



LEE'S SUMMIT FIRE DEPARTMENT

Standards of Cover



Accreditation International (CFAI) documents: *CFAI: Fire and Emergency Service Self-Assessment Manual, 8th Edition*, and *CFAI: Standards of Cover, 5th Edition*.

[Section G](#) of the SOC describes the methodology of continuous improvement the department will use to ensure baseline performance in all service delivery areas improve over time. The compliance team will continuously monitor response performance compliance with monthly, quarterly, and annual reports. The development of the system for regular analysis with recommendations is designed to coincide with the annual department budget development process as funding requests for the next fiscal year can be formulated as necessary, if funding resources permit.

Recommendations

Analysis of the current SOC study led to the following recommendations to address gaps in key areas:

Immediate (within 12 months) Recommendations:

1. Evaluate processes within the Communications Center to ensure processing procedures are as efficient as possible to ensure the fastest process possible. Investigate the ability to add resources to enhance operation effectiveness.
2. Evaluate the process of station notification for calls and the procedures performed for turn out.
3. The current process of pulling data for compliance monitoring needs to be changed. Currently, only one individual is able to extract data from the records management system. It is then manually queried through Excel and evaluated for quality assurance by the accreditation manager. Frequently the current process will bottleneck and result in regularly missed timelines. Aggressively investigate technology to assist in the compliance monitoring process.
4. Investigate technology to include mobile data terminals inside all apparatus with integrated deployment mapping. This technology would greatly enhance turn out time and avoid spending time at a wall map or referencing a map book inside an apparatus. Frequently resources are not able to announce their response status due to radio traffic being tied up by other units. Mobile data will allow resources to activate their status through the computer system and more efficiently document a more accurate deployment. This occurs frequently during multiple unit responses.
5. Aggressively investigate the addition of an automatic vehicle location (AVL) deployment system. AVL technology can automatically identify the closest appropriate resources to respond to different types of emergency incidents. The current system does not dispatch the closest resources to emergency incidents, but sends resources which fall into geographical planning districts. This enhanced system would provide the community with the fastest response time possible which will save lives and property.
6. The department should consider repositioning Rescue 6 to station #2. District 2 has the second highest EMS demand by district and currently relies on adjacent district rescues to respond. Given the geographical positioning of station #2, the infrastructure in the immediate area may allow for greater resiliency against demand to cover other districts within the community. If the rescue is moved from station 6, evaluate the ability to replace a rescue to district 6 as soon as possible.
7. Provide training on incident reporting frequently to ensure incidents are documented and performance data is collected and allocated properly.
8. Continue to build the administrative, training, support services, prevention, communications, and operations divisions to support the growth of the department to efficiently and effectively manage the needs of the community.



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Near Term (within 2-5 years) recommendations:

1. The department should look closely at the organizations records management (Fire Data Management or "FDM") capabilities. If the system is unable to meet the needs of the organization, evaluate other records management systems to ensure the department is using a system to efficiently and effectively meet its needs.
2. The department should replace the station within district 3 with a station suited to meet the needs of the community. District 3 has the highest EMS demand of any district and needs an ambulance. The new station should be built not only with existing demand in mind, but also consider additional development within its response capabilities. Consider moving Rescue 7 to the new station #3.
3. Consider additional staffed resources at stations #1 and #3. Additional units would address reliability issues identified within these high demand districts. Investigate the ability to begin utilizing a new deployment resource similar to a squad. This resource would assist with reliability challenges for fire apparatus, particularly with EMS demand.
4. Closely monitor development along 50 Highway between Blackwell Road and 7 Highway. This development will increase demand for district 6.
5. Re-evaluate the positioning of the station #7 ladder. Consider the fire risks and evaluate deployment modeling from station #3 or station #1. Ensure the ladder truck is in the best position to respond most efficiently to tactical related risk structures.
6. Evaluate minimum staffing qualifications to begin staffing paramedics on all fire department apparatus. Based on the minimum staffing qualifications, the distribution (first arriving unit) data does not ensure that a paramedic is present for advanced life support for patient care. It isn't until the effective response force arrives that a single paramedic is on scene. By having a paramedic on all resources, it provides a higher level of care during a medical emergency and would be compliant with NFPA 1710 with a second paramedic on scene. This staffing would be consistent with the National Institute for Standards and Technology (NIST) Field Experiments Study documented in [appendix A](#).

Long Term (within 5-10 years) recommendations:

1. Construct an additional station in the northern portion of district 4. Given the infrastructure in place and modeled travel time, resources deployed from station #4 cannot physically get to several emergency service zones in that area to meet industry benchmarks. This issue will be compounded with the residential development area at Lakewood way and Bowlin Road. Development within district 4 is increasing with the Catholic High School on Strother Road and the continued development of Wilshire at Lakewood. Development also continues to increase in the area of Strother Road and Independence.
2. Construct an additional station in the area around the Bailey Road Bridge joining North and South 291. This location is a challenge to get to against the response benchmarks and will continue to develop with the 50 Highway/291 interchange development. This station would have great mobility throughout the community given the major infrastructure in the immediate area.
3. Closely monitor the development in the area of New Longview and the development of Paragon Star. These two locations are trouble response areas from station #3. Consider constructing an additional station in the area.
4. Develop a plan to address the travel time issues identified in the metro/urban and suburban areas of Greenwood. Consider creative deployment concepts. A consideration may be to deploy a different response unit (squad) out of a fixed location within the City of Greenwood.
5. Require a staffing plan which includes minimum staffing of four firefighters on every fire apparatus to which will be compliant with NFPA 1710 standards. This staffing will allow for the effective response force to arrive sooner with less physical resources to transport personnel to higher risk incidents.