

**May 2010**

# **Rogers Fire Department**

**Summary of Compliance**

**Key Performance Indicators**



## Key Performance Indicator 1A: Administration - Policy and Procedure

### Description:

In order to effectively manage, the department shall implement standard operating procedures each quarter. Standard operating procedures should be available for review on the department's computer network prior to implementation. After implementation, standard operating procedures should be available for public view on the department's website.

### Measurement:

The number and description of standard operating procedures shall be reviewed quarterly. Monthly reports shall indicate which procedures are currently under revision.

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### Performance:

*Procedures currently under revision:*

*SOP 130 - Sick Leave  
SOP 153 - Customer Service  
SOP 103 - Citizen Ride Along  
SOP 214 - City Coverage and Station Move-Up  
SOP 226 - Forcible Entry  
SOP 225 - EMS Call Cancellation  
SOP 204 - Apparatus Inspection and Care  
SOP 304 - Roadway Incident Safety  
SOP 506 - Aircraft Emergency Incidents  
SOP 507 - Rapid Intervention  
SOP 602 - Hazardous Materials Response*

## Key Performance Indicator 1B: Administration - Accreditation

### Description:

The department shall support activities designed to improve our rating with the Insurance Service Office. Furthermore, the department shall seek and sustain accreditation with the Center for Public Safety Excellence and Commission on Accreditation of Ambulance Services.

### Measurement:

The type of activities occurring each month that support ISO and accreditation shall be detailed and recorded.

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### Performance:

*Accreditation continues to be a central component of our administrative activities. Currently all sections have been distributed to key personnel and are awaiting completion of the narrative section in August 2010.*

## Key Performance Indicator 1C: Administration - Regional Government Cooperation

### Description:

Regional projects, such as those activities occurring at the city, county, and state-level, shall be supported by the RFD. Legislative, training, and information-sharing committees shall have representatives of the department or input from the department, when appropriate.

### Measurement:

The various types of activities occurring each month that support regional government cooperation shall be detailed and recorded.

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### Performance:

*May 6<sup>th</sup> - Northwest Arkansas Community College Paramedic Graduation - Chief Jenkins, Chief Rhoades, Chief Hinds in attendance*

*May 6<sup>th</sup> - Northwest Arkansas Regional Hazardous Materials Team Meeting - Captain Huntington, Chief Whitlow in attendance*

*May 11<sup>th</sup> - Rogers 911 Center Remodel Open House at the Rogers Police Station - Chief Jenkins, Chief Skogen, Chief Rhoades, Chief Thompson, Captain Earp in attendance*

*May 11<sup>th</sup> - Trench Permit Stakeholders Meeting - Chief Jenkins, Captain Huntington, Captain Keck in attendance*

*May 12<sup>th</sup> - Benton County Dive Board Meeting - Chief Jenkins in attendance*

*May 20<sup>th</sup> - Assessment Center for Fire Marshal, Bentonville Fire Department - Chief Rhoades*

*May 25<sup>th</sup> - Benton County Rural Ambulance Meeting - Chief Jenkins in attendance*

*May 26<sup>th</sup> - Rogers Police Department Defibrillator Program Overview - Chief Jenkins and Captain Earp*

## Key Performance Indicator 1D: Administration - Newsletter

### Description:

As a method of improving communication with current and retired staff, the department shall produce a newsletter bimonthly. The newsletter should be distributed to retirees, fire stations, and posted on the internet for public viewing.

### Measurement:

A statement regarding the content and distribution status of the most current newsletter should be provided.

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### Performance:

*The newsletter for May/June 2010 was published in the following outlets:*

- *Posted on the department's website*
- *Mailed to retirees*
- *Distributed via email to current department members*

## Key Performance Indicator 1E: Administration - Stakeholder Meetings

### Description:

The department shall operate with a tiered approach to meetings with stakeholders. The meetings shall serve as problem-solving opportunities and require agendas, when appropriate. The following are the various groups and meeting intervals:

Command Staff: Weekly  
Company Officers: Monthly  
Department-wide: Quarterly  
Mutual Aid Partners: Bi-Annually

### Measurement:

The date and type of each meeting that fits the categories above shall be recorded.

