PSFSS COMMITTEE: 8/18/2022 ITEM: (d)4





# **TO:** PUBLIC SAFETY, FINANCE & STRATEGIC SUPPORT COMMITTEE

FROM: Robert Sapien, Jr. Anthony Mata Chris Burton Khaled Tawfik

SUBJECT: FIREWORKS ORDINANCE WORK PLAN STATUS REPORT **DATE:** August 5, 2022

Approved

8/9/2022

Date

# **RECOMMENDATION**

Accept the status report on the implementation of the Fireworks Ordinance Work Plan Post-Fourth of July 2022.

#### BACKGROUND

In 1984, the City Council voted to amend the San José Municipal Code to ban all fireworks, including "safe and sane" fireworks, with the exception of controlled public fireworks displays operated by a licensed pyrotechnician pursuant to a permit issued by the San José Fire Department (SJFD). In August 2014, the City Council directed the City Manager to make changes to fireworks enforcement after several years of increasing noise and safety complaints from residents. Both the SJFD and the San José Police Department (SJPD) were directed to look for enforcement mechanisms that might slow and eventually contain the illegal sale, use, possession, and storage of fireworks.

In June 2015, the City Council directed the City Manager to establish a framework to cite, fine, and adjudicate the use, possession, sale, advertisement for sale, transportation, and/or manufacturing of fireworks. The City Council also directed<sup>1</sup> exploring the use of administrative citations in addition to criminal charges to enforce the City's fireworks policies. On April 12, 2016<sup>2</sup>, the City Council adopted an ordinance amending San José Municipal Code Section 10.17 to prohibit the sale, use, possession, and storage of fireworks and to provide for civil liability under certain circumstances for those persons responsible for minors who violate the ordinance.

<sup>&</sup>lt;sup>1</sup> https://www.sanjoseca.gov/home/showpublisheddocument/46520/637230817393970000

<sup>&</sup>lt;sup>2</sup> https://sanjose.granicus.com/MetaViewer.php?view\_id=52&clip\_id=9056&meta\_id=568285

The City Council established administrative fines for fireworks-related violations. City staff set the Fireworks Ordinance Work Plan to achieve the outcomes.

#### Fireworks Ordinance Work Plan

As part of the Fireworks Ordinance Work Plan, City staff implemented numerous strategies between 2016 and 2019 to mitigate the use of fireworks and increase public awareness of the dangers associated with illegal fireworks use, including the development of a robust marketing and outreach campaign; an online community fireworks reporting tool; enhanced mitigation and enforcement strategies; regular reporting to the Public Safety, Finance, and Strategic Support (PSFSS) Committee; and coordination of efforts across multiple departments, including the SJFD, SJPD, Planning, Building, and Code Enforcement, City Attorney's Office, and the City Manager's Office. Past efforts included the establishment of a dedicated phone line for reporting illegal fireworks activity; the establishment of "Education and Outreach, Reporting, and Enforcement" as major work plan components; and goals to reduce the number of fireworksrelated injuries and fires, increase the number of actionable reports, and decrease the number of illegal fireworks hot spots.

Community outreach and messaging were expanded in 2019 to include the "Fed Up With Fireworks" banner displays at the City's 33 fire stations; the issuance of outreach toolkits with campaign messaging to stakeholder groups, including the Mayor's Office, City Councilmembers' offices, and community stakeholders; and the utilization of school electronic billboards for the first time. The Planning, Building and Code Enforcement Department's Code Enforcement Division conducted the first fireworks customer survey, which surveyed users of the online reporting tool to capture data about the experience of residents. The Code Enforcement Division provided timely follow-up with residents whose reports resulted in the issuance of a warning notice or administrative citation. City staff began regular illegal fireworks campaign status reporting to the Neighborhoods Commission, an advisory committee to the City Council regarding San José neighborhoods.

Due to limitations related to the COVID-19 pandemic and County of Santa Clara's Public Health Department's shelter-in-place orders, opportunities for public outreach were particularly challenging in 2020. Additionally, fireworks permits were <u>not</u> issued during the shelter-in-place period due to the Public Health orders banning large gatherings to limit the spread of COVID-19. Fireworks mitigation efforts were delivered primarily through traditional and social media, including multi-lingual public safety advisory videos, targeted social media outreach, and use of organizational platforms to reach the broadest possible audience in 2020.

