

## Administration

Our Administrative Team supports all functions of the Department, including Administration, Suppression, Fire Prevention, and Emergency Medical Services/Cost Recovery.

**Eileen Dirksen**, promoted to Management Analyst in 2009, is involved in all aspects of the department, including, Human Resources, Purchasing, Special Programs, Emergency Medical Services, budget, finance, and grant administration. A brief review of 2009 activity in the area of Human Resources indicates 10 service retirements, 8 promotions, 3 new hires and 63 evaluations were documented and processed. Updating and maintaining all personnel records is an ongoing responsibility as is performing payroll, personnel and training functions as needed.



All equipment, materials, and supplies purchases are reviewed, processed, and authorized by Eileen Dirksen and Battalion Chief Scott MacDonald. Fiscal responsibility was and continues to be a critical factor in the approval process. A total of \$1,076,571.00 in requests for services and supplies were processed, including 84 purchase requisitions 101 short forms, and support for a variety of purchases related to annual maintenance contracts and large dollar purchases.



Beginning in April each year, Ms. Dirksen prepares and submits for approval by the San Bernardino County Assessor, the annual Special Paramedic Assessment Tax. Once approved, the tax is applied to the property tax rolls for all businesses and residents of the City of Redlands.

Ms. Dirksen is responsible for monitoring Inland Counties Emergency Medical Agency (ICEMA) accreditation for 32 fire suppression personnel and State Emergency Medical Technician IA license requirements for all members of the suppression staff.

Quarterly reports updating any changes in licensing are prepared and submitted to reporting agencies. Paramedic recertification, required of all medical services personnel every two years is also monitored and processed by Ms. Dirksen.

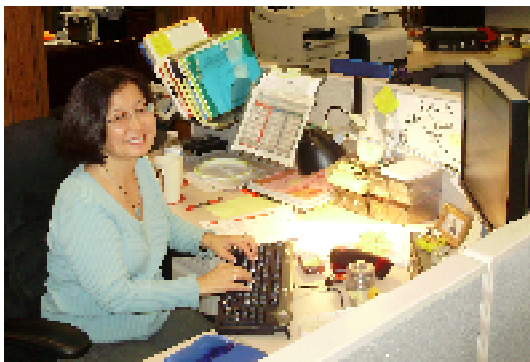
Finance related activities during 2009, included mutual aid reimbursements, which are processed to recover the cost of emergency response by members of the Redlands Fire Department to fire, flood, earthquake, or other local and national emergencies. Over \$400,000 was received into the general fund for the calendar year 2009.

Ms. Dirksen also monitors and maintains Fire Department Grants for auditing purposes, and assists in the preparation of mid-year and end-of-fiscal year budget documents, monitors and maintains appropriate budgeting controls. Eileen is a 25-year employee of the City of Redlands, with 15 years in the Fire Department as the executive assistant to the Fire Chief. A lifelong learner, Eileen is currently attending the University of Phoenix.

**Diane Rivera-Sedgwick**, Administrative Assistant II, provides clerical support to the Fire Marshal and Fire Prevention division of the department. Diane coordinates and schedules annual fire inspections for all businesses properties in the City of Redlands, and Certificates of Occupancy for new enterprises. During 2009, a total of 3,617 inspections and certificates of occupancy were processed. Diane was challenged this year to assist in the conversion of all annual inspection information from an outdated database to a newly updated software application. Today, this program is helping to improve customer service by providing quick access to information about each business and electronic scheduling. The program will expand to include structural information about each business facility, and other fire safety related information. This information will become critical in the event of a fire, or other emergency. Ms. Sedgwick also provides clerical support for the Weed Abatement, Fire Prevention Development Review process, and serves as record keeper for Fire Explores Post 261.



Diane has been with the City of Redlands for 19 years; 12 with the Fire Department, and is currently pursuing her Bachelors Degree in Business Management at the University of Redlands.



**Alison Dickerson**, Administrative Assistant II has been with the Fire Department for 6 years and provides clerical support to Fire Battalion Chief Scott MacDonald and members of the Fire Suppression staff as required. Her area of responsibility includes Emergency Medical Services and Cost Recovery. Alison provides daily review and quality control of the Fire Record Management System data input and incident reports to ensure National Fire Information Reporting System (NFIRS) compliance, and prepares a daily report of incidents for the press. Alison responds to the City Attorney for documentation related to public information. During 2009 a total of 8,353 incidents were reviewed for accuracy, updated if necessary, and authorized as correct by Alison.

Beginning July 2009, Alison assisted in the implementation and monitoring of a newly contracted program through EF Recovery, LLC to recovers costs related to emergency response, including traffic accidents, hazardous materials spills, water evacuation, arson/illegal burns, and fire incidents. To date a total of \$56,082.35 has been billed for services and \$12,510.49 received in payment. Cost recovery for booking fees and restitution charges was also processed by Mrs. Dickerson on behalf of the Redlands Police Department. False Alarm billings were also issued, with a total of \$14,966 billed in 2009.

Shared responsibilities include responding to a high volume of customer inquiries, both walk-ins, by telephone, and electronically, and scheduling of all public demonstrations, tours, apparatus displays, ride-alongs and special events. A total of 165 events were scheduled during 2009. With oversight by the Management Analyst, Alison and Diane also process payroll for the fire department.