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### Performance:

*Department stakeholder meetings occurred within the specified intervals listed above.*

*Command Staff Meetings: May 3<sup>d</sup>, May 10<sup>th</sup>, May 17<sup>th</sup>, May 24<sup>th</sup>*

*Company Officer Meetings: May 4<sup>th</sup>-6<sup>th</sup>*

*Department-wide: No meeting required in May*

*Mutual Aid Partners: No meeting required in May*

## Key Performance Indicator 1F: Administration - Public Meetings

### Description:

The city council and city planning commission serve as elected public representatives of the City of Rogers. The department shall provide adequate representation at all meetings held by these two public bodies. Additional participation should be requested when agenda items, which directly affect the fire department, are present.

### Measurement:

The date and type of meeting attended shall be recorded each month.

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### Performance:

*May 4<sup>th</sup> - City Planning Commission Meeting, Captain Rumsey in attendance*

*May 11<sup>th</sup> - City Council Meeting, Chief Jenkins, Chief Rhoades, Chief Skogen, and PIO Dean in attendance*

*May 21<sup>st</sup> - Civil Service Commission Meetings, Chief Jenkins in attendance*

*May 25<sup>th</sup> - City Council Meeting, Chief Jenkins in attendance*

## Key Performance Indicator 1G: Administration - Customer Surveys

### Description:

Customer feedback is essentially to improving the service delivered to the citizens of Rogers. Therefore, a survey instrument should be maintained and adequately distributed that allows for unbiased and anonymous feedback from our customers.

### Measurement:

The level of participation in the survey instrument and monthly data should be reported.

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### Performance:

*No survey instrument is currently in use. Department leadership is currently in discussion as to the best way to distribute and collect survey feedback.*



## Key Performance Indicator 1I: Administration - Record Keeping

### Description:

Records shall be established and modified at appropriate intervals in all applicable categories:

- Training
- Attendance
- Public Education
- Incident
- Staffing
- Promotions
- Transfers
- Inventory
- Apparatus Maintenance

### Measurement:

Records in all categories shall be reviewed at appropriate intervals and deficiencies noted in the *Performance* section.

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### Performance:

*Records were established and logged as required by policy. Department leadership is currently reevaluating apparatus and inventory records to transition to Firehouse Data Management.*

## Key Performance Indicator 2A: Human Resources - Evaluations

### Description:

All members (sworn and civilian) shall have annual performance evaluations completed on their appropriate target date. The target date is determined as their date of hire (for non-ranking members) or their last promotion date.

### Measurement:

The number of evaluations scheduled for review and successfully completed by the employee's supervisor shall be recorded each month.

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### Performance:

*Seven (7) evaluations were successfully completed as required by policy.*

## Key Performance Indicator 2B: Human Resources - On-Duty Injuries

### Description:

Workers compensation injuries negatively affect the overall effectiveness of the fire department. Injuries shall be reported by the end of each tour to the Citywide Tour Commander with the appropriate paperwork forwarded to the Human Resources department.

### Measurement:

The number and type of injuries sustained on-duty shall be recorded and reviewed each month. A report listing potential recommendations for reducing injuries shall be published in December of each year.

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### Performance:

*January 2010 - 2 injuries, lower back*  
*February 2010 - 1 injury, cardiac stress*  
*March 2010 - 2 injuries, back strain and inhalation*  
*April 2010 - 2 injuries, needle stick and leg injury*  
*May 2010 - 0 injuries*

## Key Performance Indicator 2C: Human Resources - Fitness for Duty

### Description:

All sworn members shall participate in a department-sanctioned physical fitness program. Physical fitness time shall be recorded for each shift and reviewed, at random, for various members. Physical fitness is designed to minimize injury and improve the overall health of the department.

### Measurement:

Each month, the amount of physical fitness time shall be calculated and recorded for each shift.

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### Performance:

*Physical fitness training hours were recorded as follows:*

*A Platoon: 325 hours  
B Platoon: 76.5 hours  
C Platoon: 36.82 hours*

## Key Performance Indicator 3A: Budgeting and Finance - Prioritization

### Description:

The budget serves to formally adopt fiscal policies that address the department's goals and priorities for the fiscal year. Developing budget priorities should occur through department meetings that start in July/August of each year.

### Measurement:

The department shall ensure that stakeholder feedback is solicited each year to develop budgetary priorities. This feedback should, at a minimum, include a strategic planning session each year, company officer feedback, and substantial review of the proposed budget from command staff.

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### Performance:

*No action - annual review.*

## Key Performance Indicator 3B: Budgeting and Finance - Expense Monitoring

### Description:

The fiscal budget is divided into three main parts: human resources, maintenance and operations, and capital expenditures. The human resources and maintenance and operations budgets require constant monitoring and review to ensure they are only spent at 1/12 increments each month.