On October 27, 2020, the City Council directed<sup>3</sup> the City Manager to complete several new action items for the Fireworks Ordinance Work Plan. The information provided below are updates provided by City staff on the status of each work plan item:

<sup>&</sup>lt;sup>3</sup> <u>https://sanjose.legistar.com/View.ashx?M=A&ID=790222&GUID=F2978693-B80B-43FD-AAF7-62DA2496E3A9</u>

- Create a Social Host Ordinance update to the existing Fireworks Ordinance to evaluate the feasibility of integrating the online reporting tool into the *San José 311* application to enhance accessibility to mobile platform users and increase actionable reports. *Status:* Completed. The Ordinance update was implemented in June 2021 and City staff created the San José 311 Report and Digital Strategy work plan. Illegal Fireworks services went live on SJ311 online portal and mobile application in June 2022.
- Return to Council before the end of 2020 with a list of recommended next applications to be included in the next San José 311 upgrade with a description of any additional resources required.
  Status: Completed. This direction was accomplished through the San José 311 Report and Digital Strategy Roadmap item brought forward at the January 5, 2021 City Council Meeting<sup>4</sup>.
- Reinstate the Fireworks Ordinance Work Plan in the Public Safety, Finance, and Strategic Support Committee.
  Status: Completed. City staff will continue to provide a report to the PSFSS Committee on an annual basis.
- Evaluate the use of unmanned aerial devices (UAVs) as an enforcement tool. *Status: Completed. City staff made the determination that the use of drones during nighttime provided unusable images and was ineffective as a violator identification tool.*
- Compare fine amounts across the Bay Area; collaborate with county, state, and federal partners on legislation to ban the use of fireworks and increase the punishment for violators.

**Status:** Completed. City staff made the recommendation to the City Council towards the City's fireworks fines following a comparison of fine amounts among Bay Area and similarly sized large cities in the United States, which was voted and approved<sup>5</sup> by City Council on December 15, 2020, to increase fine amounts from \$500 to \$1,000 for first violations of the fireworks ordinance and escalating to \$2,000 and \$3,000 for subsequent violations.

- Reevaluate the protocols for issuing citations. **Status:** Completed. The due process requirements for firework citation issuance have been reviewed by the City Attorney's Office. Citations may be issued when there is sufficient evidence to find that a violation of the San José Municipal Code has occurred and to identify the responsible party
- Evaluate the reinstatement of the Fireworks Hotspot Enforcement Plan. **Status:** Completed. City staff identified resources to reinstate the Fireworks Hotspot Enforcement Plan, which resulted in the development and implementation of an

<sup>&</sup>lt;sup>4</sup> <u>https://sanjose.legistar.com/View.ashx?M=F&ID=9025713&GUID=AD3C2366-3BE3-4AFC-9D60-A871F0666F13</u>

<sup>&</sup>lt;sup>5</sup> https://sanjose.legistar.com/View.ashx?M=A&ID=790229&GUID=2B6ED728-B5EA-43F3-A229-BF61CBA72A02

> enforcement plan by SJPD that utilized uniformed and non-uniformed officers to curtail the illegal buying and selling of fireworks within the city limits while focusing their attention on areas known for the high use of illegal fireworks, based on complaint data and SJPD's computer-aided dispatch data. Additionally, the implementation of changes to the existing online reporting tool to include required reporting fields and defined data points to minimize incomplete submissions and provide more actionable reports.

- Collaborate with county, state, and federal partners on legislation to ban the use of fireworks and increase the punishment for violators. Engage with neighboring cities such as the City of Morgan Hill and the City of Gilroy to encourage county-wide bans and prevent fireworks sold and used in other cities from entering San José.
  Status: Completed. The City Manager's Office of Administration, Policy and Intergovernmental Relations collaborated with partners at the county and state levels, as well as the City's federal lobbyist staff, to ban fireworks and increase the prosecution of violators. Additionally, SJFD engaged with the City of Gilroy's Fire Department to create an open dialogue about fireworks sales. Although the City of Gilroy allows for the sale and use of approved "safe & sane" fireworks, they will continue to prohibit the importation, sale, and use of unapproved, illegal fireworks within their city limits.
- Evaluate current educational campaigns for cultural competency. **Status:** Ongoing. There will be continued efforts between the City Manager's Office of Communications, Mayor's Office, and the Behavioral Insights Team regarding advisory support for the campaign refresh.
- Search for potential state and federal funding sources to invest in enforcement mechanisms and programs to deter fireworks use. *Status: Ongoing. City staff will continue their efforts in searching for grant funding opportunities aligning with the program's operational needs and scope parameters.*

A detailed timeline of the City of San José history of policy and enforcement actions on illegal fireworks is provided in Attachment A, "Illegal Fireworks Activities Timeline." A summary of data related to regulatory and enforcement efforts related to illegal fireworks is provided in Attachment B, "Fourth of July Summary."

