



2020 Accreditation Report

LS LEE'S SUMMIT
MISSOURI



2020 AGENDA

Progress of Accreditation

01 Introduction of Key Staff

02 Current Status of Accreditation

- Annual Compliance Report (ACR) – Strategic Plan – Performance Data

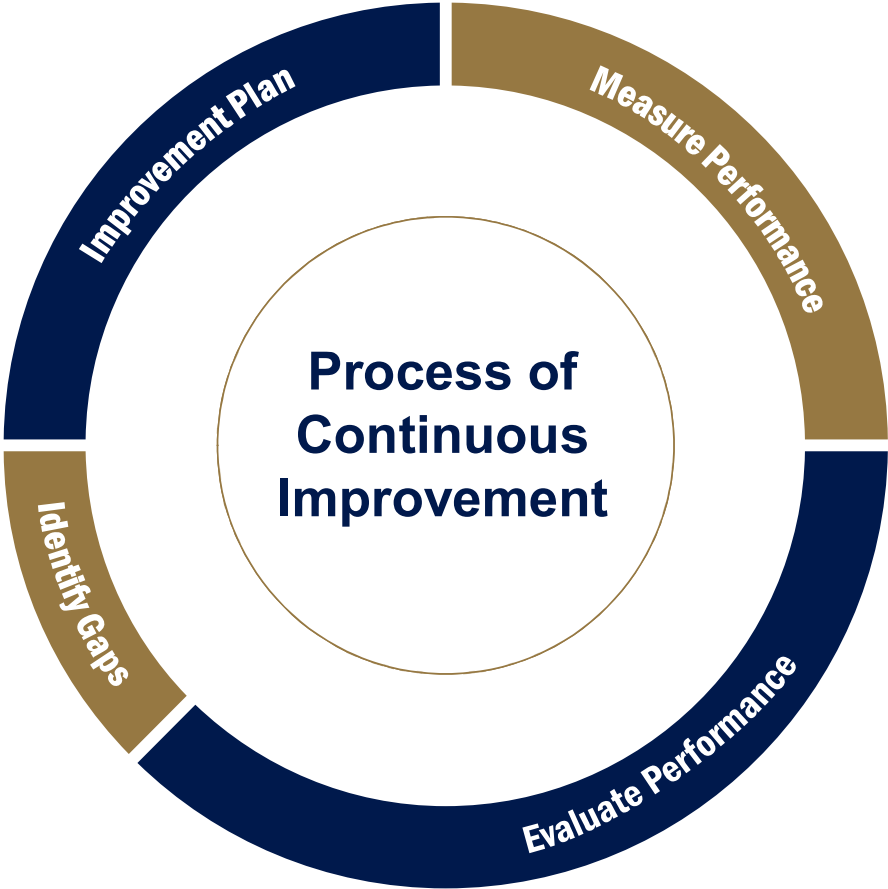
03 Today and Into the Future



HISTORY OF ACCREDITATION

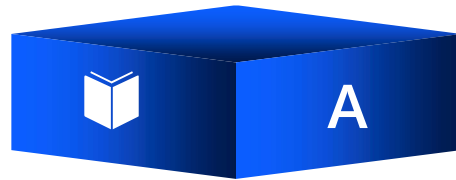


ACCOMPLISHMENTS

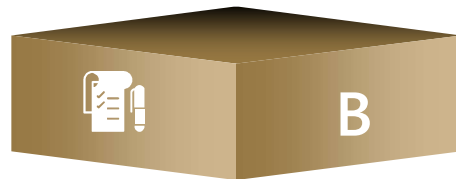


ACCREDITATION UPDATE

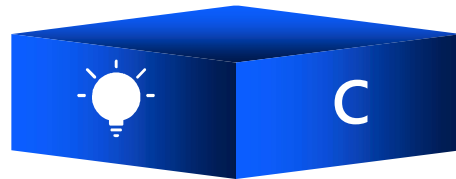
5 Years Into 5-Year Cycle



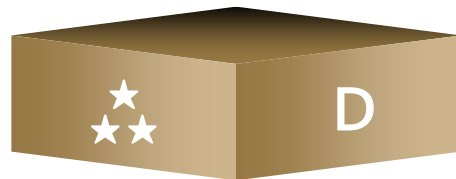
Published a five-year Strategic Plan in March 2018.