### Measurement:

The operating and human resources budgets shall be reviewed monthly to determine whether expenditures meet the incremental forecasting desired.

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### Performance:

*With 42% of the year completed, the human resources and operations budgets were at the following levels:*

*Human Resources: 42% expended*

*Operations and Maintenance: 51% expended*

## Key Performance Indicator 3C: Budgeting and Finance - Revenue Monitoring

### Description:

The main source of revenue for the fire department is ambulance revenue generating through charging patients and insurance companies for services rendered. The ambulance revenue generated by the department must be reviewed to ensure accurate budget projections.

### Measurement:

The revenue generated by ambulance revenue shall be reviewed monthly to ensure it meets the revenue projections for the fiscal budget.

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### Performance:

*With 42% of the year completed, ambulance revenue was at 23% of the forecast amount.*

## Key Performance Indicator 3D: Budgeting and Finance - Key Account Expenditures

### Description:

Key line item accounts within the operating budget require constant review to ensure their proper utilization throughout the year. The line item accounts requiring specific review include:

04-70005, Training  
04-70015, Uniforms and Personal Protective Equipment  
04-70100, Operating Expenses  
04-70105, Emergency Medical Equipment and Supplies  
04-70155, Building and Grounds Maintenance  
04-70160, Equipment Maintenance  
04-70165, Vehicle Maintenance  
04-70167, Fuel and Oil

### Measurement:

The status of these accounts shall be reviewed monthly and reported.

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### Performance:

*With 42% of the year completed, the following accounts are at the following expenditure status:*

*04-70005, Training - 55% expended  
04-70015, Uniforms and Personal Protective Equipment - 98% expended  
04-70100, Operating Expenses - 53% expended  
04-70105, Emergency Medical Equipment and Supplies - 63% expended  
04-70155, Building and Grounds Maintenance - 69% expended  
04-70160, Equipment Maintenance - 53% expended  
04-70165, Vehicle Maintenance - 54% expended  
04-70167, Fuel and Oil - 44% expended*



## Key Performance Indicator 4A: Professional Development - Chief Officers

### Description:

The educational development of chief officers is essential to the operation of the fire department. All chief officers shall attend at least one outside training conference of opportunity each fiscal year. This training conference should be at least eight (8) hours in length.

### Measurement:

The completion of this goal shall be monitored monthly for each chief officer.

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### Performance:

*Chief officers attended no outside training during the month of May.*

## Key Performance Indicator 4B: Professional Development - Officer Development

### Description:

Company officers serve as the most important supervisor in the entire fire department. Their knowledge, skill, and ability are of the utmost importance to the success of the department's mission. As part of their on-going training, the department shall provide officer development, each month, during company officer's meetings.

### Measurement:

The training topic for each company officers meeting shall be reported monthly.

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### Performance:

*During the May 2010 Company Officer's meeting a homework assignment was issued to each Captain. The homework consisted of reading and reviewing a recent article in the April 2010 issue of Fire Engineering Magazine entitled "Staffing and Tactics for Firefighter Survival" (p. 173) and applying it to the Rogers Fire Department. Their feedback and opinion will be presented individually during the June 2010 Company Officer's meeting.*

## Key Performance Indicator 4C: Professional Development - Regional Collaboration

### Description:

The executive management of the department (Fire Chief and Deputy Chiefs) shall attend all quarterly Northwest Arkansas Metropolitan Fire Chiefs meeting.

### Measurement:

The attendance at NWA Metropolitan Chiefs Meetings shall be monitored quarterly.

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### Performance:

*No NWA Metropolitan Chiefs meeting occurred during May. Informal meetings were held with the Bentonville Fire Chief on May 6<sup>th</sup> and 28<sup>th</sup> (Chief Jenkins in attendance).*

## Key Performance Indicator 4D: Professional Development - Hazardous Materials Training

### Description:

The department considers hazardous materials response an essential job function of each member. Because of this, all members shall receive 24-hours of hazardous materials training each year pursuant to the requirements of NFPA 472 and the Arkansas Department of Emergency Management.

### Measurement:

The completion of this goal shall be monitored monthly for each chief officer.

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### Performance:

*The annual training plan called for four (4) hours of hazardous materials training during May 2010. The training consisted of early incident decision making and was taught and developed by RFD instructors. This course was conducted on May 11-13 at the fire department training center.*

## Key Performance Indicator 4E: Professional Development - Probationary Firefighter Training

### Description:

All probationary firefighters shall complete a formal twelve-week Rogers Fire Academy prior to their shift assignment. This academy process shall be delivered in accordance with the rules and stipulations of the Arkansas Fire Academy.