# ANALYSIS

This memorandum provides an update on the new Fireworks Ordinance Work Plan action items and summarizes illegal fireworks mitigation activities related to Fourth of July 2022.

The Fireworks Ordinance Work Plan Team is comprised of City staff from SJFD, SJPD, the Information Technology and Planning, Building and Code Enforcement Departments, and the City Manager's Office of Communications. The team collaborated to plan and execute the efforts described below.

# 2022 Fourth of July

The illegal fireworks reporting period for the Fourth of July was June 1, 2022, through July 10, 2022. This reporting window coincides with the online reporting tool update implemented on June 15, 2021. The SJFD and SJPD reporting windows were set to correctly capture data related to fires and enforcement activity. An overview and analysis of City staff efforts is provided below.

#### Fire Department

SJFD focused outreach efforts to increase public awareness of the dangers and risks of using illegal fireworks, as well as how to report fireworks through the new *San José 311* online portal and mobile app reporting services. Emphasis was placed on the extreme risk that illegal fireworks posed to the people, property, and environment during wildfire season. Outreach included multi-lingual safety and educational videos, with focused messaging on racial equity. A fireworks messaging toolkit was provided to identify stakeholder groups, including the City Council, school districts, Neighborhoods Commission, PSFSS, All District Leadership Group, neighborhood associations, and residents belonging to the City's Neighborhood Watch/Crime Prevention and Community Emergency Response Teams (CERT) groups.

Public service advisories were shared in English, Spanish, Vietnamese, and Chinese. Additionally, fire agencies from throughout Santa Clara County partnered on the "Fed Up With Fireworks" campaign messaging beginning June 1, 2022. Shared messaging reminded residents that fireworks are illegal, dangerous, and can result in fires and injuries that are easily preventable. Co-branded social media graphics were distributed to advise community members of locations across Santa Clara County where professional fireworks shows were scheduled and encouraged the public to leave firework activities to licensed and permitted pyrotechnicians. Additionally, consolidated media messaging surrounding wildfire season and illegal fireworks was implemented between June and July to further the reach of the fireworks campaign.

With assistance from the City Manager's Office of Communications, a paid social media advertising campaign was launched on June 1, 2022. Data-driven outreach was conducted by utilizing fireworks hot spot data collected from fireworks reports from the 2021 Fourth of July reporting period. Digital and social media advertisements featuring fireworks safety videos and campaign graphics were deployed in multiple languages across San José in areas with high rates of fireworks reports. Additionally, billboards and banners were placed in targeted areas in multiple languages.

During the 2022 Fourth of July reporting period, SJFD responded to 79 calls for service related to illegal fireworks including eight structure fires, 24 vegetation fires, 32 outside rubbish fires, nine medical responses, and six reporting smoke and noise complaints on illegal fireworks requesting SJFD's response.

#### Police Department

The allocation of resources to fireworks-related complaints continued to be a challenge for SJPD, given the competing and more urgent Priority 1 and 2 calls for service. SJPD began its first planned enforcement operation on June 6, 2022, and concluded planned enforcement operations July 4, 2022. SJPD's social media and public service announcement campaigns were implemented on June 13, 2022, focusing on fireworks legality, education, and deterrence consistent with SJFD's core campaign messaging. The messaging also directed the public to the City's fireworks reporting website.

On the Fourth of July, the SJPD utilized a blend of uniformed and non-uniformed officers to increase visibility and maintain a presence at locations where fireworks were frequently reported. This strategy was widely successful in areas where large crowds had not already formed. However, there were locations where crowds gathered several hours before officers were deployed to the area, which complicated the policing strategy. To further complicate matters, when officers moved in to take enforcement action on individuals igniting fireworks, they were quickly outnumbered by bystanders creating officer safety concerns.

SJPD incident report logs relating to fireworks events were analyzed and compared to last year's data. From July 1, 2022 through July 4, 2022, 289 events related to fireworks were received compared to the 453 events observed in 2021, representing a 36% reduction. The Western Division received the most fireworks related events with 90, followed by the Southern Division with 84, the Foothill Division with 71, and the Central Division with 43.

