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## FIRE DEPARTMENT

December 2023

TO: Mayor and City Council  
FROM: Chief Mike Snider  
Administration Manager (Accreditation Manager) Caroline Wiggins  
RE: **Annual Accreditation Update**

The main components of accreditation:

- **Strategic Plan:** Capturing the community's expectations and prioritizing them inside our department.
- **Community Risk Assessment Standards of Cover (CRASOC):** Comprehensive risk assessment of the community along with determining the critical tasking and deployment strategies necessary to mitigate the risk.
- **Self-Assessment Manual (SAM):** Thorough review and evaluation of all aspects of service provided for the community.
- **Site Visit Recommendations:** Recommendations of Accreditation site team after an extensive review of department documents and onsite visit with department.

### Accreditation Cycle Timeline:

- December 2021 - Reaccreditation through the Commission on Fire Accreditation International (CFAI).
- 2022 – Work on site visit recommendations and review of current Strategic Plan and Standards of Cover documents.
- February 2023 – External and internal stakeholder meet to review community expectations and concerns, utilized the SOAR process (Strengths, Opportunities, Aspirations and Results), identified six new departmental goals and objectives, established the departmental mission, vision and value statements.
  - Mission: **The Lee's Summit Fire Department is dedicated to serving our community through prevention, preparedness, and response with PRIDE.**
  - Vision: **To be strategically moving forward so others view our department as the premier example.**
  - Values: **Professionalism, Respect, Integrity, Duty, Excellence (PRIDE)**

The document was published in spring 2023. The document is located in a link on the City's website.

[https://issuu.com/cityofleessummit/docs/lees\\_summit\\_strategic\\_plan\\_2023-2028\\_final](https://issuu.com/cityofleessummit/docs/lees_summit_strategic_plan_2023-2028_final)



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- 2024 – Department will be working on the update and rewrite of the Community Risk Assessment Standards of Cover (CRASOC). Meetings are scheduled for the first quarter of 2024 and anticipate publishing the document in the fall of 2024.
- 2025/2026 – Department will be working on writing the self-assessment manual and preparing for an Accreditation site team visit.
- 2027 – Anticipated hearing in front of Commission for reaccreditation.

### Accreditation is a process of continual improvement

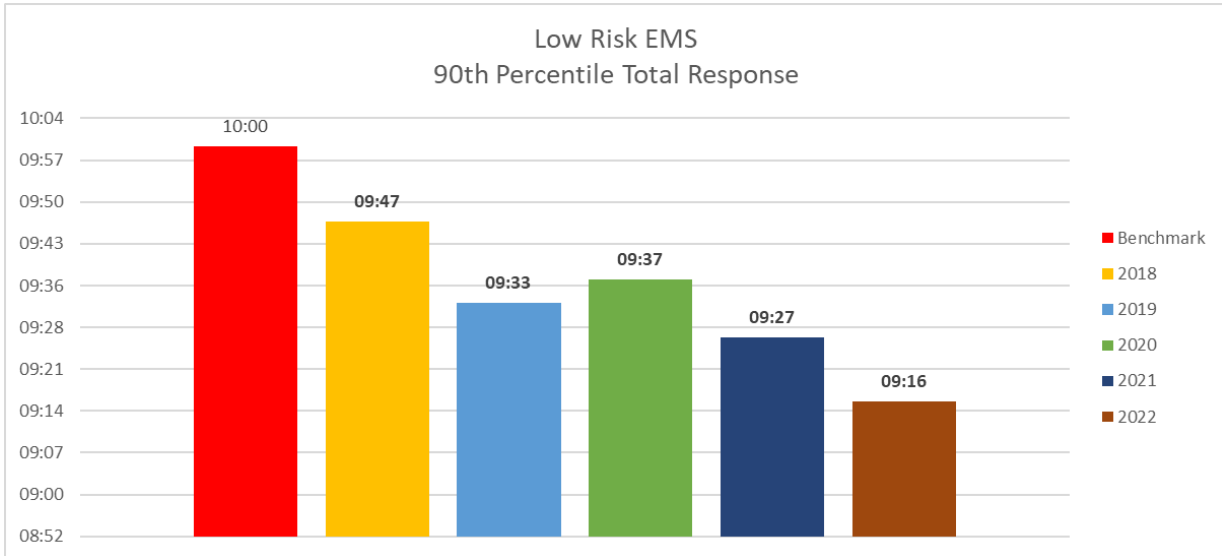


The accreditation process has allowed us to identify and evaluate service gaps, while working on continual improvement. It also allows us to make recommendations and decisions based on actual response performance data and program evaluations.