### Measurement:

Completion of this performance indicator shall be reported throughout the year as probationary firefighters are hired.

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### Performance:

*Six (6) probationary firefighters continued their participation in the Rogers Probationary Fire Academy. Graduation is expected on June 18, 2010 at Embassy Suites Hotel.*

## Key Performance Indicator 4F: Professional Development - Annual Training Plan

### Description:

The Deputy Chief of Training and Support Services shall, with the assistance of the standing Training Committee, complete a training needs assessment each fiscal year. This needs assessment shall be the basis for the publication of the Annual Training Plan (ATP). The ATP shall establish the company-level training needs for each month.

### Measurement:

The department's adherence to the ATP shall be reviewed monthly. Deviations from the ATP shall be justified.

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### Performance:

*The annual training plan called for two (2) hours of emergency medical training, four (4) hours of fire ground training, and four (4) hours of hazardous materials training. In addition to the requirements for May, the second segment of the NFA Strategies and Tactics for Initial Company Operations was required to be completed.*

*EMS Skills - A self-study blood-borne pathogens class was distributed and completed for all members.*

*Fire Ground Operations - All members of the field operations division completed a large-area search and rescue course developed and taught by RFD instructors.*

*Hazardous Materials - All members of the field operations division completed an initial decision-making course for hazardous materials response. This course combined several training materials and was taught by members of the SOT.*

*Officer Development - The second day of the NFA STICO class was taught by Chief Jenkins.*

## Key Performance Indicator 4G: Professional Development - Company Standards

### Description:

Company standards workbooks serve to ensure that the department's field operations personnel practice basic firefighting skills. Company standards workbooks are distributed quarterly to all field operations personnel.

### Measurement:

The percentage of completed company standards workbooks shall be reported.

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### Performance:

*Company standards workbooks for the second quarter are due in June.*

## Key Performance Indicator 4H: Professional Development - Driver Training Program

### Description:

In accordance with NFPA 1002, the department shall ensure that all new apparatus operators complete the Relief Driver Training Program in accordance with policy. This policy also applies to driver certification on new apparatus.

### Measurement:

The status of employees participating in the Relief Driver Training Program shall be reported quarterly. New apparatus training shall be reported as a percentage of personnel who completed the training.

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### Performance:

*The following members are required by policy to complete the Relief Driver Training Program. Listed beside each name are the types of apparatus they are currently certified to drive. Ambulances and brush pumpers are not listed because all probationary members receive this certification during their academy.*

*Butler - Engine 6, Truck 1*

*Hellard - Engine 6*

*Jones - Engine 4*

*Lehman - Engine 4*

*Miller - Eligible October 2010*

*Murray - Eligible October 2010*

*Oehlert - Eligible October 2010*

*Ardemagni - Eligible October 2010*

*Carrillo - Eligible October 2010*

*Nance - Eligible October 2010*



## Key Performance Indicator 4I: Professional Development - Special Operations Team

### Description:

The Special Operations Team provides hazardous materials and technical rescue capability for the fire department. In order to ensure a constant state of readiness and competency for this team, each member will submit to a written and practical examination annually. This examination shall be administered by the SOT coordinator.

### Measurement:

The status of this performance indicator shall be reported annually.

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### Performance:

*No action - annual review.*

## Key Performance Indicator 4J: Professional Development - Aircraft Rescue and Firefighting

### Description:

The ARFF team shall successfully complete their FAA required live training burns each year. In addition to the live burns, the team shall also conduct two (2) half-day training sessions.

### Measurement:

The completion of live burns shall be reported for each ARFF team member. The completion of the training sessions shall be reported as they are completed each year.

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### Performance:

*Live burn training originally scheduled for this summer, has been postponed by the host agency. Alternative training opportunities are being explored.*

## Key Performance Indicator 4K: Professional Development - Personnel Training Files

### **Description:**

The department shall ensure that training files are kept as accurate as possible. In order to accomplish this, all training files shall be audited for accuracy each year.

### **Measurement:**

The Deputy Chief of Training and Support Services, along with administrative personnel, shall complete a training records audit by December 31<sup>st</sup> of each year. The status of the audit shall be reported as changes occur.

