



2018 Accreditation Report

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Captain Darrel Clowes

2018 Agenda: Progress of Accreditation

- 2018 Strategic Plan published
 - Community expectations and priorities
- Review of 2016-2018 response performance data
- 2017 ISO report correlation to Accreditation and response performance data
- Conclusions and Next Steps



Criterion 2D.8 & 2D.9

Compliance actions:

- **CFAI 2D.8** On at least an annual basis, the agency formally notifies the authority having jurisdiction (AHJ) of any gaps in the operational capabilities and capacity of its current delivery system to mitigate the identified risks within its service area, as identified in its standards of cover.
- **CFAI 2D.9** On at least an annual basis, the agency formally notifies the AHJ of any gaps between current capabilities, capacity, and the level of service approved by the AHJ.



2018 Strategic Plan

- 63 External stakeholders
 - Community expectations and priorities
- 33 Internal stakeholders
 - Performed SWOT analysis and identified 3-5 year plan of action for department
- Mission statement, core values, vision statement



Community Expectations

- The department has difficulty meeting the benchmarks identified by the community (external stakeholders) through the community meetings held in 2013 and 2018 for strategic planning.
 - ***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 5 minutes or less.”



Community Priorities Documented in the 2018 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



Response Benchmarks (The bull's-eye)

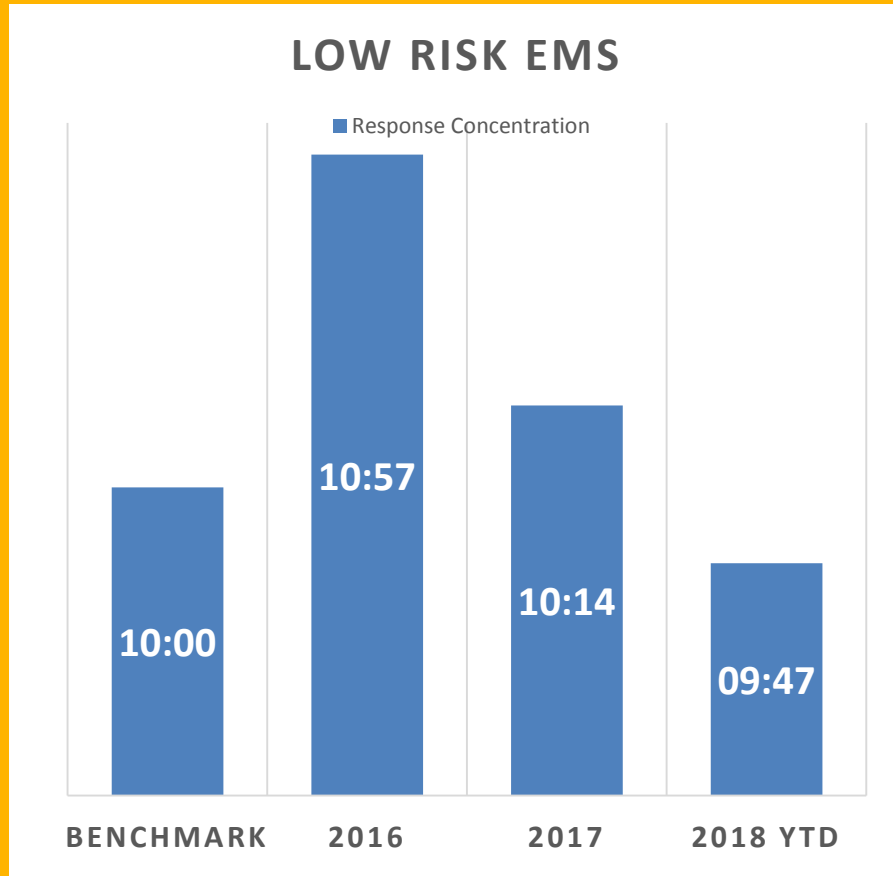
Total Response Time (TRT) Benchmarks @ the 90th percentile