Successfully completed four of four Annual Compliance Reports. Final report submitted October 2020.



Community Risk Assessment Standards of Cover completed in June 2019.



Self-Assessment Manual - three categories completed, seven remaining.

COMMUNITY PRIORITIES and EXPECTATIONS

Documented in the 2018-2023 Strategic Plan

PROGRAMS	RANKING	SCORE
Emergency Medical Services	1	335
Fire Suppression	2	305
Rescue – Basic and Technical	3	278
Hazardous Materials Mitigation	4	182
Domestic Preparedness Planning and Response	5	172
Community Risk Reduction	6	141
Public Fire and Life Safety Education	7	109
Fire Investigation	8	102

Expectation #1 in 2013

“To provide fast emergency service in times of crisis. Quick emergency response meeting industry best practices.”

Expectation #1 in 2018

“Fast and effective fire and emergency response...To arrive at any emergency in five minutes or less.”

STRENGTHS IDENTIFIED

Public Image/ Support

Fire Dedicated
Communication Center

Civic Group Involvement

Internal Programs – i.e. Honor Guard, Public
Education, Health & Wellness

Dedicated Personnel -
Professionalism

Adaptability

Regional Involvement (MARC, COLS,
HazMat, Mass Casualty)

Equipment

Peer Support Team

Data Collection

Commitment to Progression,
i.e. Accreditation

Labor – Management Relationship

WEAKNESSES IDENTIFIED

Station/Response Times

Attraction, retention, and development of Paramedics

Funding – Identify deficiencies and explore revenue opportunities

Training Opportunities – Internal/External – Advanced Scheduling

Staffing – Establish trigger points for current and future staffing needs

Specialty Team capabilities – Water/Tech Rescue

Recruitment - Retention

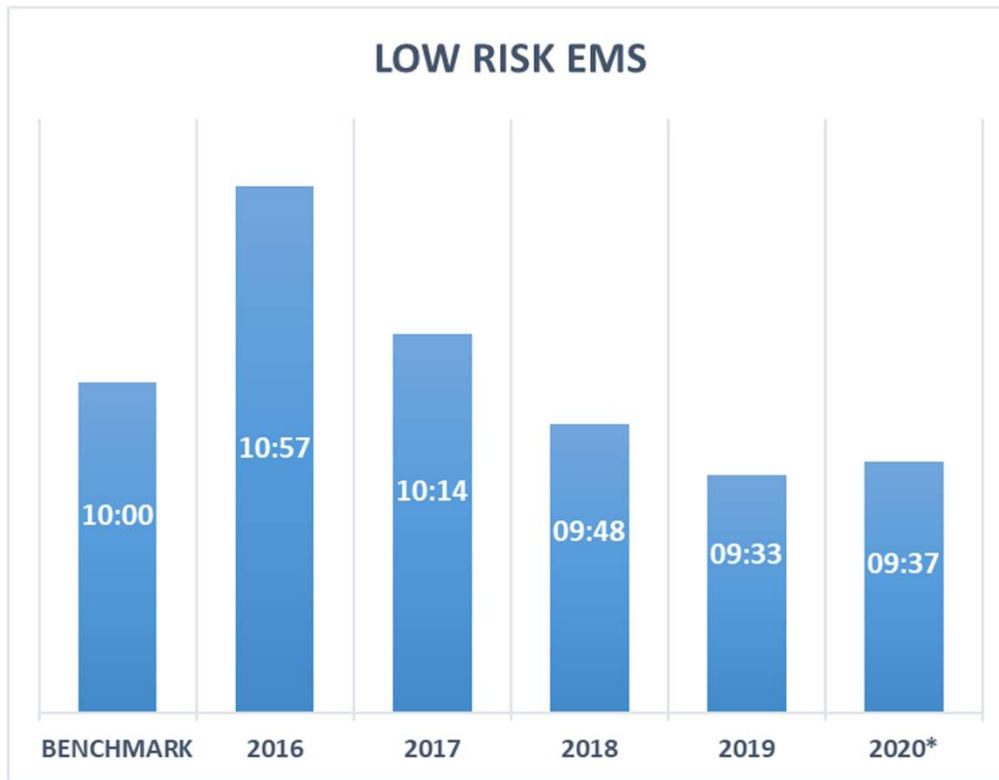
Succession Planning

Keeping Up With Technology

Department Resiliency

RESPONSE PERFORMANCE DATA

Low-Risk EMS



Units Assigned

- One pumper or truck
- One rescue

Total of five personnel assigned

Category Includes

- Emergency EMS alarm – single patient
- Medical alarm

RESPONSE PERFORMANCE DATA

High-Risk Fire



Units Assigned

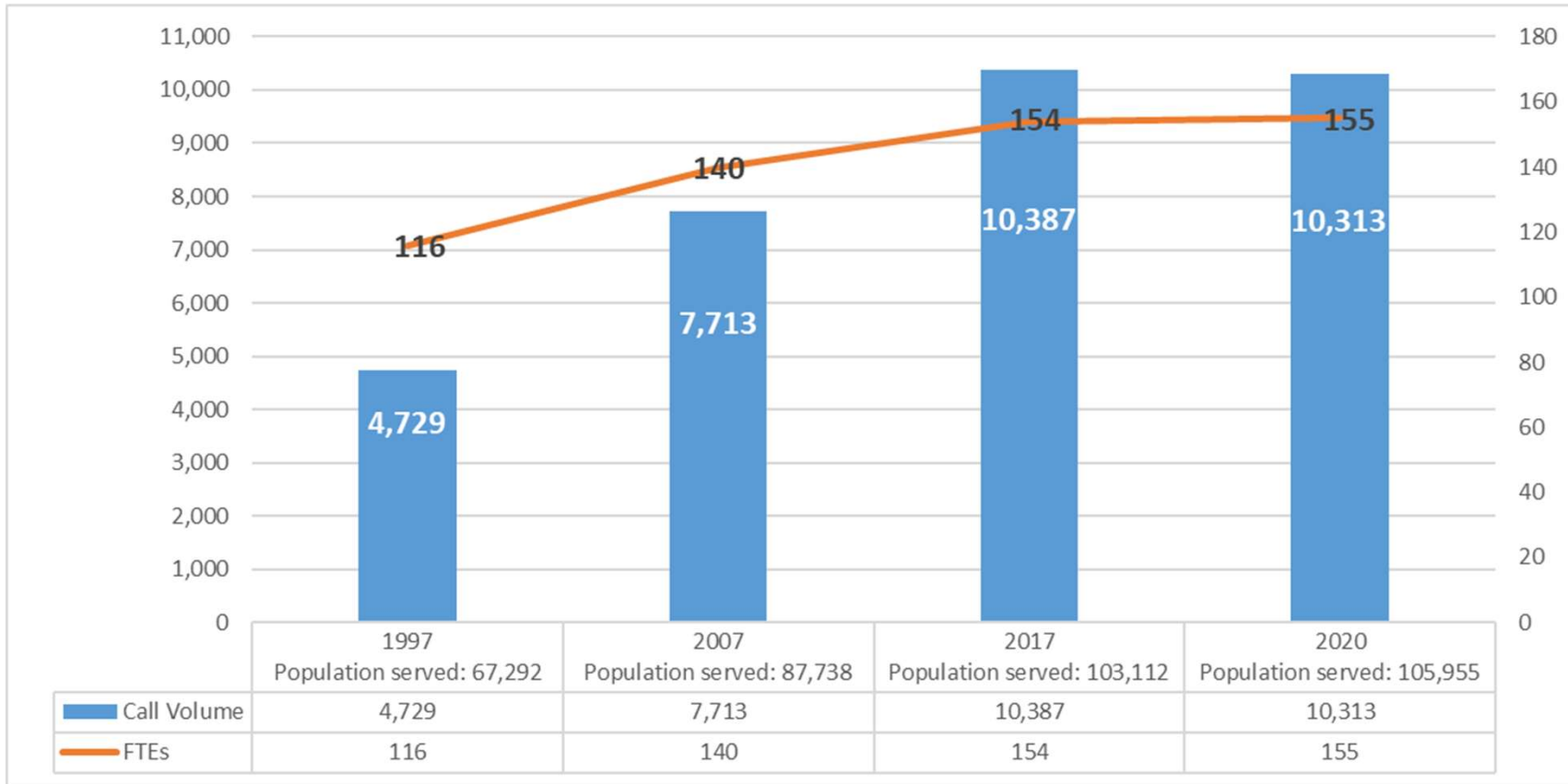
- Three pumpers
- One truck
- Two rescues
- Two chief officers

