

HOT SPOTS



NEWS FROM DESCHUTES COUNTY RURAL FIRE PROTECTION DISTRICT #2

This April marks my 20th year as the Fire Chief for Bend and the Rural Fire District. When I arrived in Central Oregon as a new Chief, I found the City and Rural Fire District in a state of severe mistrust of each other. The relationship between the two had deteriorated to open hostility. The disagreements had become public and were occasionally aired in the local media. The presence of attorneys representing each side were common at joint meetings. The Bend area was not alone in this. Cities and Rural Boards throughout the West often were at war with each other. Each sincerely thinking they were looking out for the interests of their constituents.

The primary root of the conflict was the District felt their tax paying citizens did not have an equal seat at the table. The District was paying substantially for Fire/EMS services but owned nothing. Neither did they have input on important financial and operational decisions. The District was so distressed about their situation that a common topic of discussion was the need for them to form a separate Fire Department. Everyone understood this was not in the best interests of anyone and would have resulted in poor, inefficient service delivery.

Fortunately, both the City and Rural Fire District wanted to solve the problem. They put aside both their differences and attorneys. Those first meetings established the framework for what eventually would become an innovative, unique contract between Rural Districts and Cities. It was called a "Fire Fund." Each taxing entity paid equally per thousands of assessed valuations. All Fire Service-related revenues flowed into the fund; all expenditures were paid out of it. Unspent dollars are carried over and become reserves for future needs. In a major step forward, the City also agreed to grant the District the ownership of the Fire Stations and Training Centers. 50-year leases are attached to each building.

24 years later, I can attest we have gone from combatants to partners. The District and City of Bend sincerely respect one another. The District now has over 30 million dollars in assets and plays a role in all important decisions, both financial and operational. What once was broken has evolved into a working model for the West. The Fire Fund has 4 million dollars in reserves.

As the outgoing Fire Chief, I would like to salute those people long ago that put egos and differences aside to solve what had become an embarrassing government failure. Most people would not even recognize their names, but we each owe them our gratitude. It is an encouragement to me that well-intentioned people can solve the most difficult of problems.

Larry Langston

BACK ROW LEFT TO RIGHT: BEND CITY MANAGER LARRY PATTERSON, FIRE DISTRICT MANAGER TOM FAY, FIRE CHIEF LARRY LANGSTON
FRONT ROW LEFT TO RIGHT: FIRE DISTRICT BOARD PRESIDENT DAVID TAYLOR, CITY OF BEND MAYOR JIM YOUNG

NEW FIRE STATIONS

Many Deschutes County Rural Fire Protection District #2 residents may not know that the local five fire stations, and the training buildings, are owned by the Rural Fire District and leased to the City of Bend through long-term contracts. The City of Bend owns all the fire equipment and operates out of these fire stations with City of Bend Fire Department personnel to protect the City as well as the Rural Fire District through a long-standing contract. The current fire stations are strategically located near the edge of the City boundaries to allow a shorter response into the District and into the core of the City. Over the last 15 years, the number of calls for service, response times and the trends were analyzed with support from fire service software programs to assist managers to predict where the



next additional fire station should be located to lessen response times and improve the level of service for the Rural Fire District and the City of Bend.



In 2017, the Rural Fire District Board and the City of Bend agreed to move forward with a plan to locate a new sixth fire station on City property on Forbes Road at the base of Pilot Butte in addition to also replacing the half century old Tumalo fire station. The Rural Fire District made an agreement with the City of Bend that the Rural Fire District would fund the two projects if the City would rent the stations from the District for the amount needed to repay the debt the District would incur to build the stations. After the design was completed by Portland based Soderstrom Architects, the Rural Fire District then

advertised for bids to construct the new stations in the summer of 2018. Griffin Construction, LLC from Prineville was selected as the lowest bid. The Rural Fire District was then able to secure a Full Faith and Credit Obligations loan to finance the \$7,890,000.00 amount to build the new stations. Construction commenced at both fire station locations in September of 2018.