#### Planning, Building and Code Enforcement Department's Code Enforcement Division

The Code Enforcement Division reviewed all 1,344 reports submitted through the new San José 311 online reporting tool from June 1, 2022, through July 10, 2022, and issued a warning notice or administrative citation for reports with sufficient evidence of illegal firework activity and identification of a responsible party. Reports that did not result in a warning notice or administrative citation, but provided details of where the fireworks occurred, were utilized for hot spot data. In total, all 1,344 reports (a decrease of 24.02% compared to 2021) were actionable. In this total, there were 143 duplicate reports of the same incidents. The preliminary data for fireworks administrative enforcement is as follows: 10 Citations, 252 Warning Notices, and 939 hot spot data reports. All parties that filed reports through the San José 311 platform with their contact information received automated email updates about the processing and outcome of their report.

#### San José 311 and Phone Reports

Now active year-round, the dedicated Fireworks Hotline (408-535-5600) provides recorded instructions directing a caller to the *San José 311* online reporting services. Residents may also report illegal fireworks activity via the *San José 311* hotline. If a resident wishes to speak to a customer service representative, they are directed to remain on the line and select options that

would transfer callers to either the 9-1-1 dispatch in case of an emergency, *San José 311* staff during normal business hours, or be transferred to an after hours call center vendor with call handling scripts from *San José 311* staff. The following is a summary of the phone calls received during the 2022 Fourth of July reporting period (June 1, 2022 through July 5, 2022):

There were 527 calls received on the fireworks hotline:

- One call was transferred to the San José 311 call center.
- 49 calls were transferred to the after hours answering service.
- 58 calls were transferred to the main City of San José phoneline
- 419 calls were disconnected by the customer after listening to directions on how to report illegal fireworks

#### Next Steps

The 2022 fireworks campaign is iteratively built on the successes of previous years while continuing to recognize the unique challenges ahead, as the City emerges from the COVID-19 pandemic. The lessons learned over recent years reinforce the importance of components of successful fireworks campaigns, including the emphasis on public education and outreach, reporting, and enforcement. City staff from SJFD, SJPD, Planning, Building and Code Enforcement Department, and, as needed, Information Technology Department, meet regularly to make continued progress on the work plan tasks.

As referenced earlier, SJPD used both uniformed and non-uniformed personnel to conduct enforcement in the weeks leading up to the Fourth of July holiday. The successes and challenges observed after these enhanced efforts will be used to guide future enforcement actions.

The *San José 311* online reporting tool enabled more accurate reporting of data, significantly improving the number of complete and actionable reports, along with generating hot spot mapping data that will be utilized in targeted education and enforcement strategies moving forward. Submissions, enforcement, and targeted education strategies will continue to be analyzed to determine whether additional refinements and enhancements can be made to benefit the *San José 311* user experience. Additionally, an enhanced data-driven messaging campaign through targeted social media and paid advertising continued through the 2022 Fourth of July reporting period.

City staff will continue to develop messaging for community outreach, providing new content and revising the messaging to increase effectiveness and relevance for the target audience and time of year.

#### **CONCLUSION**

Excluding July 2020, during the peak of the COVID-19 pandemic, there has been a steady downward trend in illegal fireworks activity that can be attributed to the success of increased

efforts by the City's teams. Execution of the work plan and addressing priorities the City Council communicated required close, interdepartmental collaboration, along with external partners.

As outlined in the timeline in Attachment A, since 2014, the City has advanced efforts to improve the education, outreach, reporting, and enforcement activities around the use of illegal fireworks. Ongoing improvements to the City's approach to this issue, have included the implementation of additional work plan items directed by the City Council in October 2020. If additional resources are needed in the future, budget proposals will be evaluated, and recommendations brought forward to the City Council in the City Budget Process for evaluation within the context of the City's overall fiscal condition and program priorities.

# **EVALUATION AND FOLLOW-UP**

SJFD will report the Fireworks Ordinance Work Plan Status Report to the PSFSS Committee annually.

# PUBLIC OUTREACH

SJFD and SJPD were invited by Councilmember Cohen's office to attend meetings, hand out flyers, and post lawn signs in the Alviso Neighborhood to provide information on the City's fireworks campaign. Personnel from SJFD, SJPD, and Planning, Building and Code Enforcement Department attended the Neighborhood Commission meeting on June 8, 2022, to provide information about the campaign and the City's efforts to address illegal fireworks. Additionally, the Planning, Building, and Code Enforcement Department provided a virtual *San José 311* reporting tool training to neighborhood associations.

