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MAR 11 2010

March 10, 2010

Shauna Clark, City Manager
City of La Habra Heights
1245 N. Hacienda Road
La Habra Heights, CA 90631

RE: City of La Habra Heights, Los Angeles County, CA
Public Protection Classification: 5/9
Prior Public Protection Classification: 3/9

Dear Ms. Clark:

We wish to thank you, Chief Rohrer and others for your cooperation during our recent Public Protection Classification (PPC™) survey. Insurance Services Office (ISO®) has completed its analysis of the structural fire suppression delivery system provided in your community. The resulting classification is indicated above. This is a retrogression from the previous classification.

Enclosed is a Public Protection Improvement Statements, which provides a detailed analysis of your fire suppression services. If you would like to know how your community's classification could improve or if you would like to learn about the potential effect of proposed changes to your fire suppression delivery system, please call us at the phone number listed below or visit our website - www.isomitigation.com.

We are not implementing the class change at this time. Before we make this change, we would like to know if you desire to develop a program to retain class 3/9. We request that you acknowledge this letter in writing within 30 days, and advise when this matter will be reviewed. If you choose to begin an improvement program, we would appreciate receiving a list of intended changes within 60 days. (The list of intended changes can be included in the 30 day letter if you wish.) In cases where improvements have not been completed within 6 months, or by September 17, 2010 in this case, ISO will publish the retrogressed classification, but will continue to work with your community towards an improved future classification.

The PPC program is not intended to analyze all aspects of a comprehensive structural fire suppression delivery system program. It is not for purposes of determining compliance with any state or local law, nor is it for making loss prevention or life safety recommendations.

If you have any questions about your classification, please let us know.

Sincerely,

Derrick A. Thomas
Community Mitigation Analyst
(800) 930-1677 x 6209 Fax (312) 930-0038

cc: File

Encl.

cc: Fire Chief, Randolph W. Rohrer
Michael Gualtieri, General Manager, La Habra Heights Co Water Department
Ronald Bates, City Clerk

PUBLIC PROTECTION CLASSIFICATION

IMPROVEMENT STATEMENTS

FOR

**La Habra Heights
Los Angeles County, CA**

Prepared by

INSURANCE SERVICES OFFICE, INC.

111 North Canal St., Ste 950, Chicago, IL 60606

312-930-0070 FAX 800-711-6431

The following statements are based upon the criteria contained in our Fire Suppression Rating Schedule and upon conditions in La Habra Heights, CA during September, 2009. They indicate the performance needed to receive full credit for the specific item in the Schedule, and the quantity you have provided. Partial improvement will result in receiving a partial increase in the credit. These statements relate only to the fire insurance classification of your city. They are not for property loss prevention or life safety purposes and no life safety or property loss prevention recommendations are made.

RECEIVING AND HANDLING FIRE ALARMS

Credit For Telephone Service (Item 414).

Actual = 2.00%; Maximum = 2.00%

Credit For Operators (Item 422).

Actual = 1.86%; Maximum = 3.00%

For maximum credit in the Schedule, 2 operators are needed on duty at all times. You have an average of 1.24 operators on duty.

Credit For Dispatch Circuits (Item 432).

Actual = 2.50%; Maximum = 5.00%

For maximum credit in the Schedule, the primary alarm dispatch circuit should be monitored for integrity in accordance with National Fire Protection Association Standard, 1221.

For maximum credit in the Schedule, the alarm dispatch circuits should have recording facilities at the communication center.

For maximum credit in the Schedule, the alarm dispatch circuit should have an emergency power supply in accordance with National Fire Protection Association Standard, 1221.

Total credit for Receiving and Handling Fire Alarms (Item 440)

Actual = 6.36%; Maximum = 10.00%

FIRE DEPARTMENT

Credit For Engine Companies (Item 513).

Actual = 1.86%; Maximum = 10.00%

For maximum credit in the Schedule, 3 engine companies are needed in your city. These are calculated as follows:

2 for the Basic Fire Flow of 1750 gpm.

Additionally, to improve the Credit for Distribution of Companies (see Item 561), 2 additional engine company locations are needed for your city.

You have 1 engine company in service.

It is calculated as follows:

97 percent for Engine E71 because of insufficient equipment.

Additionally Engine E71 is lacking: an adequate hose testing program.