The new 8,636 square foot Tumalo fire station will be located at the intersection of 4th Street and Cook Avenue, adjacent to the older station which will be decommissioned in the fall of 2019, and then be used for storage for the fire department's antique fire engines and firefighting supplies. The new Tumalo fire station will also be equipped with roof solar panels to offset energy costs. The new 10,000 square foot Pilot Butte Station will be located at the intersection 15th Street and Forbes Road at the base of Pilot Butte. Both fire stations will be two-story with four apparatus bays, four dorm rooms, three bathrooms, public restrooms, offices, laundry rooms, kitchen, day room, and exercise room. Both buildings' landscaping is designed to meet the Firewise USA program and the Oregon State University Extension Service Fire Resistant Plant guide which will be a wildfire educational opportunity for local residents and businesses to decide on plant selection for their personal property. The Pilot Butte station will also have a large training room that will be leased to the Bend Police Department for training purposes that can easily be transformed into two apparatus bays if ever needed. Both new fire stations are scheduled to be completed in October of 2019.



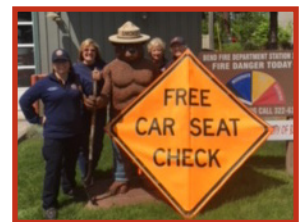
FIRE DISTRICT BOARD SELECTS NEW EXECUTIVE DIRECTOR

April 1, 2018 was the first day on the job for the new Executive Director Gary Marshall who replaced Tom Fay after his leadership of 25 years with Fire District #2.

Marshall is not new to the Fire District as he attended the District Board meetings for over 16 years as the Deputy Chief of the Fire Prevention Division and Fire Marshal for Bend Fire and Rescue, giving monthly progress and safety reports. As the Fire Marshal, he worked closely with Fire District residents, assisting them with local fire safety programs such as FireFree, Firewise Communities and Senate Bill 360 wildfire safety home assessments. Marshall said he has some big shoes to fill replacing Tom, and it has been a smooth transition this past year due to Tom's well-organized program where he had everything in place for his successor. Marshall will continue the same long-standing efforts of Fire District #2 to be available and reactive to the needs of the Fire District residents and their partners in fire protection. Marshall can be reached at 541-322-6377 or gmarshall@bendoregon.gov.

FREE CAR SEAT CHECK

Is your child's safety seat installed properly in your vehicle? Bend Fire holds a clinic once a month to inspect your installed seat and educate parents/caregivers on how to properly install and use their child safety seat. The Child Car Seat Clinics are held on the 3rd Monday from 11:30am to 2:30pm at the North Fire Station: 63377 Jamison Street. No appointment is necessary.



OREGON'S CHANCE TO BUILD FOR WILDFIRE *By Kelly Pohl and Doug Green*

In these long, dark days of winter, wildfire may seem a distant memory but, given the last few years of record-setting wildfire disasters in Oregon and neighboring states, now is no time to forget the risks we face.

Today's wildfires are more disastrous for a variety of reasons (i.e. a warming climate, a century of fire suppression and fuel accumulation) and because of these things we are putting more people and homes in harm's way. Across the country, development is fastest in areas with wildfire potential, making future disasters more likely.

Fortunately, a decade of research, post-fire analyses, and laboratory experiments have led to new science about how to avoid such disasters and build wildfire-resilient communities. It starts with where and how we build homes.

A few simple, affordable modifications to a home's roof, walls, windows, deck, and landscaping can be the difference between the home's survival and loss during a wildfire. For example, home survival increases when built with ember-resistant, finer mesh attic vents, noncombustible gutters, and fire-resistant decking. Maintaining a noncombustible landscaping zone immediately around the home can reduce the likelihood of embers igniting the home.

Where homes are spaced closer together, additional strategies become necessary to avoid home-to-home ignition, such as using noncombustible siding and tempered glass windows. Wildfire hazard maps can help land use planners and elected officials determine where to implement such wildfire-resistant building standards.

A study released last month by Headwaters Economics found the cost of constructing a home to such standards was roughly the same as a typical home. Using wildfire-resistant materials can have added benefits such as reduced maintenance and longer lifespans.