Total of 18 personnel assigned

Category Includes

- Residential or commercial structure fires
- Aircraft emergencies

OPERATIONAL STAFFING CHALLENGES



RECOMMENDATIONS

Documented in 2015 Standards of Cover

IMMEDIATE TERM

within 12 months

**Automatic Vehicle Location
(AVL)**

**Build Administration,
Training, Support Services,
Prevention,
Communications &
Operations Divisions to
support City growth**

NEAR TERM

within 2-5 years (2017 - 2020)

**Multiple company
resources at Stations 1 & 3
to address reliability
challenges**

LONG TERM

within 5-10 years (2020 - 2025)

Station addition in northern area of the City

Station addition in the area of Bailey Rd. & 291 Highway

Possible station on the west side of the City

**Operational staffing consistent with industry standard.
Compliance with the National Fire Protection Association
(NFPA) 1710: Standard for the Organization and Deployment
of Fire Suppression Operations, Emergency Medical
Operations & Special Operations to the Public by Career Fire
Departments***

*Supported by the National Institute for Standards & Technology (NIST)
Field Experiments Study

2019 STANDARDS OF COVER

Immediate Term (within 12 months) Recommendations (2019-2020)

- Work with community leaders to identify sustainable revenue streams to support expansion needs

- Explore external funding opportunities (grants)

- Identify and formalize expansion triggers

- Strategic planning for reconstruction / relocation of Stations 4 & 5

- Add an additional ambulance upon completion of Station 3

- If unable to add additional ambulance, explore alternatives, i.e. relocate a current ambulance

- Live fire training props to increase firefighter preparedness

- Investigate technology opportunities to enhance FD operations

- Investigate technology to support compliance monitoring

2019 STANDARDS OF COVER

Near Term (within 2 - 5 years) Recommendations (2020-2025)

- Evaluate Communication Study to ensure staffing is within the National Standards

- Increase Administration staffing to efficiently and effectively manage community and department needs

- Construct an additional station in the northern portion of Fire District 4

- Monitor call volume/response times for Station 1 and consider additional staffed resources

- Staff additional ladder truck to reduce ERF times

- If unable to staff additional ladder truck re-evaluate the positioning of Truck 7

- Actively participate in the comprehensive planning for the City

- Review the department's record management capabilities to determine if they meet current and future needs

- Evaluate current deployment model for EMS calls, considering strategies to reduce volume

2019 STANDARDS OF COVER

Long Term (within 5 - 10 years) Recommendations (2026-2030)

- Monitor and adjust staffing levels in Administration as necessary to ensure proper span of control

- Evaluate a staffing plan to meet NFPA 1710 standards

- Evaluate opportunity to build and staff an additional station in the Bailey Rd. and 291 Highway area

- Monitor areas of development

- Develop plans to address travel time issues identified for coverage areas that exceed NFPA 1710 response time recommendations



Continuous
improvements!