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### **Performance:**

*Personnel training files were audited in January 2010.*

## Key Performance Indicator 4L: Professional Development - National Fire Academy

### Description:

The department will send at least three (3) members to the National Fire Academy or Emergency Management Institute for residency courses each year.

### Measurement:

The status of employees attending the National Fire Academy or Emergency Management Institute shall be reported monthly and accumulated throughout the year.

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### Performance:

*January 2010 - No attendees*

*February 2010 - No attendees*

*March 2010 - No attendees*

*April 2010 - Three (3) members attended the NFA:*

*Chief Skogen - R308, Command and Control of Natural and Man-Made Disasters*

*Chief Rhoades - R306, Executive Analysis of Fire Service Operations in Emergency Management*

*Captain Earp - R150, Management of Emergency Medical Services*

*May 2010 - One (1) member attended the NFA:*

*Firefighter Everhart - R229 Hazardous Materials Operating Site Practices*

## Key Performance Indicator 4M: Professional Development - Outside Training Opportunities

### Description:

The department will send at least six (6) members from each shift to outside training opportunities each year. An outside training opportunity shall be defined as a fire-related class outside of the City of Rogers of at least one (1) day in length.

### Measurement:

The number of participants in outside training opportunities shall be reviewed and recorded monthly.

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### Performance:

*Firefighter Joey Everhart (5C) attended the National Fire Academy for R229 Hazardous Materials Operating Site Practices from May 17 to May 28, 2010.*

## Key Performance Indicator 5A: Field Operations - Special Teams

### Description:

Formal communication with the department's specialized teams should occur on a regular basis. A representative of command staff should be present for all regular administrative meetings of the ARFF team, Special Operations Team, and Special Events Task Force.

### Measurement:

The participation and attendance of command staff personnel at the administrative meetings of these special teams shall be dated and reported each month.

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### Performance:

*Battalion Chief David Whitlow and Deputy Chief Rhoades attended the Special Operations Team meeting and training for May 2010.*

## Key Performance Indicator 5B: Field Operations - Maintenance Work Orders

### Description:

The department shall prioritize the maintenance of fire stations and apparatus through the maintenance reporting system. Work orders shall be reviewed in weekly command staff meetings and assigned to project managers, when necessary.

### Measurement:

The number of work orders submitted each month and the number of work orders successfully cleared from the database shall be reported as a percentage of completion.

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### Performance:

*36 work orders were submitted during the month of May. 16 outstanding work orders remained at the beginning of June. Successful closure rate: 56%*

## Key Performance Indicator 5C: Field Operations - Minimum Staffing

### Description:

The department shall operate with a minimum staffing of three (3) firefighters on each fire apparatus (excluding brush pumpers) and two (2) firefighters on each ambulance. Each ambulance and ALS fire company shall always have at least one certified paramedic.

### Measurement:

Daily staffing reports and the Firehouse record system shall be reviewed monthly to ensure 100% compliance with this staffing requirement. Compliance will be reported as a percentage with any violations listed specifically each month.

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### Performance:

*A Platoon: 100% Compliance*

*B Platoon: 100% Compliance*

*C Platoon: 100% Compliance*



## Key Performance Indicator 5D: Field Operations - Turnout and Response

### Description:

Field operations personnel will respond quickly when alerted to emergency incident. Acceptable turnout times shall be ninety (90) seconds, 100% of the time. Turnout time shall be defined as the difference between dispatch time and response time.

### Measurement:

Turnout times shall be reviewed monthly and distributed to all members of the department for improvement. Excessive turnout times shall be identified and reviewed for improvement. A monthly report showing the department average turnout time shall be provided.

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### Performance:

*Turnout times were reviewed and distributed to all shifts and stations. Average turnouts times are as follows (all shifts):*

<i>Company</i>	<i>Average Turnout Time</i>	<i>Company</i>	<i>Average Turnout Time</i>
<i>Battalion 1</i>	<i>0:58</i>	<i>Medic 1</i>	<i>1:37</i>
<i>Truck 1</i>	<i>1:37</i>	<i>Medic 3</i>	<i>1:47</i>
<i>Engine 2</i>	<i>1:42</i>	<i>Medic 4</i>	<i>1:25</i>
<i>Engine 3</i>	<i>1:55</i>	<i>Medic 5</i>	<i>1:21</i>
<i>Engine 4</i>	<i>1:32</i>	<i>Medic 6</i>	<i>1:51</i>
<i>Truck 5</i>	<i>1:28</i>	<i>Medic 7</i>	<i>1:47</i>
<i>Engine 6</i>	<i>2:02</i>	<i>Rescue 5</i>	<i>N/A</i>
<i>Engine 7</i>	<i>1:34</i>	<i>Crash 1 (ARFF)</i>	<i>N/A</i>

*Average Turnout Time (Citywide): 1:36*

## Key Performance Indicator 5E: Field Operations - Sick Leave and Overtime Usage

### Description:

The usage of sick leave and overtime are paramount to the effective operation of the fire department. Excessive Sick leave (not including worker's compensation) can indicate underlying problems with morale or abuse by employees. Overtime usage must be monitored to ensure budgetary compliance.