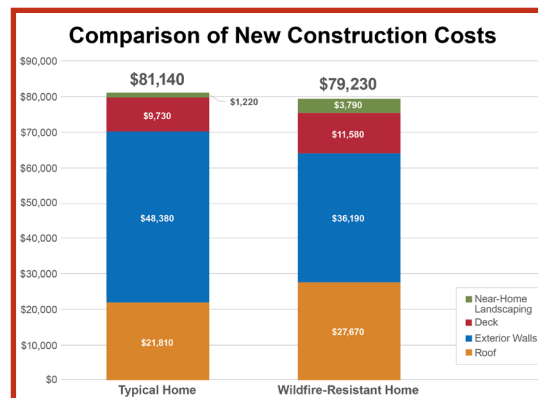
This year, Oregon will consider amending its State Building Code to allow local jurisdictions the option of requiring wildfire-resistant construction in high hazard areas. The proposed code, derived from international standards and using the best available science, would allow cities and counties to decide whether and where to implement wildfire building regulations. Oregon would be wise to allow communities to require wildfire-resistant construction, as Washington and California have already done. To be most effective, mitigation must be mandatory at the community scale in areas of high wildfire hazard. Since implementation takes time, the sooner these code amendments are adopted, the better.

Ashland, Bend, Sisters, and Wasco County are already exploring such requirements through expert input as part of the national Community Planning Assistance for Wildfire program. But unless the local building code is amended, no Oregon community could adopt wildfire-resistant building regulations.

Too often we believe the unthinkable will not happen to our community, but such willful blindness does us all a disservice. When flammable homes are built in wildfire-prone areas, taxpayers end up shouldering the burden, economies are disrupted, and individuals suffer.

We have the knowledge, technology, and—if added to the local building code—the power to avoid wildfire disasters through better planning. Let's get started.

Kelly Pohl holds a M.S. from Portland State University and is a wildfire researcher with Headwaters Economics. Doug Green is a Fire Inspector and Wildfire Mitigation Manager for the Bend Fire Department and the Safety Manager for the Sisters-Camp Sherman Fire District.



BARK MULCH FIRES

Each year, Bend Fire Department responds to an average of 125 bark mulch fires. Many of these fires are kept to the size of a dinner plate, but some have led to millions of dollars in losses.

These fires are not limited to summer time. December 27, 2017, a bark fire spread to a home on Awbrey Butte and caused \$1.5 million in damages and displaced a family of 4 for nearly a year during the rebuilding process. The spread of this fire could have been prevented in one simple step; separate the combustible ground cover (bark mulch) from combustible construction (siding, decking, etc.).

Bark that is left out in the sun will become dry enough to ignite with even the smallest spark, in no time at all. If that bark is continuous to combustible

BARK MULCH FIRES *(continued)*

construction such as wood siding/trim or decking, that small smoldering fire can quickly grow to a devastating house fire. As summer approaches, we need to be aware of where embers from advancing wildfires can land and ignite combustibles such as bark. Think of where the pine needles or snow accumulates around your home. Those same areas are where sparks and embers from wildfires will accumulate as well. Limiting the combustibles in those areas will limit the potential for ignition around you.

There are a few simple steps you can take as part of your defensible space around your home to help prevent not only bark mulch fires but the potential for those fires to spread:

Create a separation between the bark and combustible construction and vegetation. The National Fire Protection Association (NFPA) suggests 5 feet between bark mulch and combustible construction and vegetation immediately adjacent to your home.

Use non-combustible ground cover as an alternative, such as gravel, pavers, bare dirt.

If it's not feasible to remove the bark completely, ensure it receives water from sprinklers regularly to keep the bark from drying out.

Limit bark mulch in areas where other ignition sources are common, such as where people smoke, where BBQ's are used, around electrical devices, such as meters and ground lights, etc.

Another common theme with bark mulch fires is the way they start, most commonly by cigarettes. Many people think bark can spontaneously combust. It can, but it's not as common as most people think. Of the 243 bark fires in 2017 and 2018, only 12 were confirmed spontaneous combustion related. In comparison, 119 were confirmed to be caused by cigarettes and other smoking materials, 49% of all bark fires. Identifying places where people smoke or drop cigarette butts and reducing the combustible ground cover in that area will reduce the risk of ignition. This could be along sidewalks, near smoking areas for businesses or homes, or any other areas you commonly find cigarette butts discarded. Providing a non-combustible (metal preferably) container for cigarette butts to be disposed of will also help reduce the chances of ignition.