## FIRE DEPARTMENT

### Emergency Medical Services (EMS)

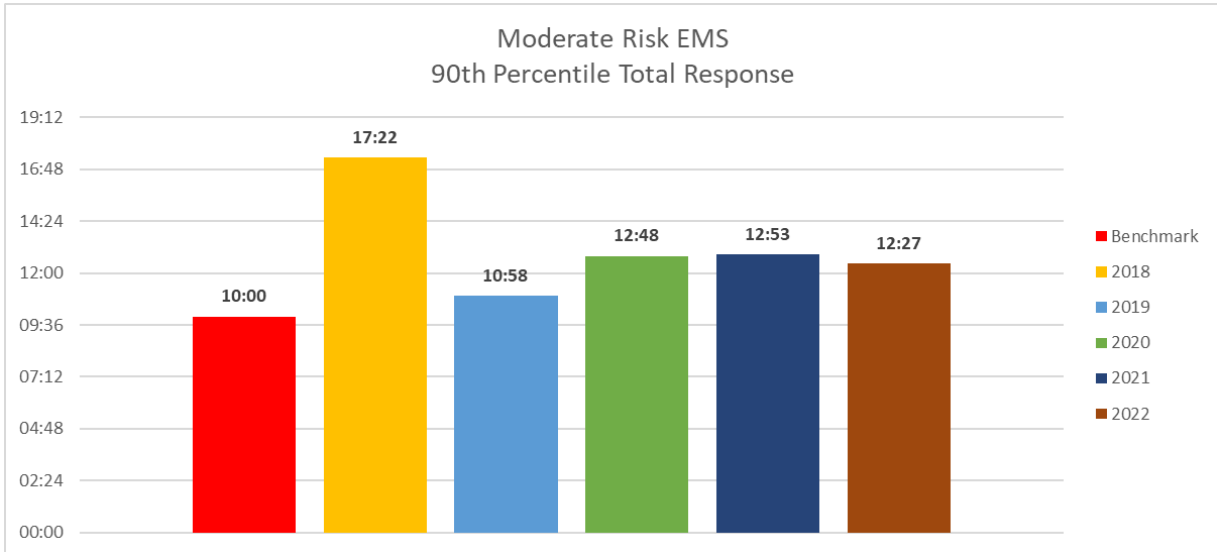


- Low risk EMS response primarily involves a medical incident with one patient or a medical alarm.
- Data continues to indicate we are continuing to meet and exceed our benchmark of 10 minutes on these types of incidents with the deployment of one med unit and one pumper or truck (minimum of five personnel).
- The movement of a med unit to Station 3 and adding a med unit back to Station 7 has assisted with improving our total response time over the last year for low risk EMS incidents.
- Moving forward the department will evaluate the benchmark and look at goals for additional improvement.

Low Risk EMS Response Times				
First/ERF	Density	Baseline	Benchmark	Gap
First Due	Urban	07:45	06:00	01:45
		n=6703		
ERF	Urban	09:16	10:00	00:44
		n=6398		



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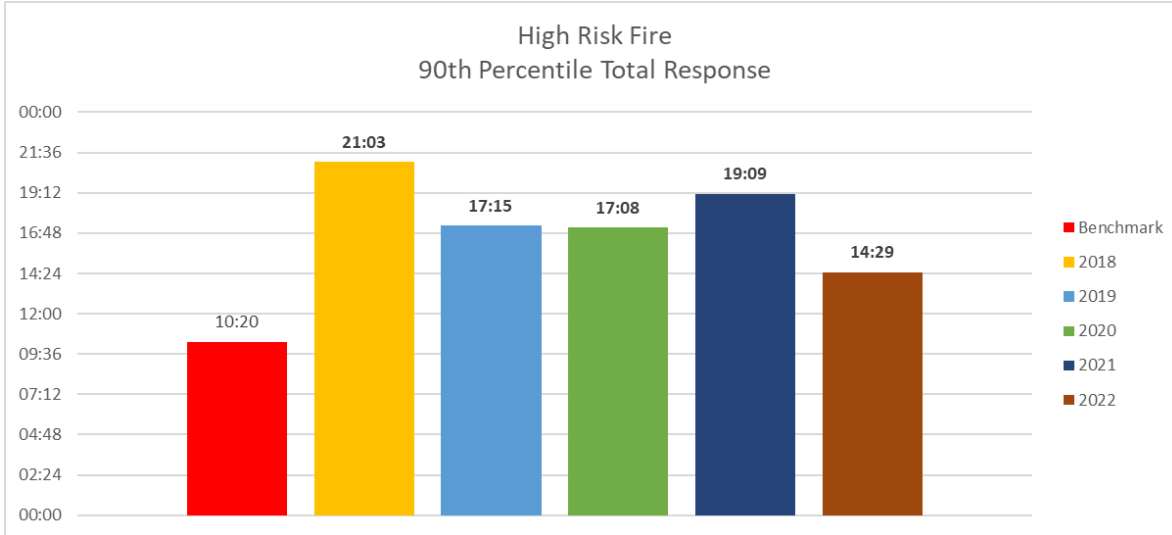
- Moderate risk EMS response involves cardiac arrest and medical incidents with two to four patients.
- Data indicates that we continue to be steady with responses during the last few years, but are not meeting the established benchmark of 10 minutes for one pumper or truck, one med unit and one chief officer to arrive on a scene (total of six personnel).

