

OLATHE

FIRE DEPARTMENT



PLAN OF ACTION—2015



OLATHE FIRE DEPARTMENT

YEAR 2015 PLAN OF ACTION

In 2015, 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.

Physical Resources Plan (Strategic Plan Objective 3A; CFAI St. Rec. 5, Sp. Rec. 6A.1, 6B.2): Develop a Physical Resources Plan to determine conditions of department facilities, maintenance needs, functionality, and future needs/upgrades.

Plan for Significant Safety Equipment Purchases (SP Obj. 3B; CFAI St. Rec. 5): Identify SCBA and radio needs and develop plan for acquiring equipment for emergency services personnel.

Promote Stress Resilience (SP Obj. 2D, NFFF's TAMPA2 Initiative 13): Encourage personnel to recognize emotional stress in themselves and others and implement strategies (training, policy updates, resource lists, etc.) to ensure appropriate response when issues are identified.

2. Enhance emergency service delivery.

Workforce Analysis (SP Obj. 5A, 5C, 5D; CFAI St. Rec. 4 & 7, Sp. Rec. 5C.2): Complete a comprehensive workforce analysis to determine resource needs based on community's expectations and risk picture. Document workflow of various processes (i.e. permitting).

Professional Development (SP Obj. 4B, 5E): Provide training and certification opportunities to help ensure delivery of core services. Captains to achieve Blue Card certification to further institutionalize incident management principles. Be deliberate about continued succession planning for command staff positions.

Program Evaluation (SP Obj. 4B): Evaluate policies, plans and procedures in a robust training and exercise program focused on emergency management, rapid damage assessment, incident management and mayday procedures.

Training Center (SP Obj. 4B, 4C; CFAI St. Rec. 6): Continue development of a department training center. In the interim, maximize opportunities for hands-on training with internally-developed training props.

3. Maintain a systematic process of improvement.

Data-Based Decision Making (SP Obj. 2C, 4D, 7B): Command staff will use response time analysis and other performance measures to inform decisions aimed at improving service to customers. Improve data through quality control process and training for report authors.

Implement Technology Solutions (SP Obj. 3B): Work to improve data connectivity and use of software systems including a new permit software system and new inspection-tracking system (Brycer's The Compliance Engine). Inventory IT programs currently in use department-wide.

4. Establish and foster effective community relationships.

Partnership (SP Obj. 6A, 6C): Continue implementation of the Mobile Integrated Healthcare Program with partner organizations. Establish evaluation framework to document program's success in improving health of our community.

Collaboration (SP Obj. 1A, 1B): Reenergize the Board of Code Review comprised of Olathe citizens to support building codes implementation. Participate in development of new 21st Century Public Safety High School Program for Olathe West.

Encourage Feedback (SP Obj. 1D, 6B, 6C): Develop process to obtain customer feedback after fires and other emergencies. Solicit feedback regularly from building codes customers and those attending public education programs. Use information gathered in decision-making process.

Watchword for 2015: A watchword is a word that embodies a principle or guides action of an organization. The watchword for 2015 is *Driven*. We will be motivated by our mission - working hard to reach our goals and to provide excellent service to our community.