If you find bark smoldering or on fire, call 911. If you are putting it out, be sure it is completely extinguished before leaving. Many times, the fire in bark is much deeper than just the surface. Use lots of water and run your hand through the area after extinguishment to ensure the entire fire area is completely cold to the touch. This will prevent any missed fire areas from rekindling after you've left the area.

Bend Fire Department offers **FREE** home safety consultations to anyone living in Fire District #2. Please call to schedule your appointment today so you're prepared before wildfire season is upon us, 541-322-6300. You can also find more information on creating defensible space around your home on our website at www.bendoregon.gov/wildfiresafety

EMS UPDATE

The Bend Fire EMS Division is excited to take receipt of a brand new 2018 Horton Ambulance. This ambulance will replace a 12-year-old ambulance and will complete our ambulance fleet replacement. These state-of-the-art Horton ambulances are top-rated for safety, quality and innovation. The new units give our crews the ability to respond to calls in a safe and effective manner, while providing a very comfortable ride to the hospital.

On another note, the EMS division was awarded a \$60,000 FEMA grant to purchase an advanced multipurpose patient simulator. The simulator mannequin is able to reproduce complex medical and traumatic problems, offering medical personnel an opportunity to test and practice their critical thinking reactions and skills BEFORE encountering such an incident and will ultimately lead to a higher degree of familiarity and confidence when confronted by those types of situations.



Patient Simulator



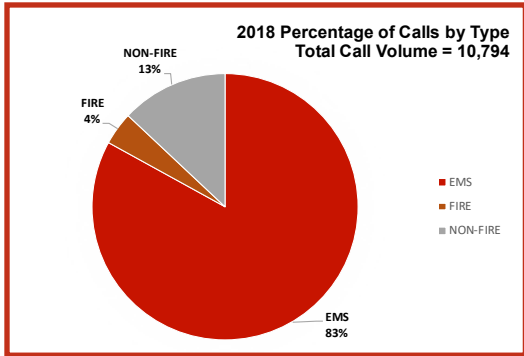
Brand New Horton Ambulance

SUPPORT RESPONSE VEHICLE

In an effort to improve response effectiveness, as well as to reduce response times, in 2015 the Bend Fire Department established a new resource – the Support Response Vehicle (SRV) - to handle those less-than-emergency calls. With increased call volumes, the department was looking for new and improved ways to provide service to its citizens. “There was a need, and we wanted to find an innovative way to provide that service,” says Dan Derlacki, a Deputy Fire Marshal for the Bend Fire Department.

The vehicle is a 2015 Ford F150 equipped with EMS, fire investigation and firefighting equipment, and tools for small outside fires. In an effort to decrease the volume of engine companies responding to low priority calls in both the rural fire district and city, it is staffed by a Fire Prevention specialist, to respond to non-emergency calls such as burn complaints, alarms sounding and smoke odors.

The SRV is based at Station 301 on Simpson Avenue, operating 7 days a week, from 8am to 6pm and, in addition to its stated mission, provides more “hands on deck” for incidents such as water rescues, natural gas leaks, fire investigations, and medical calls. This unit responds to all structure fires to assist the Incident Commander with communications, media contacts and fire-cause investigation.



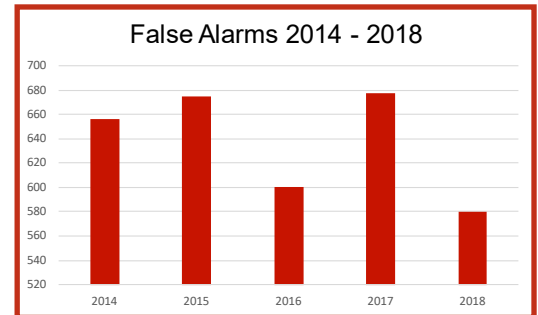
Derlacki points out, “The vehicle carries everything we need to keep our fire engines and ambulances in service for more emergent type calls, such as heart attacks and strokes,” which require a large effective response force.