LS





QUESTIONS

FACILITY NEEDS

LSFD FACILITY	YEAR CONSTRUCTED	AGE IN YEARS
Station 1 (HQ) Y	1976	43
Station 2	2011	8
Station 3	2020	0
Station 4 XYZ	1977 (Funding through 2019 Bond)	42
Station 5 XYZ	1980 (Funding through 2019 Bond)	39
Station 6	1998	21
Station 7	2007	12
Future Northern Station	TBA	--
Future Southern Station	TBA	--

X - Indicates a replacement plan exists

Y - Indicates non ADA compliance

Z - Indicates gender needs



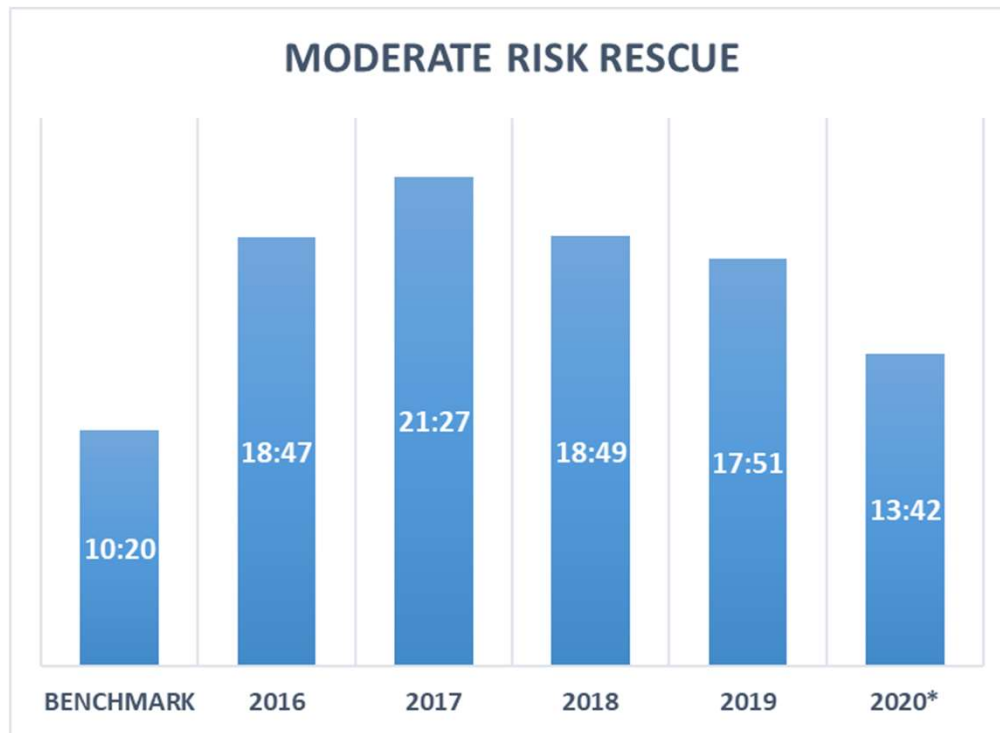
RESPONSE BENCHMARKS

The Bull's-Eye 

Total Response Time (TRT) Benchmarks @ the 90 th percentile		
Based on NFPA 1710 Standard		
	EMS	Fire, Rescue and Haz-Mat
Call Handling	60 seconds	60 seconds
Turnout	60 seconds	80 seconds
Travel Time (1 st Unit) (Distribution)	4 minutes	4 minutes
ERF Travel Time (Concentration) -Includes 1 st arriving unit	8 minutes	8 minutes
Total Response Time (TRT)	10 minutes	10 minutes 20 seconds