### Measurement:

Each shift shall be analyzed monthly for sick leave and overtime usage. This shall be reported as the total number of hours used, by shift.

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### Performance:

*May 2010:*

	<i>Sick Leave (Hours)</i>	<i>Overtime (Hours)</i>
<i>A Platoon</i>	<i>432</i>	<i>230.25</i>
<i>B Platoon</i>	<i>68</i>	<i>138</i>
<i>C Platoon</i>	<i>420</i>	<i>275.5</i>

## Key Performance Indicator 5F: Field Operations - Post-Incident Analysis

### Description:

In order to improve fireground performance, the department shall review incidents in a formal setting according to policy.

### Measurement:

The number of type of post-incident analysis conducted each month shall be detailed and reported.

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### Performance:

*Post-Incident Analysis conducted on the following incidents:*

*May 24, 2010 - 2<sup>nd</sup> Alarm House Fire at 503 South 19<sup>th</sup> Street (B Platoon)*

## Key Performance Indicator 5G: Field Operations - Staffing Levels

### Description:

Human resources are the most important asset to the department. In the field operations division, the Citywide Tour Commander shall monitor staffing levels to ensure minimum staffing occurs per department policy and specialized teams are staffed each day.

### Measurement:

The number of non-complaint staffing days shall be reported each month.

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### Performance:

*Minimum Staffing - 100% compliance with minimum staffing policy*

*Special Operations Team - 100% compliance with SOT staffing policy*

*Aircraft Rescue and Firefighting Team - 76% compliance with non-compliance on the following dates: May 1<sup>st</sup>, May 4<sup>th</sup>, May 7<sup>th</sup>, May 15<sup>th</sup>, May 23<sup>d</sup>, May 25<sup>th</sup>, May 28<sup>th</sup>, May 29<sup>th</sup>*

## Key Performance Indicator 6A: Emergency Medical Services - Intravenous Access Success

### Description:

Intravenous access is critical to the management of our patients. The department shall endeavor to have a 80% accuracy rate with IV starts.

### Measurement:

Each month the number of successful and unsuccessful intravenous attempts shall be reported as a percentage of success.

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### Performance:

*In May 2010, 175 intravenous access attempts were made with 123 of those attempts being successful. Our percentage of success was 70%.*

## Key Performance Indicator 6B: Emergency Medical Services - Intubation Success

### **Description:**

Successful intubation allows for proper airway management of our most critical patients. The department shall endeavor to have a 90% accuracy rate with intubations.

### **Measurement:**

Each month the number of successful and unsuccessful intubations attempts shall be reported as a percentage of success.

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### **Performance:**

*In May 2010, 10 intubation attempts were made with 4 of those attempts being successful. Our percentage of success was 40%.*

## Key Performance Indicator 6C: Emergency Medical Services - Response Time

### Description:

The department shall respond to medical emergencies within a designated time frame. For emergencies occurring inside city limits, the department will attempt to maintain a four (4) minute average response time. For emergencies occurring outside city limits, the department will attempt to maintain an eight (8) minute average response time.

### Measurement:

The average response time for inside and outside of city limit medical emergencies shall be reported monthly.

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### Performance:

*Average Response Time, In City Limits: 5 minutes, 16 seconds*

*Average Response Time, Outside City Limits: 10 minutes, 30 seconds*

## Key Performance Indicator 6D: Emergency Medical Services - Cardiac Arrest

### Description:

Sudden cardiac arrests represent the most critical medical situation to which we respond. The department, through its training and equipment, shall maintain a return of spontaneous circulation (ROSC) rate of 20%. The department shall also publish its cardiac arrest data using an Utstein template.

### Measurement:

The return of spontaneous circulation shall be reported monthly as a percentage. Verification of cardiac arrest data reporting shall also be provided.