For maximum credit in the Schedule, at least 2 engine companies should respond for all first alarms for fires in buildings. The credit for engine companies has been reduced by 42.5 percent due to the lack of adequate response to part of the city.

Credit For Reserve Pumpers (Item 523).

Actual = 0.32%; Maximum = 1.00%

For maximum credit in the Schedule, 1 fully-equipped reserve pumper is needed. You have 1

reserve pumper.

This is calculated as follows:

96 percent for Engine E72 because of insufficient equipment.

Additionally Engine E72 is lacking: an adequate hose testing program.

Credit For Pump Capacity (Item 532).

Actual = 5.00%; Maximum = 5.00%

Credit For Ladder And Service Companies (Item 549).

Actual = 2.90%; Maximum = 5.00%

For maximum credit in the Schedule, 1 service company is needed in your city.

This is calculated as follows:

1 service company due to method of operation.

You have 1 service company.

This is calculated as follows:

58 percent for Service E71/S71 because of insufficient equipment.

Credit For Reserve Ladder And Service Companies (Item 553).

Actual = 0.51%; Maximum = 1.00%

For maximum credit in the Schedule, 1 fully-equipped reserve service truck is needed.

You have 1 reserve service truck.

This is calculated as follows:

51 percent for Service OES264 because of insufficient equipment.

Credit For Distribution (Item 561).

Actual = 1.17%; Maximum = 4.00%

For maximum credit in the Schedule, all sections of the city with hydrant protection should be within 1½ miles of a fully-equipped engine company and 2½ miles of a fully-equipped ladder, service, engine-ladder or engine-service company. The distance to be measured along all-weather roads.

Credit For Company Personnel (Item 571).

Actual = 8.33%; Maximum = 15.00%

An increase in the on-duty company personnel by one person will increase the fire department credit by 1.67.

Credit For Training (Item 581).

Actual = 1.26%; Maximum = 9.00%

For maximum credit in the Schedule, the training program should be improved. You received 14 percent credit for the current training program and the use of facilities.

For maximum credit in the Schedule, pre-fire planning inspections of each commercial, industrial, institutional and other similar-type building should be made twice a year by company members. Records of the inspections should include complete and up-to-date notes and sketches.

For maximum credit in the Schedule, complete records should be kept of all training.

Total credit for Fire Department (Item 590)

Actual = 21.35%; Maximum = 50.00%

WATER SUPPLY

Credit For Supply System (Item 616).

Actual = 32.38%; Maximum = 35.00%

For maximum credit in the Schedule, the needed fire flows should be available at each location in the city. Needed fire flows of 2500 gpm and less should be available for 2 hours, 3000 and 3500 gpm for 3 hours and all others for 4 hours. See the attached table for an evaluation of fire flow tests made at representative locations in your city.

All AWWA standard hydrants within 1000 feet of a building, measured as hose can be laid by apparatus, are credited; 1000 gpm for hydrants within 300 feet; 670 gpm for 301 to 600 feet; and 250 gpm for 601 to 1000 feet. Credit is reduced when hydrants lack a pumper outlet, and is further reduced when they have only a single 2½-inch outlet.

Credit For Hydrants (Item 621).

Actual = 1.94%; Maximum = 2.00%

For maximum credit in the Schedule, all hydrants should: have a pumper outlet, have a 6-inch or larger branch connection, have a 5-inch or larger barrel or a 5-inch or larger foot valve, have a uniform size operating nut.

Credit For Inspection and Condition of Hydrants (Item 631).

Actual = 2.52%; Maximum = 3.00%

For maximum credit in the Schedule, all hydrants should be inspected twice a year, the inspection should include operation and a test at domestic pressure. Records should be kept of the inspections. Hydrants should be conspicuous, well located for use by a pumper, and in good condition.

Total credit for Water Supply (Item 640)

Actual = 36.84%; Maximum = 40.00%

FIRE FLOW TESTS

La Habra Heights, CA

Tests witnessed on December 1, 2009

Test No.	Needed Fire Flow† gpm	Limited By Supply Works, gpm	Limited by Distribution Mains (flow tests), gpm	Limited By Hydrant Spacing, gpm
1	1750			
2	1750			
3	1000			
4	1500		1400	
5	3000			2920
5A	1500			
6	3000			1500
7	1500			
8	1000			
9	2250			
10	3000		2500	2250
11	1500			
12	1500			
13	1500			
14	1500			
15	1000			
16	1000		600	
17	1500			

18	1500			
19	1500			
20	1500			
21	1500			
22	1000			

† Needed fire flows exceeding 3500 gpm are not considered in Item 616 (CSS) Credit for System Supply

INSURANCE SERVICES OFFICE, INC.

