the City's budget document. Fire Department Staff and City Staff have worked cooperatively during each year's budget development process to ensure that all questions and issues are resolved to the satisfaction of the City.

The chart below summarizes the ACFD contract and budget variance over the last contract period.

ACFD CONTRACT BUDGET VS ACTUAL FOR THE LAST CONTRACT PERIOD

Fiscal Year	Budget	Actual	Variance, \$	Variance, %
2020-21	11,477,623	11,249,567	228,056	2%
2021-22	11,650,394	11,755,313	104,919	0.9%
2022-23	12,266,612	12,261,110	(5,502)	(0.04%)
2023-24	13,640,799	13,741,088	100,289	0.7%

COST ANALYSIS

As a contract service provider to the City of Union City, the ACFD understands the importance of ensuring services are being delivered in the most cost effective and efficient manner possible. To demonstrate the value of the contract for service between the City of Union City and the ACFD, a comparison to a like-size agency for cost per FTE and cost per company is provided in the following two tables using FY 2022-2023 adopted fire services operating budget. Both comparisons demonstrate the benefits of contracting for service with the Alameda County Fire Department.

	Operating Budget*	# of FTE†	Cost Per FTE
City of Union City	\$13,387,264.00	27	\$495,824.59
City of Fremont	\$75,349,000.00	136	\$554,036.76
City of Hayward	\$48,867,915.00	115	\$424,938.39
Livermore-Pleasanton Fire Department**	\$52,230,799.00	102	\$512,066.66

	Operating Budget*	# of Companies	Cost Per Company
City of Union City	\$13,387,264.00	3	\$4,462,421.33
City of Fremont	\$75,349,000.00	13	\$5,796,076.92
City of Hayward	\$48,867,915.00	11	\$4,442,537.73
Livermore-Pleasanton Fire Department**	\$52,230,799.00	10	\$5,223,079.90

* Operating Budget adopted 2023-24 - General Fund

**Operating Budget Projected data 2023-24

†# of FTE includes Firefighters, Engineers and Captains Only

Source: City Budget Reports

This assessment doesn't consider the enhanced services provided by the ACFD that Fremont, Hayward, or Livermore-Pleasanton doesn't offer. Enhanced services include a hazardous materials team, urban search and rescue company, bulldozer, water rescue and immediate access to any ACFD resources. The overall cost and resource benefit of the contract clearly demonstrates an advantage to the City of Union City. ACFD provides a unified response to emergency, centralized management of resources, reduction of duplication, "economies of scale" which improve cost containment, the ability to provide specialized services and retention of local control through a well-structured contract.

REPORTS AND RECORDS

County Audit - ACFD is audited on an annual basis by an independent financial auditor. Additionally, the Alameda County Auditor-Controller's Office conducts periodic audits of ACFD's specific operational and/or fiscal areas (i.e., fixed assets audit, payroll audit, etc.) City Staff has reviewed the most recent ACFD financial audit as part of the contract review.

Fire Department Complaints - All complaints received by the ACFD are forwarded to a Deputy Fire Chief. Each complaint is reviewed, investigated, and documented by the Deputy Chief handling the complaint. It is ACFD policy that the City Manager would be fully informed about any complaints and subsequent remedies.

ACFD Fire Advisory Commission - The ACFD Fire Advisory Commission meets on a quarterly basis, typically, the third Thursday of February, May, September & November. The City of Union City holds a seat on the Commission with an opportunity for an alternate Commissioner as well. The Union City Council appoints the representative to the Commission from among current councilmembers.

FACILITIES

Buildings and Real Property- Fire Stations 31, 32 and 33 are owned and maintained by the City of Union City. ACFD has worked cooperatively with City staff to establish the annual budget for facility maintenance and capital projects. Day-to-day maintenance is handled by ACFD. All work in excess of routine cleaning, light repairs and light maintenance shall require approval from the City prior to the performance of work.

Apparatus and Equipment - Apparatus and equipment within the City are owned by the City of Union City. Maintenance of fire apparatus is provided by ACFD mechanics and billed to the City at a rate of \$186.00 per hour plus parts. An inventory of each apparatus, with its associated value, is maintained by ACFD and forwarded to the City of Union City as described above.

Payment for Services- The existing contract language specifies that ACFD, on a quarterly basis, will provide the City an expenditure breakdown and invoice for current services.

Evidence of Insurance- Staff has reviewed the evidence of insurance and self-insurance certificate that reflects the County of Alameda's self-insured liability and workers compensation policy limits.

DISPATCH

The ACFD's Alameda County Regional Emergency Communications Center (ACRECC), a nationally accredited and distinguished Center of Excellence, has served as the Alameda County regional fire and emergency services (EMS) dispatch center since 2002. County EMS Agency, the Cities of Alameda, Livermore, Pleasanton, and Fremont, as well as Camp Parks, are also participants in ACRECC. The Alameda County's private ambulance provider, Falck Northern California, LLC, is also dispatched out of ACRECC. Dispatching fire, EMS, and ambulance calls from the same center provides for better coordination and quicker response times to emergency incidents.

The chart below summarizes the cost per call for the term of the contracts with ACFD.

Fiscal Year	Cost per call
2020-21	\$44.22
2021-22	\$45.40
2022-23	\$46.78
2023-24	\$50.02

The cost per call for ACRECC is significantly lower than for comparable communication centers. ACFD is continuously working on exploring opportunities for integrating other fire departments into ACRECC with the goal of ensuring high quality, cost-effective fire dispatch services, state of the art emergency medical dispatch, and excellent customer service.