Susie Maniscalco, a Deputy Fire Marshal/EMT assigned to the SRV says, “Outside of emergency medical and fire incidents, responses to public service calls make up a large percentage of the District’s call volume. These calls do not generally require a Code 3 (lights and siren) response; however, that does not make these calls less important to us or to the citizen.”

Another significant purpose of the SRV is to reduce the load of unnecessary false alarms. In the past, emergency crews spent a large amount of time responding to unnecessary incidents when,

quite simply, they didn’t need to be there. These calls are now assigned to the SRV to investigate and take action, to prevent future occurrences. As a result, between 2014 and 2018, the number of false alarms fell sharply, saving the City and the District time and money. Derlacki points out that by reducing the engine responses to fire alarms or chirping smoke alarms, our fire and medical resources are far more available for true emergencies.

Maniscalco added, “Besides creating greater availability of engines and ambulances for emergencies, the department has seen a huge decrease in response times in the District.



This program is another example of the BFD working to find more efficient and effective ways to decrease response times and improve operation efficiency. It has been a huge success, and we see it only improving in the future.”



NEW PIERCE TYPE 3 ENGINES

The Bend Fire Department has ordered two new Type 3 Engines from Pierce Manufacturing. These engines will replace two 1995 KME engines that have served us well over the past 23 years and complement our two 2007 Pierce Type 3 engines. The primary mission of our Type 3 engines is for wildland fire response. These vehicles are 4-wheel drive with high ground clearance and short wheel bases. They have 500-gallon water tanks and 500 GPM pumps. They are the standard for fire response in wildland/urban interface areas. They have the

ability to access narrow driveways, travel off road, and deliver the water needed to initiate attack on structure fires. We also utilize these engines in the winter when deep snow may limit access for larger vehicles.

AFTER THE FIRE

Anyone who has experienced a house fire can tell you that the first few days after the incident are likely to be confusing and frustrating, just trying to figure out how to start the daunting task of recovery. The Red Cross does a great job of ensuring that victims have a place to stay, food and clothing for a few days, but how does a family get back on its feet for the long term, when they have lost everything?

AFTER THE FIRE (continued)

The BFD and the District are teaming up to produce an up-to-date version of a recovery booklet entitled “After the Fire.” We have collaborated with a local cleaning and restoration company, an insurance company and Crook County Fire to develop the concept: a weather-resistant presentation folder containing practical advice and direction, along with a page of local phone numbers. The City and the District have each pledged to help with funding, and the goal is to make this resource a regional asset. Each participating fire department in the Tri-County area can add its own local phone number page and use the rest of the more generic information, chipping in a modest amount to defray costs.

We plan to include a pen, a paper pad, and a pocket for business cards, so people can start to see the way forward. A Bend Fire employee (Morgan Crabtree) and her dad experienced a devastating fire, and she found herself supervising all the insurance and construction issues. Morgan will offer advice gained from her experience to enhance the content of this valuable resource.



Bend Fire responds to about 100 structure fires with at least \$1,000 damage, yearly, so we are talking about hundreds of people directly affected every year. A big thanks to the Rural Fire District for stepping up to help make this happen!

OREGON SMOKE MANAGEMENT RULES

The City of Bend and Deschutes County Rural Fire Protection District #2 (DCRFPD#2) have been involved with the Deschutes Collaborative Forest Project since its inception. The collaborative brings together stakeholders from land management agencies, environmental interests, the forest products industry, local government, and community members to tackle local forest issues.



Our primary focus has been how to deal with hazardous forest fuels. Local stewardship projects, such as the West Bend Project, are using a combination of timber harvest, thinning, mowing, and prescribed fire to accomplish objectives of returning our pine forests to a more natural condition that improves forest health and makes them more resilient to fire.

