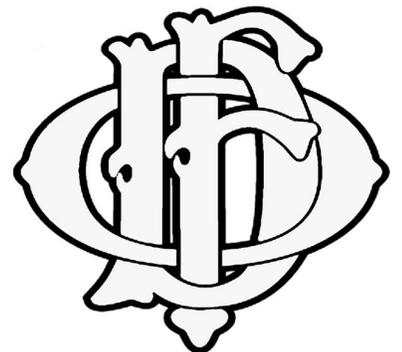


OLATHE

FIRE DEPARTMENT



PLAN OF ACTION—2014





OLATHE FIRE DEPARTMENT

YEAR 2014 PLAN OF ACTION

In 2014, the Olathe Fire Department will continue to provide our customers with the customary level of outstanding service delivery. *Keeping a clear focus on our mission*, we will also endeavor to improve through the following initiatives:

1. Ensure a quality and progressive safety environment.

Injury and Accident Tracking (Strategic Plan Objectives 2C, 2D): Analyze injuries and vehicle accidents by types, severity and cause with the goal of decreasing service-related injuries and accidents in 2014.

Incident Management (SP Obj. 2C, 4A, 5A, 5E): Standardize NIMS Type 4 & 5 local incident operations across the department using the Blue Card program.

Intelligence and Information Sharing (SP Obj. 1C): Promote sharing of intelligence and other information throughout the department to keep responders safe.

2. Enhance emergency service delivery.

Structure Fire Policy (SP Obj. 2A; CFAI St. Rec. 1): Create a multi-family and commercial structure fire administrative policy guide (APG).

Fleet and Facility Improvements (SP Obj. 3A, 3B; CFAI St. Rec. 5; CFAI Sp. Rec. 6B.2): Place new apparatus in service and make necessary improvements at Station 2.

Performance Evaluation (SP Obj. 4D): Continue to assess operational performance against established benchmarks (i.e. Company Performance Benchmarks) and incorporate live-fire training elements into this assessment.

Training Center (SP Obj. 4B, 4C; CFAI St. Rec. 6): Continue development of a department training center.

3. Maintain a systematic process of improvement.

Data-Based Decision Making (SP Obj. 2C, 4D, 5F, 7B): Chief and company officers will meet quarterly to review data and proactively manage any changes needed to improve outcomes or to meet established benchmarks.

Measure Cardiac Outcomes (SP Obj. 4D): 100% of OFD-led Code Blue calls will be reviewed by the Cardiac Improvement Team for quality assurance purposes to identify changes needed to processes or systems.

Building Codes Enhancements (SP Obj. 4D, 5A, 5G): Regularly monitor customer satisfaction scores to identify areas for improvement. Transition to new permit software system.

4. Establish and foster effective community relationships.

Partnership (SP Obj. 6A, 6C): Implement the Mobile Integrated Health Care initiative with Olathe Medical Center to provide community health services to improve patient outcomes.

Outreach (SP Obj. 1C, 6B; CFAI Sp. Rec. 5C.2): Document department's public education initiatives to maximize impact and better address the needs of our diverse population.

Encourage Feedback (SP Obj. 1D, 6C): Develop a process to obtain customer feedback after fires. Also, provide progress updates on goals to external partners who contributed to the department's Strategic Plan and ask the group their current expectations of the department.

Watchword for 2014: A watchword is a word that embodies a principle or guides action of an organization. The watchword for 2014 is *Deliberate*. We will remain mindful of our mission and make decisions purposefully and thoughtfully to benefit each other and the citizens we serve.