Moderate Risk EMS Response Times				
First/ERF	Density	Baseline	Benchmark	Gap
First Due	Urban	07:20	06:00	01:20
		n=231		
ERF	Urban	12:27	10:00	02:27
		n=172		



## FIRE DEPARTMENT

### Fire



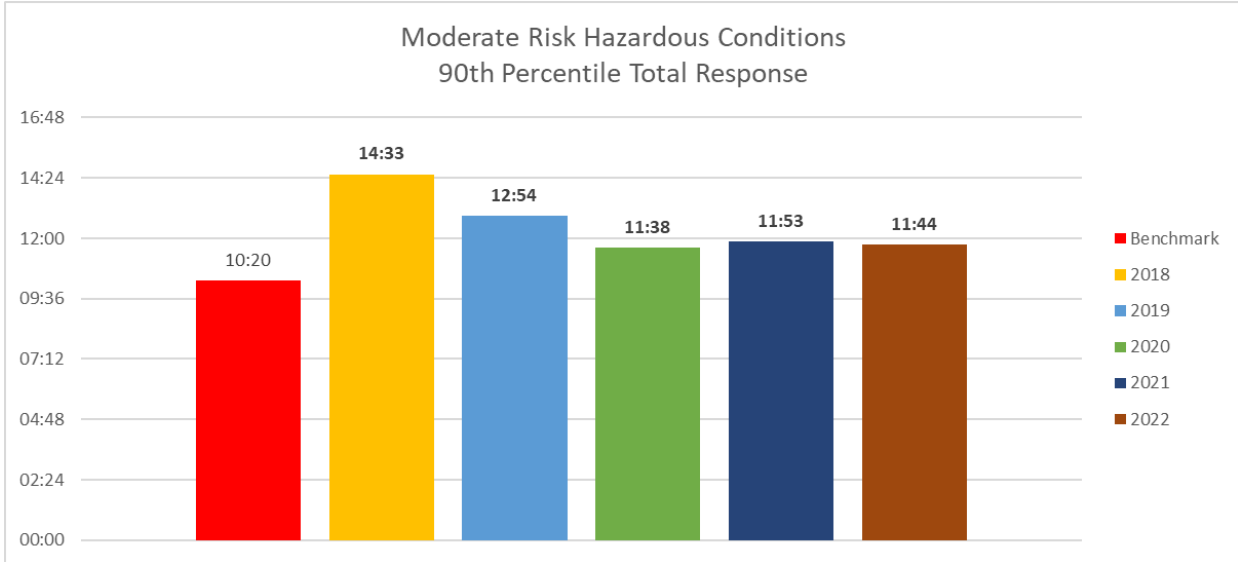
- High risk fire response includes residential or commercial structure fires and aircraft emergencies.
- There was a noteworthy drop in total response time in 2022 in comparison to 2021. We will continue to evaluate yearly trends for this risk classification.
- Data continues to indicate we experience challenges in our attempt to meet NFPA 1710 service delivery benchmarks, 10 minutes and 20 seconds for 18 personnel. Data is also affected when incidents are dispatched for a lower risk incident (example of a smoke detector sounding) and personnel identify an active fire when they arrive on scene, which requires additional units to deploy.
- The challenge in this data set can be identified through the relationship between distance and time. To staff a structure fire with 18 personnel, we must respond from a minimum of four separate stations under ideal conditions (all units available in quarters), which makes achieving our benchmark goal a challenge due to the road miles travelled from each station to the incident address.