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### Performance:

*Cardiac arrest data (Utstein Model) was published for the month of May. The percentage of return of spontaneous circulation was zero percent.*



## Key Performance Indicator 6E: Emergency Medical Services - New Paramedic Certification

### Description:

Maintaining adequate supply of paramedics is essential to the operation of the department. Because of attrition and promotion, regular shortages of paramedics occur. To combat this, the department shall ensure at least three (3) new paramedics graduate annually.

### Measurement:

The number of members currently enrolled in coursework and their status shall be reported quarterly.

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### Performance:

*In May 2010 the following members graduated paramedic school. The 2010 graduates were:*

- 1. Nick Mason (4B)*
- 2. Shawn Rogers (1A)*
- 3. Rob Sampier (1C)*
- 4. Pete Melnicki (4C)*

*New paramedic students also began their training with an expected graduation of May 2011. Those new paramedic students are:*

- 1. Jeff Parks (1C)*
- 2. Dustin Smith (1C)*
- 3. Josh Whittington (1B)*
- 4. Kyle Jordan (1A)*

<b>Key Performance Indicator 6F: Emergency Medical Services - ST Elevated Myocardial Infarction Program (STEMI Program)</b>
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**Description:**

The department shall work in conjunction with Mercy Hospital and Northwest Medical Center - Benton County, to treat chest pain patients, particularly those suffering from a STEMI.

**Measurement:**

The number of chest pain and cardiac rhythm disturbance calls shall be reported each month. Those calls shall be reviewed to determine the number of STEMI alerts issued from those calls.

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**Performance:**

*In May 2010 25 patients were treated for cardiac rhythm disturbances or chest pains/discomfort calls. Of those 25 patients, 4 STEMI alerts were called.*

## Key Performance Indicator 7A: Reporting and Data Collection - Data Sharing and Submission

### Description:

The department shall submit required NFIRS and NEMSIS information to the appropriate state agencies in compliance with federal and state grant program requirements.

### Measurement:

Verification of data submission shall be provided each month.

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### Performance:

*NFIRS - Data submitted successfully to the Arkansas State Fire Data Center (AFA).*

*NEMSIS - Preliminary test data submitted to the Arkansas Department of Health (3<sup>rd</sup> party vendor) for review. Awaiting approval for data submission.*

## Key Performance Indicator 7B: Reporting and Data Collection - Activity Reports

### Description:

A monthly activity report shall be completed by the 10<sup>th</sup> day of the preceding month and distributed to the Mayor, City Council, City Treasurer, Police Chief, and published on the department's website. A yearly activity report shall be completed by March 1<sup>st</sup> of the each year. Copies of the yearly activity report shall be distributed to retirees, Mayor, City Council, City Treasurer, Police Chief, selected department heads, and published on the department's website.

### Measurement:

Details regarding the creation and distribution of the monthly and yearly activity reports shall be provided each month.

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### Performance:

*Monthly activity report for May 2010 completed and distributed.*

## Key Performance Indicator 8A: Fire Prevention - Press Releases

### Description:

Press releases regarding incidents and newsworthy events shall occur in a timely fashion.

### Measurement:

The number of press releases shall be reported each month.

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### Performance:

*In May 2010, 16 press releases were issued by the Public Information Officer.*

## Key Performance Indicator 8B: Fire Prevention - Fire Investigation

### Description:

Incendiary, suspicious, and high loss fires shall be investigated for cause and origin by the Fire Marshal's Office.

### Measurement:

The number of formal fire investigations and incendiary fires shall be reported each month.

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### Performance:

*In May 2010, one fire was investigated and determined to be arson. One arrest was made in connection with the case.*

## Key Performance Indicator 8C: Fire Prevention - Inspections

### Description:

Fire inspections, by trained fire inspectors or firefighters, serve to prevent fires by eliminating unsafe construction and arrangement inside buildings. The department will attempt to increase the level of safety through code compliance.

### Measurement:

The number of inspections conducted by RFD inspectors shall be reported each month.

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### Performance:

*In May 2010 the department conducted 31 inspections and three plan reviews. 18 Notices of violations were issued to properties and one citation was issued.*

## Key Performance Indicator 8D: Fire Prevention - Reoccurring False Alarms

### Description:

The department will review false alarms and ensure the false alarm ordinance is enforced, when appropriate.

### Measurement:

The number of false alarms, properties with reoccurring false alarms, and number of fines issued will be reported each month.

---

### Performance:

In May 2010, 34 false alarms occurred. Four false alarms were reoccurring.