This memorandum will be posted on the PSFSS Committee Agenda website for August 18, 2022.

#### **COORDINATION**

This memorandum was coordinated with the City Attorney's Office, City Manager's Budget Office, and City Manager's Office of Communications.

> /s/ ROBERT SAPIEN, JR. Fire Chief, Fire Department

/s/ CHRIS BURTON Director, Planning, Building and Code Enforcement Department /s/ ANTHONY MATA Chief of Police, Police Department

/s/ KHALED TAWFIK Chief Information Officer, Information Technology Department

Attachment A: Illegal Activities Fireworks Timeline Attachment B: Fourth of July Summary

For questions, please contact James Dobson, Deputy Fire Chief/Fire Marshal, at James.Dobson@sanjoseca.gov or (408) 535-7792.

# Attachment A: Illegal Activities Fireworks Timeline

Date	Activity				
1977-1984	State approved fireworks were allowed in San José.				
1984	City Council amended the San José Municipal Code banning all fireworks, including				
	"safe and sane" fireworks.				
2014	Fire and Police Departments were directed to look for options that might slow and				
	eventually contain the illegal use, sale, possession and storage of fireworks.				
August 20, 2014	Rules and Open Government Committee directed the City Manager to draft and bring				
	forward to City Council an ordinance which would authorize the issuance of				
	Administrative Citations and fines for the use, possession, sale, and storage of				
	Fireworks.				
June 23, 2015	City Council directed City staff to establish a new framework to cite, fine, and				
	adjudicate the use, possession, sale, advertisement for sale, transportation, and/or				
	manufacturing of fireworks and to explore the use of Administrative Citations in				
	addition to criminal charges.				
April 12, 2016	City Council adopted an ordinance amending the San José Municipal Code to prohibit				
-	the sale, use, possession, and storage of all types of fireworks.				
	A resolution was also adopted amending the City Council Citation Schedule of Fines				
	to establish administrative fines for fireworks-related violations.				
July 1, 2016-	Illegal Fireworks Pilot Program entailing publicity and enforcement.				
July 5,2016					
	Illegal Fireworks Online Reporting System was created as a technology solution to				
	allow the public to inform the City of illegal fireworks activity (up to 6 Code				
	Enforcement Inspectors and 4-6 Fire Prevention Inspectors to review online reports).				
April 2017	Police Department created a list from 2016 Fourth of July data identifying 62 "hot				
	spots" citywide.				
May-June-July 2017	City instituted a comprehensive marketing and outreach campaign, implemented a new				
	online firework reporting platform, and deployed "in the field" enforcement personnel				
	for the 2017 Fourth of July.				
September 2017	City Manager designated the Fire Department as the lead department for coordination				
	and project implementation. City Council provided direction on Fines and Appeals,				
	Use of Volunteers, and Outreach and Marketing Campaign.				
November 28, 2017	High level Illegal Fireworks Plan developed and presented to City Council;				
	Expanded illegal fireworks messaging campaign and online reporting to New Year's				
	Eve and Tet/Lunar New Year; Created a "Save Lives, Including Your Own" New				
	Year's Eve fireworks and Tet/Lunar New Year campaign; Established a dedicated				
	phone line for reporting illegal fireworks activity; and Updated and improved Illegal				
	Fireworks Online Reporting Form.				
January 1, 2018	Established new advance deposit hardship waiver qualification criteria for all				
	Administrative Citations.				
March 16, 2018	Applied for Federal Emergency Management Agency, Department of Homeland				
	Security Fire Prevention & Safety Grant to provide education and awareness funding				
	to assist the City in accomplishing illegal fireworks goals.				
March 20, 2018	City Council approved the Mayor's March Budget Message for 2018-2019, which				
	approved one-time funding to support the Rotary International 2018 Fourth of July				
	Fireworks event.				
April 2018	Established Education and Awareness, Reporting, and Enforcement as major program				
	components along with the lowering injuries and fires, increasing the number of				
	actionable reports, and decreasing the number of illegal fireworks hot spots as program				
	goals.				