CLASSIFICATION DETAILS

Graded Area: La Habra Heights

County: Los Angeles

State: CA

Date Surveyed: September, 2009 Total Credit: 54.67 Class: 5 / 9 Pop.: 6700

RECEIVING AND HANDLING FIRE ALARMS

This section of the Fire Suppression Rating Schedule reviews the facilities provided for the general public to report fires, and for the operator on duty at the communication center to dispatch fire department companies to the fires.

	<u>Actual</u>	<u>Credit</u> <u>Maximum</u>
1. Credit for Telephone Service (Item 414)		
This item reviews the facilities provided for the public to report fires, including the listing of fire and business numbers in the telephone directory.	2.00	2.00
2. Credit for Operators (Item 422)		
This item reviews the number of operators on-duty at the communication center to handle fire calls.	1.86	3.00
3. Credit for Dispatch Circuits (Item 432)		
This item reviews the dispatch circuit facilities used to transmit alarms to fire department members.	2.50	5.00
4. Total Credit for Receiving and Handling Fire Alarms:	6.36	10.00
Relative Classification for Receiving and Handling Fire Alarms:	4	

CLASSIFICATION DETAILS

Graded Area: La Habra Heights

County: Los Angeles

State: CA

Date Surveyed: September, 2009 Total Credit: 54.67 Class: 5 / 9 Pop.: 6700

FIRE DEPARTMENT

This section of the Fire Suppression Rating Schedule reviews the engine and ladder-service companies, equipment carried, response to fires, training and available fire fighters.

	<u>Actual</u>	<u>Credit</u> <u>Maximum</u>
1. Credit for Engine Companies (Item 513)		
This item reviews the number of engine companies and the hose equipment carried.	1.86	10.00
2. Credit for Reserve Pumpers (Item 523)		
This item reviews the number of reserve pumpers, their pump capacity and the hose equipment carried on each.	0.32	1.00
3. Credit for Pump Capacity (Item 532)		
This item reviews the total available pump capacity.	5.00	5.00
4. Credit for Ladder-Service Companies (Item 549)		
This item reviews the number of ladder and service companies and the equipment carried.	2.90	5.00
5. Credit for Reserve Ladder-Service Companies (Item 553)		
This item reviews the number of reserve ladder and service trucks, and the equipment carried.	0.51	1.00

CLASSIFICATION DETAILS

Graded Area: La Habra Heights

County: Los Angeles

State: CA

Date Surveyed: September, 2009 Total Credit: 54.67 Class: 5 / 9 Pop.: 6700

FIRE DEPARTMENT

(continued)

	<u>Actual</u>	<u>Credit</u> <u>Maximum</u>
6. Credit for Distribution (Item 561)		
This item reviews the percent of the built-upon area of the city which has an adequately-equipped, responding first-due engine company within 1.5 miles and an adequately-equipped, responding ladder-service company within 2.5 miles.	1.17	4.00
7. Credit for Company Personnel (Item 571)		
This item reviews the average number of equivalent fire fighters and company officers on duty with existing companies.	8.33	15.00+
8. Credit for Training (Item 581)		
This item reviews the training facilities and their use.	1.26	9.00
9. Total Credit for Fire Department:	21.35	50.00+
Relative Classification for Fire Department:	6	

+ This indicates that credit for company personnel is open-ended, with no maximum credit for this item.

CLASSIFICATION DETAILS

Graded Area: La Habra Heights
 County: Los Angeles State: CA
 Date Surveyed: September, 2009 Total Credit: 54.67 Class: 5 / 9 Pop.: 6700

WATER SUPPLY

This section of the Fire Suppression Rating Schedule reviews the water supply system that is available for fire suppression in the city.