Properties with reoccurring alarms:

1103 S 52<sup>nd</sup> Street  
4911 West Pleasant Grove Road  
4601 West Rozell Street  
2850 West Walnut Street



## Key Performance Indicator 8E: Fire Prevention - Smoke Detector Installations

### Description:

The department will maintain a program to install smoke detectors in private residences, thus improving the safety of citizens.

### Measurement:

The number of smoke detectors installed will be reported each month.

---

### Performance:

*Two (2) smoke detectors were installed in residential properties in May 2010.*

## Key Performance Indicator 8F: Fire Prevention - Website

### Description:

The department's website will be used as a public education and public relations tool, highlighting both recent activities and useful information.

### Measurement:

The number of page loads, total visitors, and first time visitors will be reported each month.

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### Performance:

*May 2010 -*

*First time visitors: 661*  
*Returning visitors: 192*

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<b>Key Performance Indicator 9A: Emergency Communications - Fireground Communications</b>
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**Description:**

The department embraces incident communications as a critical element of successful emergency operations. Therefore the department will review the audio of major incidents for quality improvement.

**Measurement:**

The number of 1<sup>st</sup> alarm fires in which radio and E911 audio was reviewed will be reported and compared to the total number of NFIRS Type 111 (Building Fire) incidents.

---

**Performance:**

*Radio and E911 audio were reviewed for a 2<sup>nd</sup> alarm fire at 503 S 19<sup>th</sup> Street.*

## Key Performance Indicator 9B: Emergency Communications - Medical Dispatching

### Description:

The department and the city's 911 center will use nationally-recognized emergency medical dispatch (EMD) software to interrogate callers and dispatch appropriate resources. Strict adherence to the EMD script and questioning shall be ensured through the quality review of at least 12% of the E911 calls that were medical in nature.

### Measurement:

In cooperation with the city's 911 center, the number of E911 calls received for EMS will be reported, along with the number of calls reviewed for quality.

---

### Performance:

*Information regarding the quality assurance program for emergency medical dispatching is not available. Specialized software is scheduled for installation in June 2010.*

## Key Performance Indicator 9C: Emergency Communications - Dispatcher Training

### Description:

Because the 911 center operates as a separate entity from the fire department, communication and mutual cooperation must occur between the two entities. Therefore, the department will host dispatcher training at least annually.

### Measurement:

The status of annual dispatcher training shall be reported as changes or progress occurs.

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### Performance:

*Annual dispatcher training is scheduled for August 5<sup>th</sup> and 6<sup>th</sup> at the fire department training center.*

## Key Performance Indicator 10A: Physical Resources - Fixed Facilities

### Description:

Fixed facilities shall be kept clean and well-maintained. All facilities shall be inspected annually to predict budgetary needs for the upcoming fiscal year.

### Measurement:

Information regarding the inspection of all fire facilities shall be reported as changes occur.

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### Performance:

*No action, inspection of facilities is scheduled for August 2010.*

## Key Performance Indicator 10B: Physical Resources - Fleet Resources

### Description:

The emergency response fleet shall be inspected each August to assess life expectancy and forecast needed repairs or modifications for the upcoming year.

### Measurement:

Information regarding the inspection of all emergency response apparatus shall be reported as changes occur.

---

### Performance:

*No action, inspection of fleet resources is scheduled for August 2010.*

## Key Performance Indicator 10C: Physical Resources - Personal Protective Equipment

### Description:

Personal protective equipment (PPE) shall be inspected each August to forecast needed repairs and replacement for the upcoming fiscal year.

### Measurement:

Information regarding the inspection of personal protective equipment shall be reported as changes occur.

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### Performance:

*No action, inspection of personal protective equipment is scheduled for August 2010.*



## Key Performance Indicator 10D: Physical Resources - Accident Investigation

### Description:

Accidents involving fire department vehicles shall be investigated and reported according to policy.

### Measurement:

The number of accidents occurring each month shall be reported.

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### Performance:

*No accidents were reported in May 2010.*

## Key Performance Indicator 10E: Physical Resources - Annual Testing

### **Description:**

Structural pumping apparatus shall be tested annually in accordance with NFPA standards and ISO recommendations. Fire hose shall be tested and inspected annually in accordance with NFPA standards and ISO recommendations.

### **Measurement:**

Information regarding the inspection and testing of pumping apparatus and hose shall be reported as changes occur.

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### **Performance:**

*Annual pump testing and certification is scheduled for July 2010.*