Fire information technology City staff took over support of the online reporting tool.					
Initiated regular reporting at Neighborhoods Commission.					
Planning, Building and Code Enforcement Department conducted community survey.					
Received 178 responses out of 616 surveys sent out.					
Fire Department partnered with Andrew P. Hill High School, Leigh High School, and					
Dartmouth Middle School to display messaging campaign on digital boards and					
banners.					
Google translation service added to the online reporting system.					
Planning, Building and Code Enforcement Department sent emails and phone calls to					
reporting parties who submitted reports during the 2019 Fourth of July reporting					
period advising individuals that their report resulted in the issuance of a Warning					
Notice.					
COVID-19 Pandemic shelter-in-place order presented significant challenges. Focused					
on fireworks outreach through social media, community-based networks and alternate					
activities. Used data from previous years to target social media campaign and					
community contact.					
On December 15, 2020, City Council approved \$1,000 fines for first and \$2,000 &					
\$3,000 fines for subsequent illegal firework violations.					
City Council approved Social Host amendment to Fireworks Ordinance May 25, 2021					
Police Department instituted dedicated enforcement leading up to July 4th, in					
conjunction with a social media campaign to prevent, educate, and deter illegal					
fireworks activity. Online reporting tool was refined with updated version activated on					
June 15, 2021.					
Deployment of San José 311 as the online portal and mobile application reporting					
services.					

# **Attachment B: Fourth of July Summary**

	2016	2017	2018	2019	2020	2021	2022
Hot Spots	62	62	-	-			1,328
Fire Permits			4	4	0 (COVID-19)	2 (neither for actual July 4 <sup>th</sup> )	2 events: Almaden Lake Park and Discovery Meadows
Police Block Party Permits	33	40	37	29	0 (COVID-19)	7	29
Actionable Online Reports	-	-	92	161 (includes duplicates)	335	489 (includes 101 duplicates)	1,344
Online Report Stats	694	1,075	3,421 reports filed (1,017 insufficient info.) 2,312 incomplete	1,946 reports filed (596 insufficient info.) 1,189 incomplete	6,601 reports filed (including 2,672 insufficient info. / 3,416 incomplete/ 178 duplicates)	1,769 reports filed (1,280 insufficient information, 0 incomplete reports)	1,344 reports filed (143 duplicates)
Citations Issued	16 *13 criminal (PD)	14 *9 criminal (PD)	6 *1 criminal (PD) 4 online (PBCE)	7	4 (PBCE)	10 (PBCE)	10 (PBCE)
PD Criminal Citation	13	9		1 (Citation) 2 (Arrests)	1 (Citation) 3 (Arrests)	13 (Citations)	5 (Citations) 1 (Arrest)
Warnings Issued	197 (online) 26 (PRNS) Total - 223	161	88	150	331 (PBCE)	378	252 (PBCE)
Reports Used for Hot Spot Data						1,280	939
Field Citations	3 Admin (Fire)	5 Admin (Fire)	1 Admin (Fire)	0	1	13 (PD)	6 Criminal (PD)
Fire/PD Confiscations	32 lbs. (PD) 11 Sets (PRNS) Total - 853 lbs.	40 lbs. (Fire) 2,760+ lbs. (PD) *50 lbs. (Fire) voluntary disposal	0 lbs.	300 lbs.	450 lbs. (PD)	550 lbs. (PD)	50 lbs. (PD)
Fire Calls for Service	80 (PD) 29 (PD & Fire) Total - 109	17 fireworks related calls that included 8 fires	28 fireworks related calls that included 14 fires   none related to med emergency	23 fireworks related calls that included 15 fires, none related to a medical emergency	124 fireworks related calls, that included 54 fires, 2 related to a medical emergency	56 fireworks related calls, that included 32 fires, none related to medical emergency	79 fireworks related calls, that included 64 fires, 9 related to medical emergency and 6 service calls
PD Calls for	392	378	556	430	2,031	1,078	625
Service	(June 1 – July 6)	(June $1 - July 6$ )	(June 1 – July 6)	(June 1 – July 6)	(June 1 – July 6)	(June 1 – July 6)	(June 1 – July 10)
Hotline Calls	Hotline was not implemented	Hotline was not implemented	611 *27 by Call Center and 411 afterhours	787 *68 by Call Center and 434 after hours	<u>1973</u> <u>*1073 by Hotline directed</u> <u>to online form. 889</u> <u>answered by staff. 311</u> <u>answered 77 calls</u>	651 calls received via Hotline, 409 directed to online form, 236 answered by staff	527 calls received via the illegal fireworks hotline, 1 call was answered by staff

2021 Fourth of July data reflects reporting from June 1 - July 5, 2021, except Police data which reflects reporting from June 1 - July 5, 2021. 2022 Fourth of July data reflects reporting from June 1- July 10, 2022