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



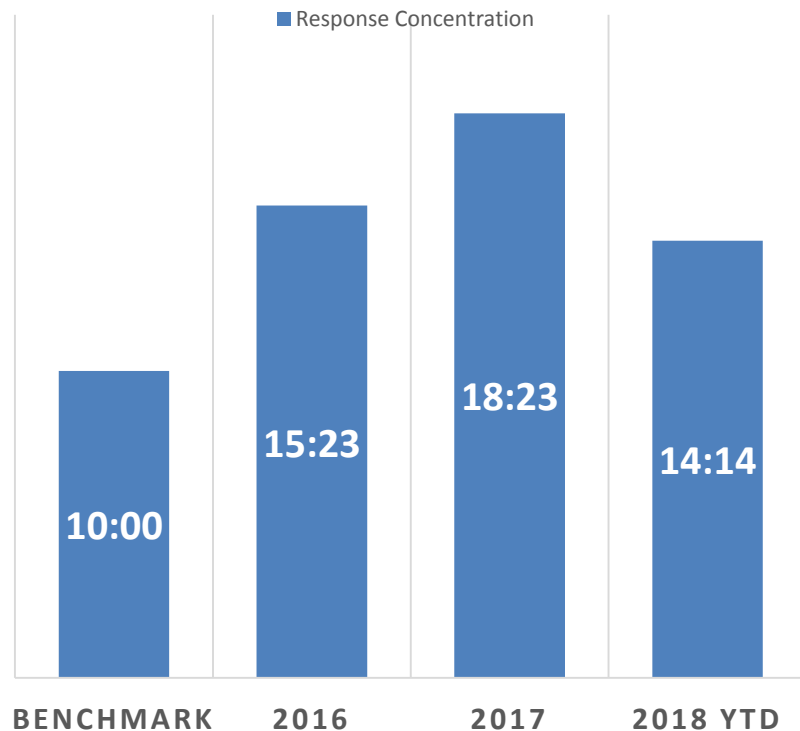
Units Assigned:

- 1 Pumper or Truck
 - 1 Rescue

Total of 5 personnel assigned

Response Performance Challenges

MODERATE RISK EMS

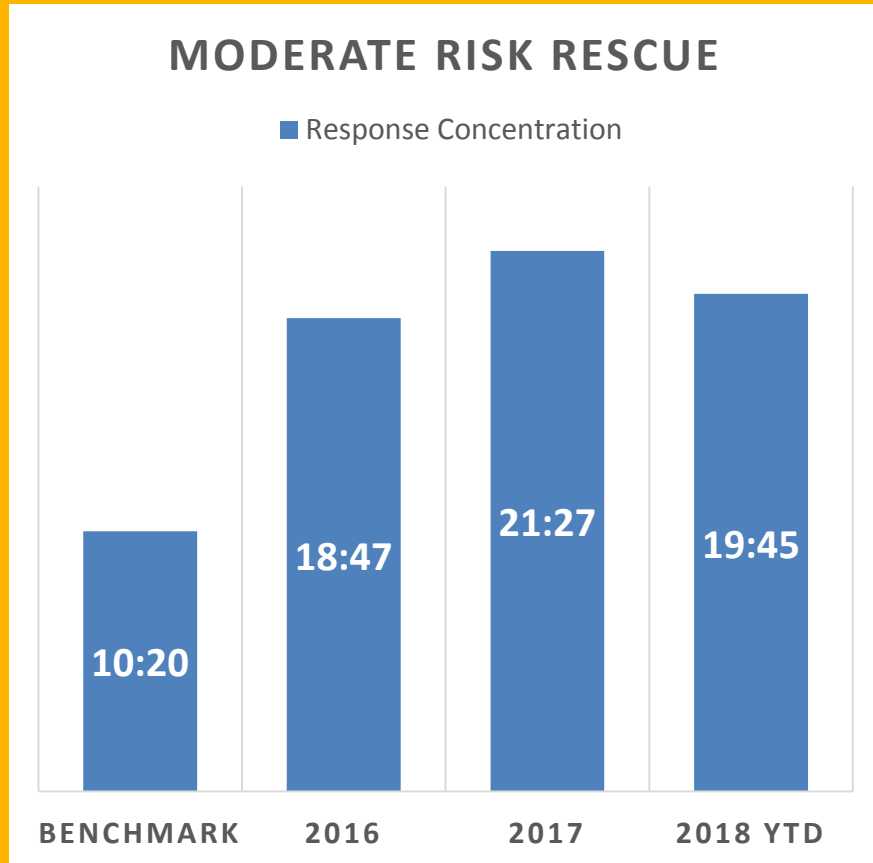


Units Assigned:

- 1 Pumper or Truck
 - 1 Rescue
- 1 Chief Officer

Total of 6 personnel assigned

Response Performance Challenges

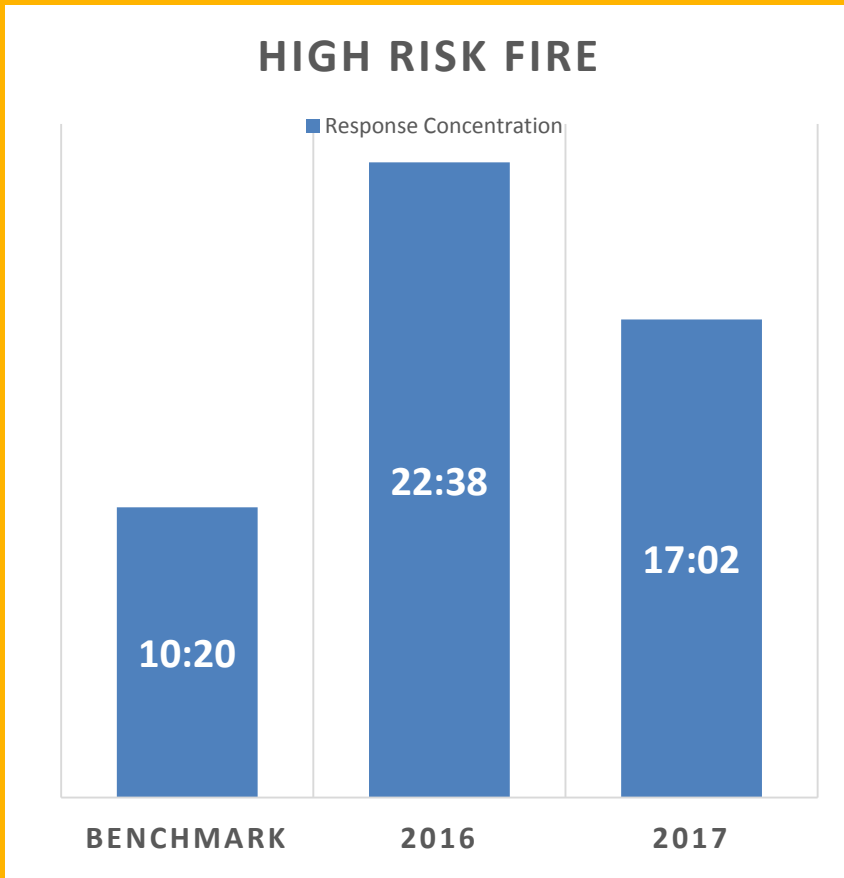


Units Assigned:

- 2 Pumpers or Trucks
 - 2 Rescues
 - 1 Chief Officer

Total of 11 personnel assigned

Response Performance Challenges



Units Assigned:

- 3 Pumpers
- 1 Truck
- 2 Rescues
- 2 Chief Officers

Total of 18 personnel assigned

2017 Resource Management Challenges

- Ambulance Recalls: **67**
 - When resources dropped to 0 ambulances.
- Multi-Major Incident recalls: **34**
 - When resources dropped to 1 pumper or less.
- Chief Recalls: **41**
 - When both duty chiefs were committed to incidents.
 - During the 40-hour week, staff chiefs assist with coverage.
 - As operational resources are committed to incidents, fewer resources remain available to deploy to new emergencies. The department responds by recalling off duty personnel and mutual aid requests.