RESPONSE PERFORMANCE DATA

Moderate-Risk Rescue



Units Assigned

- Two pumpers or trucks
- Two rescues
- One chief officer

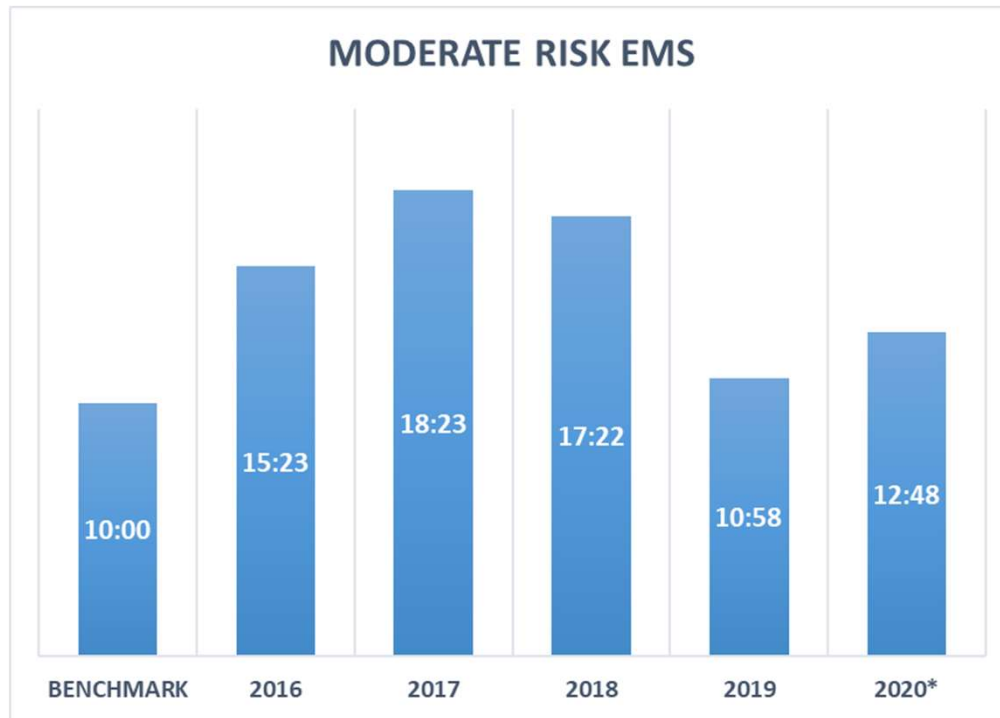
Total of 11 personnel assigned

Category Includes

- Motor vehicle collisions (MVC) with extrication
- Motor vehicle collisions with one to four patients
- Vehicles into buildings