One of the barriers to meeting our prescribed fire treatment goals is the current Oregon smoke management rules. The existing rules limit the amount of burning on forest lands adjacent to communities. Bend is designated as a “smoke sensitive receptor area” in the state rules. This means Bend has a very low-smoke threshold compared to other communities in Central Oregon. The West Bend Project is designed to treat fuels adjacent to the City and Rural Fire District. Prescribed fires in this area are restricted to small acreages, which cost more to

implement and are not at the scale to meet our objectives. During a burn, most of the smoke lifts high into the air and disperses with the upper level winds. At night, it is common for residual smoke from the day’s burning to settle into low areas and drift into Bend. These “intrusions” are usually minor and well below national air quality standard violation levels. However, they do trigger action by the smoke management rules. This again reduces the amount of burning that can be accomplished.

The rules just went through a review process and the DCRFPD#2 was engaged in the discussion at the State level. The DCRFPD#2 recommended changes that would allow for more smoke than the current rules allowed, but still below the national clean air standard maximums. The new rules were a compromise between the need to do more prescribed burning next to communities and the desire to have no smoke at all.

The new rules allow a community to apply for an exemption to the one-hour smoke intrusion threshold. The exemption process also creates the opportunity for local partners in forest/fire management, public health, air quality, and local governments to work together to improve proactive outreach and communications regarding fire, smoke and public health. The exemption requires the development of a community response plan that outlines the strategy by which information regarding prescribed fire, smoke, and public health will be disseminated to the public and smoke vulnerable populations. The City of Bend and Deschutes County will be applying for an exemption for the spring prescribed fire season. This community response plan will also be utilized to inform the public during periods of wildfire smoke intrusions during the summer and fall months.

To find information on prescribed burning, smoke conditions, local wildfires and how to protect your health during smoke events, please visit the Central Oregon Fire Info website at centraloregonfire.org

BE FIRE SAFE - GO FLAMELESS

In 2009, the City of Bend Fire Department and the Fire District started a flameless candle rental program to give the community a safe alternative to burning candles during special events. Since the creation of the flameless candle rental program, over 25,000 candles have been rented for use in over 150 events. All candles are flameless and battery operated, batteries are included in rental.

Candle rental fees and refundable deposits are required at time of pick up.

Candle Size	Rental Fee	Refundable Deposit	Max. Rental Limit
Votive	\$0.10 per candle	\$2.00 per candle	300
4" Pillar	\$0.10 per candle	\$9.00 per candle	15
6" Pillar	\$0.10 per candle	\$15.00 per candle	15

The deposit will be returned under the condition that the rented candles are clean and undamaged. The deposit payment and rental fee must be made separately by cash or check; we are not able to accept debit or credit cards.

Candles may be picked up one business day prior to the event and shall be returned the first business day after the event. Business hours are Monday-Friday 8:00am to 5:00pm, closed all major holidays.

Please contact (541) 322-6300 or visit our flameless candle website at <https://www.bendoregon.gov/government/departments/fire-ems/fire-and-life-safety-information/flameless-candle-rental-program> for more information or to make a reservation. We do request a minimum of one-week notice prior to the event to ensure candle availability. Please contact us as early as possible to place your reservation.

FREE YARD DEBRIS RECYCLING

Deschutes Rural Fire Protection District #2 residents can take yard debris to Knott Landfill and County Transfer Stations in May for **FREE**. A drop-off location on the westside of Bend may also be available.



MAY 4 - 12
Knott Landfill
MAY 17 - 18
Transfer Stations (LaPine, Redmond, Sisters)

Last spring, 30,635 cubic yards was collected in Central Oregon. That's like filling 306 semi-trucks and two large dump trucks with yard debris material! Reducing fuels around a home or business helps you be better prepared during fire season. During wildfires, most structures are lost as a result of embers landing on vulnerable areas. Embers can travel miles from a wildfire. Other structures are lost because of ladder fuels that create a direct path for fire. Here are some tips to get you started:

Create 30 – 100 feet of fire-resistant space around your home or business to prevent fires from starting near or spreading to your structure.	Trim or remove brush to eliminate a direct path for fire to reach your structure or spread into trees.
Clear pine needles, leaves and debris from your yard, deck, roof and gutters to reduce places where embers can smolder and ignite.	Prune low-hanging branches and thin out dense stands to reduce the potential for fire to reach tree tops and spread to other trees.
Remove overhanging & dead branches.	Keep wood piles & building materials away from structures.