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.”



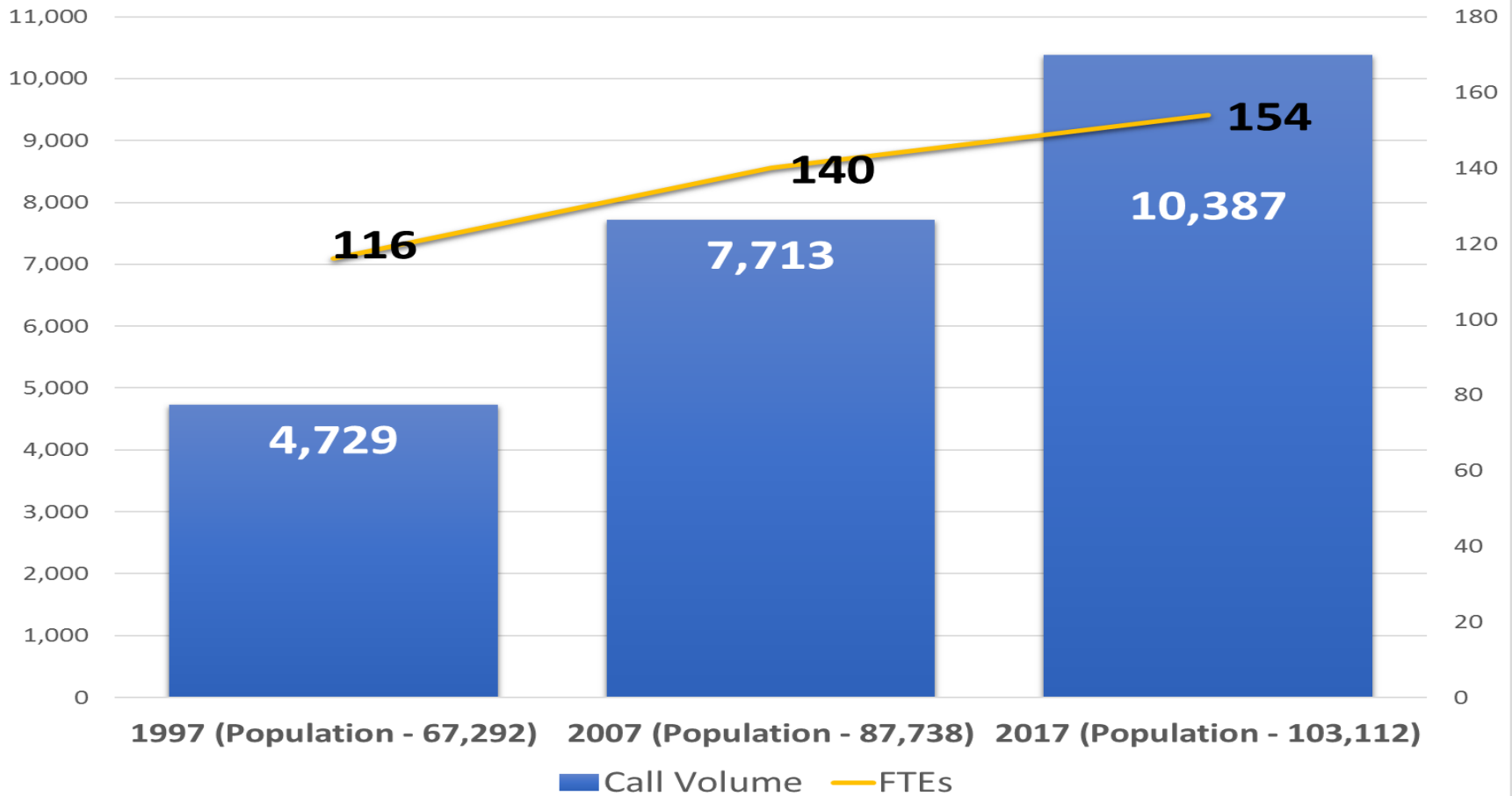
2017 ISO/CFAI Correlation

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

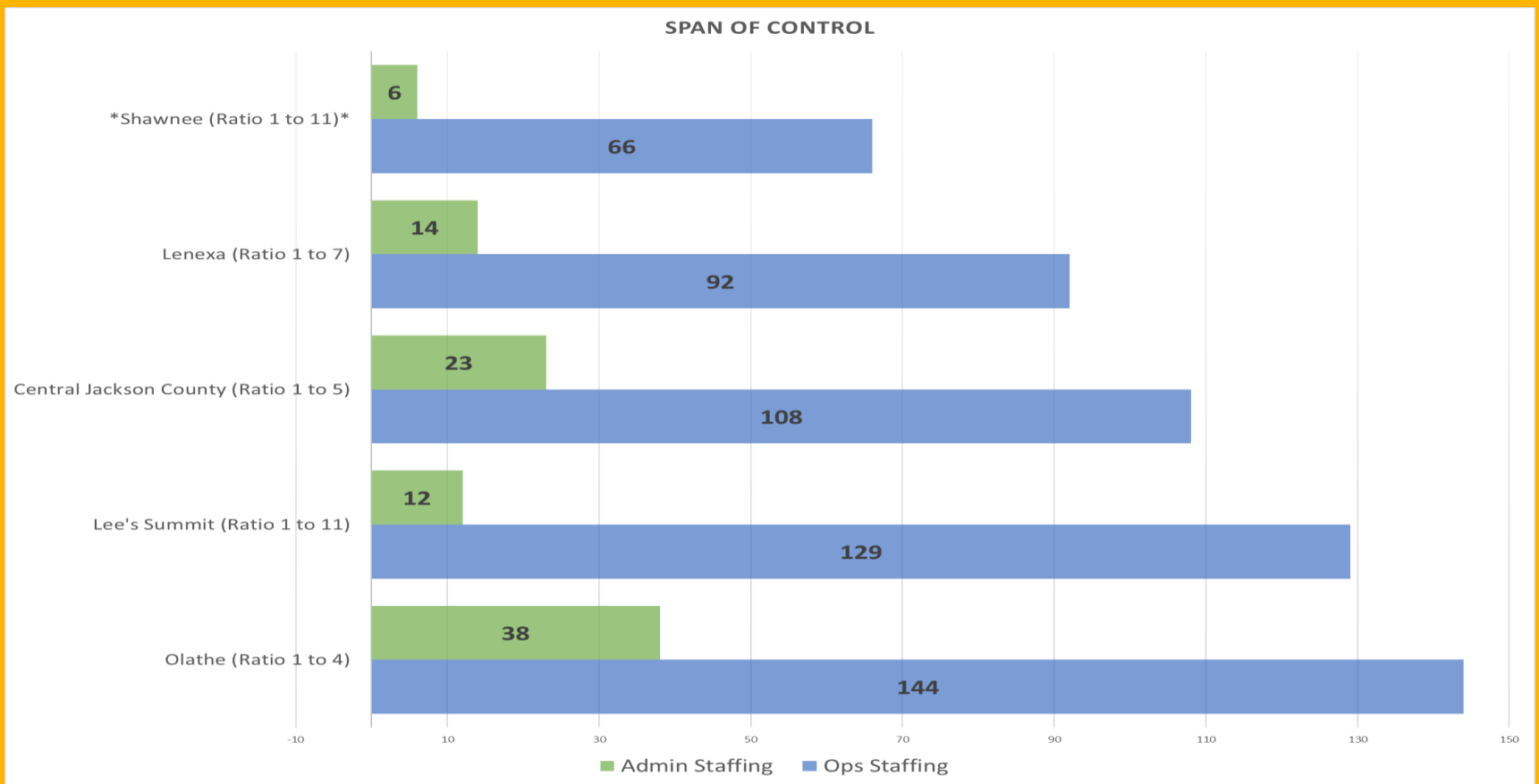
Challenges

- 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

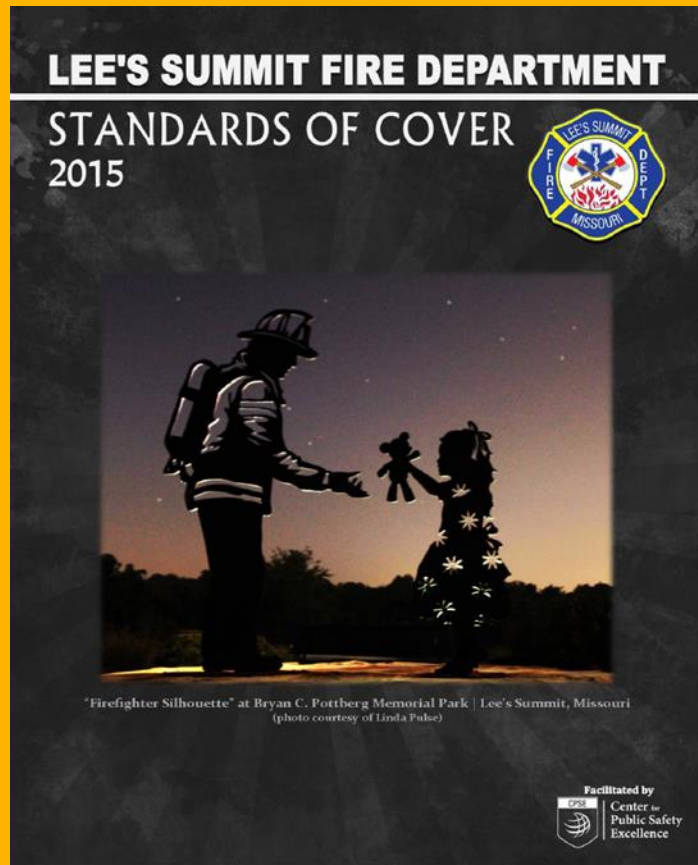
Operational Staffing Challenges



Administrative Staffing Challenges



2015 SOC and Build Out



- Study of the capabilities and limitations of resources relative to hazards and risks in the community.
 - Reflected data from 2012-2014
 - SOC Recommendations
 - Immediate (within 12 months)
 - Near-term (2-5 years)
 - Far-term (5-10 years)

2015 SOC Recommendations

- Immediate (within 12 months) from 2015
 - Two items remain on the list:
 - Automatic Vehicle Location (AVL)