RESPONSE PERFORMANCE DATA

Moderate-Risk EMS



Units Assigned

- One pumper or truck
- One rescue
- One chief officer

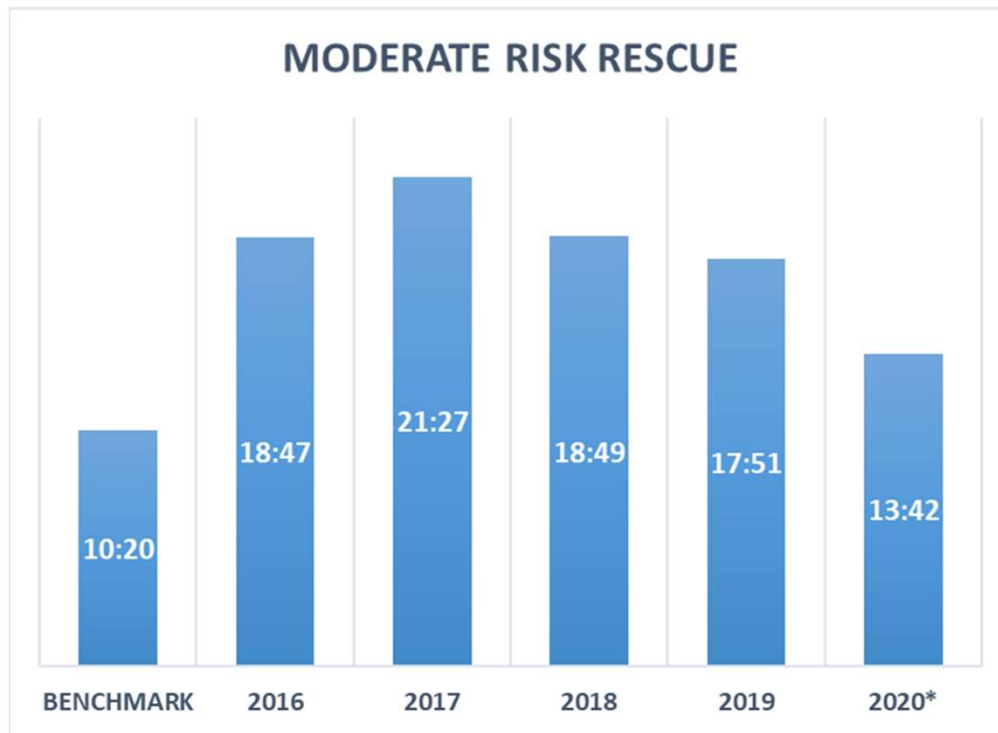
Total of six personnel assigned

Category Includes

- Cardiac arrest
- Assist PD on SWAT/ESS operation

RESPONSE PERFORMANCE DATA

Moderate-Risk Rescue



Units Assigned

- Two pumpers or trucks
- Two rescues
- One chief officer

Total of 11 personnel assigned

Category Includes

- Motor vehicle collisions (MVC) with extrication
- Motor vehicle collisions with one to four patients
- Vehicles into buildings

RESPONSE PERFORMANCE DATA

High-Risk Fire



Units Assigned

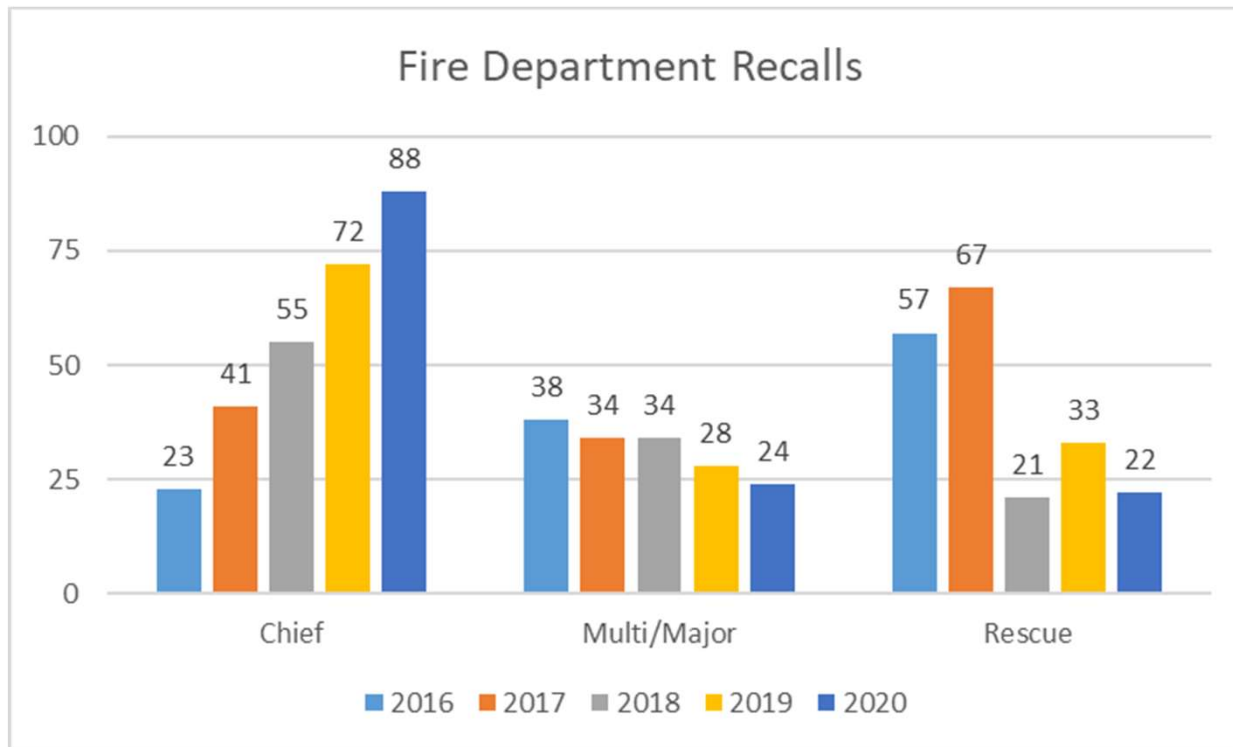
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RESOURCE MANAGEMENT CHALLENGES