High Risk Fire Response Times				
First/ERF	Density	Baseline	Benchmark	Gap
First Due	Urban	08:03	06:20	01:43
		n=56		
ERF	Urban	14:29	10:20	04:09
		n=30		



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### Hazardous Conditions



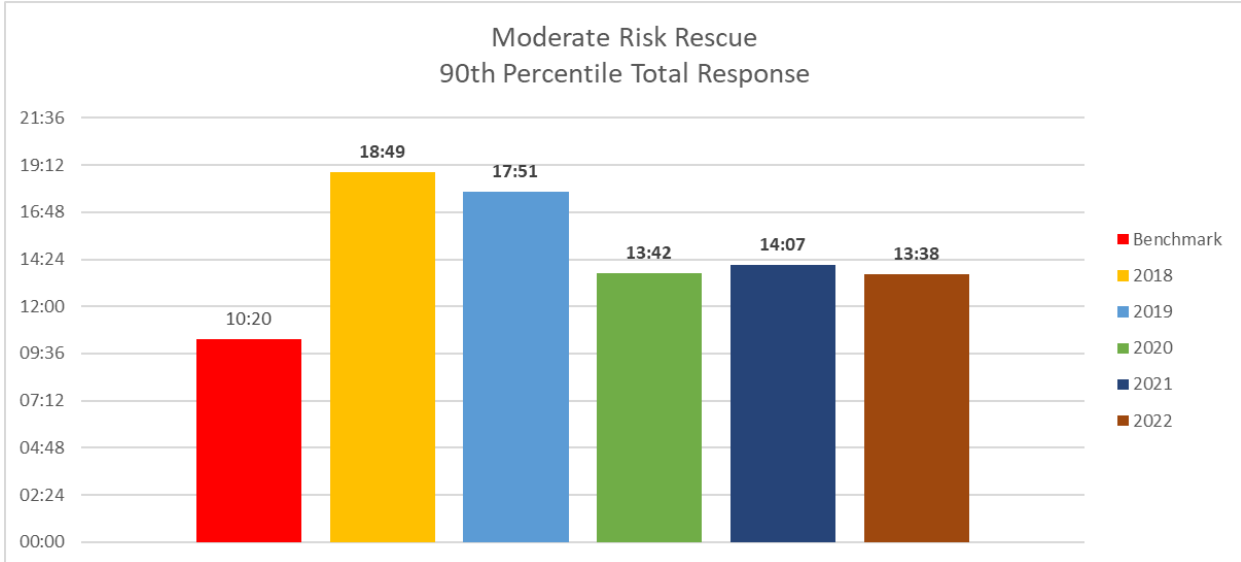
- Moderate risk hazardous conditions responses include gas line breaks, carbon monoxide alarms with symptoms, odor of natural gas inside a structure, fuel spills of 20 to 55 gallons and explosive ordinance disposal (EOD) threats.
- Data indicates that we continue to be steady with responses during the last few years, but are not meeting the established benchmark of 10 minutes and 20 seconds for two pumpers or trucks, one med unit and one chief officer to arrive on a scene (total of nine personnel).
- The challenge in this data set can be identified through the relationship between distance and time. To effectively and safely staff for a moderate risk hazardous condition, we must respond from a minimum of two separate stations under ideal conditions (all units available in quarters), which makes achieving our benchmark goal a challenge due to the road miles travelled from each station to the incident location.

Moderate Risk Hazardous Conditions Response Times				
First/ERF	Density	Baseline	Benchmark	Gap
First Due	Urban	07:42	06:20	01:22
		n=117		
ERF	Urban	11:44	10:20	01:24
		n=94		



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### Technical Rescue



- Moderate risk rescue responses include elevator, industrial and swimming pool rescue, motor vehicle collisions with one to four patients, extrications, vehicles into buildings and two or more pedestrians struck.
- Our benchmark is 10 minutes and 20 seconds for two pumpers or trucks, two med units and one chief officer to arrive on a scene (total of eleven personnel). Data indicates that we continue to be steady with responses during the last few years, but are not meeting the established benchmark.
- Again, the challenge in this data set can be identified through the relationship between distance and time, which makes achieving our benchmark goal a challenge due to the road miles travelled from each station to the incident location.

Moderate Risk Rescue Response Times				
First/ERF	Density	Baseline	Benchmark	Gap
First Due	Urban	08:06	06:20	01:46
		n=95		
ERF	Urban	13:38	10:20	03:18
		n=100		

