

# OLATHE FIRE DEPARTMENT

PLAN OF ACTION—2016





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## YEAR 2016 PLAN OF ACTION

In 2016, 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.

**Understand Risks in Community (Strategic Plan Objective 5B, CFAI St. Rec. 4):** Update comprehensive community risk assessment and use the information to update Standard of Cover. Conduct company-level inspections of occupancies for life safety issues and fire code violations. Develop pre-plans for facilities with moderate or high potential for risks to community and/or responders.

**Emphasize Safety Measures (SP Obj. 2A, 2B, 2D):** Provide helmet replacements and uniform alternatives for firefighters. Create "no-go zone" policy to ensure safety at incidents. Implement other NIST best practices as appropriate.

**Strengthen Psychological Support (SP Obj. 2D, NFFF's TAMPA2 Initiative 13):** Develop system to identify behavioral health needs and implement strategies (training, policy updates, resource lists, etc.) to ensure appropriate support.

### 2. Enhance emergency service delivery.

**Improve Emergency Medical Service (SP Obj. 4A, 4B):** Provide state-of-the-art, high-fidelity, hands-on simulation training for EMS procedures. Credential all EMS providers on i-gel® device to allow for rapid airway management and to reduce airway trauma.

**Build Efficiency (SP Obj. 3A, 3B; CFAI St. Rec. 5):** Upgrade mobile data terminals in apparatus to tablet-based technology that provides real-time data communication with dispatch center with improved reliability.

**Encourage Professional Development (SP Obj. 4A, 4B, 4C; CFAI St. Rec. 2):** Revamp Officer Development Program to better meet the needs of participants and organization. Offer International Code Council (ICC) certification training to building codes staff. Advance the development of the department's training center.

### 3. Maintain a systematic process of improvement.

**Map the Road Ahead (SP Obj. 1A, 1C, 7A):** Update the department's Strategic Plan with input from community members and employees to confirm citizens' service expectations and to develop priorities for the next five years.

**Reduce Response Times (SP Obj. 5F):** Identify ways to allow firefighters to remain aware of turnout times on a regular basis. Command staff will continue to use response time analysis and dynamic staffing models to improve service to customers.

**Implement Technology Solutions (SP Obj. 3B):** Implement software that supports a more efficient permitting process.

**Engage Emerging Leaders (SP Obj. 4D, 5E):** Identify individuals to participate in NFA's Managing Officer program to support the department's focus on continuous improvement. Pair new captains with veteran officers who serve as experienced advisers.

### 4. Establish and foster effective community relationships.

**Plan Together (SP Obj. 6A, 6C):** Partner with Olathe Public Schools to develop Olathe West's 21<sup>st</sup> Century Public Safety High School Program.

**Promote Participation (SP Obj. 1A, 1B):** Reenergize the Board of Code Review comprised of Olathe citizens to support building codes implementation.

**Seek Feedback (SP Obj. 1D, 6B, 6C):** Develop process to obtain customer feedback after fires and mechanism for Command Team to review this input on regular basis. Benchmark permitting process and solicit feedback from building codes customers to ensure improved performance.

**Watchword for 2016:** A watchword is a word that embodies a principle or guides action of an organization. The watchword for 2016 is **Courage**. We will be resolute and confident in the service we provide to our community even when faced with difficult challenges. As an organization, we will do the hard work that makes us better.