

2017

PLAN OF ACTION

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OLATHE FIRE DEPARTMENT

YEAR 2017 PLAN OF ACTION

In 2017, the Olathe Fire Department will provide excellent service to our community focused on emergency response and risk-reduction activities. *Motivated by our mission and steadfast in our values*, we will continue to improve by focusing on the following initiatives:

1. Ensure a quality and progressive safety environment.

Promote Wellness Measures (Strategic Plan Objective 3.1): In addition to existing wellness efforts, leverage specially-trained peer support team members to provide assistance to employees related to physical, emotional or behavioral health matters.

Continue Peer Fitness program and recent efforts focused on behavioral health.

Implement Best Practices (SP Obj. 3.1): Develop policies related to gear cleaning to reduce firefighters' exposure to carcinogens. Update policies to promote good health (i.e. sleeping on-duty). Make ballistic vests available to employees.

Invest in Safety (SP Obj. 3.1): Replace Self-Contained Breathing Apparatus to ensure equipment meets NFPA standards.

2. Enhance emergency service delivery.

Understand Community Expectations (SP Obj. 1.1, 1.2): Publish comprehensive Community Risk Assessment and Standards of Cover. Review deployment strategies to ensure alignment with community expectations.

Ensure Effective Deployment of Resources (SP Obj. 1.2, 5.1): Place third squad in service to improve response times in high-demand areas. Assess impact of squads on response system. Deploy new EOD and HazMat apparatus for specialized response needs. Incorporate in-depth analysis of civilian and firefighter injuries or death into formal After-Action Review process. Crosswalk Company Performance Benchmarks with NFPA drills to ensure priority tasks are included. Work with partner agencies to implement radio benchmarks to better document actions at incident scene.

Reduce Risks in Community (SP Obj. 1.4, 2.5): Implement a comprehensive software solution for permitting process. Transition paper-based plan review process to an all-electronic one. Use application to allow inspectors to record, schedule and sync fire inspection data in the field. Provide runway checks and hangar inspections for Executive Airport allowing firefighters to address risks at this facility. Develop program to encourage carbon monoxide alarm use in multi-family housing.

Prepare for the Worst (SP Obj. 1.5): Begin update to the City's Emergency Operation Plan to be finalized in 2018. Develop Continuity of Operations Plan for department to serve as template for other City departments.

3. Maintain a systematic process of improvement.

Monitor Performance (SP Obj. 2.1): Continue to improve analytic process to evaluate department's effectiveness. Collaborate with City leadership team on an in-depth analysis of response times. Participate in City's open data initiative.

Share Information (SP Obj. 2.1, 6.4, 7.1): Identify ways to improve information-sharing within the department and with the public. Develop internal tools for communicating key messages. Develop fire performance dashboard on public website.

Set a Course (SP Obj. 3.5): Train staff on City's Leadership Philosophy. Work to ensure continuity during a time of transition in key leadership positions.

4. Establish and foster effective community relationships.

Plan Together (SP Obj. 4.1.): Partner with other city departments and social service agencies to better address needs of vulnerable populations in Olathe.

Seek Feedback (SP Obj. 4.5): Implement process to obtain customer feedback after fires and ensure appropriate follow-up. Review the input received regularly to identify areas for improvement.

Watchword for 2017: A watchword is a word that embodies a principle or guides action of an organization. The watchword for 2017 is **Commitment**. We will be dedicated to a common purpose – providing excellent service to the Olathe community. We will do this with a keen focus on care for ourselves, each other and those we serve.