Types of Recalls

- Chief Recall – number of incidents when both Shift Chiefs are unavailable for a call
- Multi/Major Recall - fall below 2 pumpers and 1 rescue (ambulance)
- Rescue Recall – fall below 1 rescue (ambulance)

2017 ISO PUBLIC PROTECTION

Classification Report

- **Water Supply** 38.60 / 40 points
- **Emergency Communications Systems** 9.4 / 10 points
- **Community Efforts** 4.45 / 5.50 points
- **Fire Department** 33.85 / 50 points

“Divergence: Even the best fire department will be less than fully effective if it has an inadequate water supply. **Similarly, even a superior water supply will be less than fully effective if the fire department lacks the equipment, personnel or operational considerations to use the water. If the relative scores for fire department and water supply are different, ISO adjusts the total score downward to reflect the limiting effect of the less adequate item on the better one.**”

2017 CORRELATION

Between ISO and CFAI

FIRS Feature	Earned Credit	Credit Available
Emergency Communications		
414. Credit for Emergency Reporting	2.40	3
422. Credit for Telecommunicators	4.00	4
432. Credit for Dispatch Circuits	3.00	3
440. Credit for Emergency Communications	9.40	10
Fire Department		
513. Credit for Engine Companies	5.94	6
523. Credit for Reserve Pumpers	0.49	0.50
532. Credit for Pump Capacity	3.00	3
549. Credit for Ladder Service	0.86	4
553. Credit for Reserve Ladder and Service Trucks	0.17	0.50
561. Credit for Deployment Analysis	3.83	10
571. Credit for Company Personnel	9.56	15
581. Credit for Training	8.00	9
730. Credit for Operational Considerations	2.00	2
590. Credit for Fire Department	33.85	50
Water Supply		
616. Credit for Supply System	29.34	30
621. Credit for Hydrants	2.87	3
631. Credit for Inspection and Flow Testing	6.39	7
640. Credit for Water Supply	38.60	40
Divergence	-5.76	--
1050. Community Risk Reduction	4.45	5.50
Total Credit	80.54	105.50

Challenges

- Fire Department (33.85/50)

Line 549 = 3.14 point deduction

Line 553 = 0.33 point deduction

Line 561 = 6.17 point deduction

Line 571 = 5.44 point deduction

- Divergence = 5.76 deduction

2018 STRATEGIC PLAN

- 63 External stakeholders
 - Community expectations and priorities
- 33 Internal stakeholders
 - Performed SWOT analysis and identified three to five-year plan of action for the department
- Mission statement, core values, vision statement