Following these tips helps protect your property from being destroyed or damaged by wildfire. For more information and resources, call 541-322-7129 or visit www.firefree.org.

QUICK FACTS

Outdoor Burning requires you have a copy of the burning regulations. (Available at any fire station or online at our website, www.dcrfpd2.com.) You need to call the burning information number on the day you intend to burn.

Burning Information
(541) 322-6335

Deschutes County Rural Fire Protection District #2 Office
(541) 318-0459

Bend Fire Department Business
(541) 322-6300

Information
Fire inspections, plan review, hazardous materials and fire prevention.
(541) 322-6300

Address Sign Applications
Applications available online at www.dcrfpd2.com
(541) 318-0459

To report fires, including illegal outside burns, call 9-1-1.

Fire District Meetings
Scheduled the second Tuesday of each month.
Please call (541) 318-0459 to verify date, time and place.

INFORMATION ONLINE

website: www.dcrfpd2.com
Check our website for additional information including burning regulations, annexation procedures and press releases.

facebook.com/DRFD2

e-mail: mgr@dcrfpd2.com

BOARD & ADMINISTRATION

Ray Miao: President (541) 383-3905
George Roshak: Vice President (541) 318-0459
Kent Haarberg: Secretary/Treasurer (541) 480-7989
Karl Scronce: Director (541) 281-2053
Gary Cadiz: Director (503) 569-0348
Gary Marshall: Executive Director (541) 322-6377



**DESCHUTES COUNTY RURAL
FIRE PROTECTION DISTRICT #2**
1212 SW SIMPSON AVE.
BEND, OREGON 97702
(541) 318-0459

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IN MEMORY OF

Dick's deep appreciation for those who serve and protect communities interfacing with the natural world led to his involvement in the early 1980's with Deschutes County Rural Fire Protection District #2. He initiated a course of action for the historic Skyliner neighborhood near Tumalo Falls to be covered by fire protection under the Rural Fire District's umbrella. Continued interest in fire safety resulted in a Fire District Board position. Dick was appointed to the Fire District Board on March 13, 2001 and served as an elected official until his death.



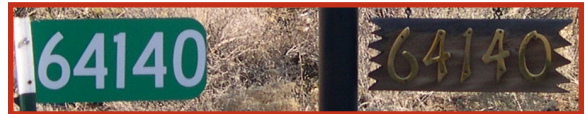
Fire District Board Member
Richard (Dick) Crownover Ridenour
April 15, 1938 – February 17, 2019

Dick is survived by his wife, Christine Gibson Ridenour, four children, six grandchildren and two great-grandchildren. Dick's family believes he taught everyone he touched to measure each day, not by what is missing, but by what is there.

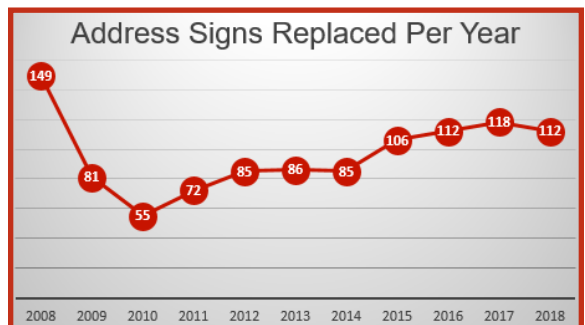
The Fire District Board and the Bend Fire Chief said Dick will be deeply missed but his contributions to the local fire service will not be forgotten.

ADDRESS SIGN PROGRAM

Most addresses in the fire district have signs that meet county regulations. Those regulations require homeowners to display signs visible from the street with lettering 4" high.



While the ordinance does not require the signs to be purchased through the fire district, the district signs cost only \$15.00, are on heat-resistant metal, and made with reflective material so they can be seen at night or in smoky or foggy conditions. The small cost includes installation on a metal post. Once these signs are installed, they belong to you.



You can print an application by going online to www.dcrfpd2.com, or request an application be sent to you by calling 318-0459.