 - Build Administration, Training, Support Services, Prevention, Communications, and Operations Divisions to support the growth of the city.
- Near-term (within 2-5 years) from 2015
 - Several items in planning or process:
 - Multiple company resources at stations 1 and 3 to address reliability challenges.



2015 SOC Recommendations

- Far-term (5-10 years) from 2015
 - Items on the list
 - Station addition in the northern area of the city.
 - Station addition in the area of Bailey and 291 Hwy.
 - Possible station addition in the area of New Longview and Paragon Star.
 - Operational staffing consistent with industry standards. Compliance with the *National Fire Protection Association (NFPA) 1710: Standard for the Organization and Deployment of Fire Suppression Operations, Emergency Medical Operations, and Special Operations to the Public by Career Fire Departments*
 - Supported by the National Institute for Standards and Technology (NIST) Field Experiments Study



Current Stations

- Several fire stations are aging and need planning for renovation or replacement.

LSFD Facility	Year Constructed	Age in Years
Station 1 (HQ) Y	1976	42
Station 2	2011	7
Station 3 XYZ	1971	47
Station 4 YZ	1977	41
Station 5 YZ	1980	38
Station 6	1998	20
Station 7	2007	11

- **X** Indicates a replacement plan exists
- **Y** Indicates non ADA compliance
- **Z** Indicates gender needs



Conclusions

Immediate Needs:

- New Rescue 3 and staffing for apparatus.
- Additional administrative staffing to support mission objectives.
- New station and staffing to address inability to meet response time benchmarks in northern portion of City.
- Rebuild Station 4 and Station 5.



Questions?