	<u>Actual</u>	<u>Credit</u> <u>Maximum</u>
1. Credit for the Water System (Item 616)		
This item reviews the supply works, the main capacity and hydrant distribution.	32.38	35.00
2. Credit for Hydrants (Item 621)		
This item reviews the type of hydrants, and method of installation.	1.94	2.00
3. Credit for Inspection and Condition of Hydrants (Item 631)		
This item reviews the frequency of inspections of hydrants and their condition	2.52	3.00
4. Total Credit for Water Supply:	36.84	40.00
Relative Classification for Water Supply:	1	

Grading Sheet For: La Habra Heights, CA
Los Angeles County

Public Protection Class: 5 / 9

Surveyed: September, 2009

<u>Feature</u>	<u>Credit Assigned</u>	<u>Maximum Credit</u>
Receiving and Handling Fire Alarms	6.36%	10.00%
Fire Department	21.35%	50.00%
Water Supply	36.84%	40.00%
*Divergence	-9.88%	
Total Credit	<u>54.67%</u>	<u>100.00%</u>

The Public Protection Class is based on the total percentage credit as follows:

<u>Class</u>	<u>%</u>
1	90.00 or more
2	80.00 to 89.99
3	70.00 to 79.99
4	60.00 to 69.99
5	50.00 to 59.99
6	40.00 to 49.99
7	30.00 to 39.99
8	20.00 to 29.99
9	10.00 to 19.99
10	0 to 9.99

*Divergence is a reduction in credit to reflect a difference in the relative credits for Fire Department and Water Supply.

The above classification has been developed for use in property insurance premium calculations.

INSURANCE SERVICES OFFICE, INC.
HYDRANT FLOW DATA SUMMARY

City La Habra Heights
County Los Angeles

State CA

Witnessed by: Insurance Services Office, Inc.

Date

December 1, 2009

TEST NO.	TYPE DIST.*	TEST LOCATION	SERVICE	FLOW - GPM $Q=(29.83C(d^2p^0.5))$		PRESSURE PSI		FLOW -AT 20 PSI		REMARKS***
				INDIVIDUAL HYDRANTS	TOTAL	STATIC	RESID.	NEEDED **	AVAIL.	
1	Comm	Eseverri Dr & Hacienda Blvd	833	960	960	179	128	1750	1800	
2	Comm	Encanada Dr & Hacienda Blvd	833	1170	1170	98	90	1750	4000	
3	Res	Encanda Dr & Subtropic Dr	1154	1530	1530	195	154	1000	3400	
4	Res	Picaacho Dr & Le Flore Dr	1154	1040	1040	165	77	1500	1400	
5	Comm	Cancho Dr & West Rd	833	1560	1560	185	159	3000	4200	(A)-(2920 gpm)
5A	Res		833	1560	1560	185	159	1500	4200	
6	Comm	East Rd & Church Hill Rd	1154	2240	2240	179	127	3000	4100	(A)-(1500 gpm)
7	Res	Ahuacate Rd & Church Hill Rd	1154	880	880	124	108	1500	2400	
8	Res	Kashlan Rd n/o Popenoe Rd	833	1400	1400	127	107	1000	3500	
9	Comm	Bella Vista Dr e/o Harbor Blvd	833	1140	1140	104	92	2250	3300	
10	Comm	Fullerton Rd & Old Fullerton Rd	833	990	990	65	57	3000	2500	(A)-(2250 gpm)
11	Res	Airoso Rd & Skyline Dr	1154	1670	1670	105	93	1500	4800	
12	Res	Canada Sombre & Citron Rd	1154	1650	1650	166	148	1500	5100	
13	Res	Casalero Dr & Skyline Dr	1154	920	920	75	59	1500	1800	
14	Res	Oak Ranch Rd & Skyline Dr	1154	840	840	100	87	1500	2200	
15	Res	Le Flore Dr e/o El Terraza Dr	833	1110	1110	114	88	1000	2200	

THE ABOVE LISTED NEEDED FIRE FLOWS ARE FOR PROPERTY INSURANCE PREMIUM CALCULATIONS ONLY AND ARE NOT INTENDED TO PREDICT THE MAXIMUM AMOUNT OF WATER REQUIRED FOR A LARGE SCALE FIRE CONDITION. THE AVAILABLE FLOWS ONLY INDICATE THE CONDITIONS THAT EXISTED AT THE TIME AND AT THE LOCATION WHERE TESTS WERE WITNESSED.

*Comm = Commercial; Res = Residential.

**Needed is the rate of flow for a specific duration for a full credit condition. Needed Fire Flows greater than 3,500 gpm are not considered in determining the classification of the city when using the Fire Suppression Rating Schedule.

*** (A)-Limited by available hydrants to gpm shown.

