



OLATHE FIRE DEPARTMENT

Progress Report YEAR 2013 PLAN OF ACTION

In 2013, the Olathe Fire Department focused on the following action items and tracked progress on the various initiatives throughout the year. These items were derived from the Olathe Fire Department 2011-2016 Strategic Plan (available at OlatheKS.org/Fire/KeyDocuments) and the Commission on Fire Accreditation International (CFAI)'s Accreditation Recommendations.

1. Ensure a quality and progressive safety environment.

Mayday procedures (Strategic Plan Objective 2A): Implement a revised Countywide Model Protocol for mayday situations.

Verification: The countywide model protocol is currently under development. It will be implemented when finalized.

Evaluate equipment (SP Objective 2B): The department will conduct a personal protective equipment safety check.

Verification: A process was put in place to require formal safety checks on all PPE. Captains coordinated the process with their crews while battalion chiefs managed the final check.

Safety information (SP D): Revitalize the delivery of regular and timely firefighting industry-wide safety information to department staff.

Verification: Safety information was shared with staff in 2013 through a variety of communication methods. Vimeo videos helped to provide safety-related training. Safety information was shared regularly in OFD Watchline messages and as pass-through information from the Kansas City Terrorism Early Warning Center. Reports are regularly shared on experiments conducted by the National Institute of Standards and Technology (NIST) that often lead to improved techniques; NIOSH reports on line of duty deaths are also shared.

Incident Command System (SP Objective 2C): Adopt, train and implement the ICS position of command aid.

Verification: ICS position-specific training continued. With new battalion chiefs often serving as incident commander, the role of command aid will be fully implemented in 2014 to provide support as needed.

Chief Officer Development (CFAI specific recommendation): Embrace industry best practices as part of chief officer job descriptions, selection processes and professional development including the Blue Card program.

Verification: Three battalion chiefs and several other staff members completed the 50-hour, online Blue Card training. Two assistant chiefs, one training chief and one deputy chief completed the Blue Card testing and received certification.

2. Enhance emergency service delivery.

Administrative policy guide (CFAI final report strategic recommendation): Create a multi-family and commercial structure fire policy.

Verification: In progress. This APG will be published and implemented fully in 2014.

Continuous improvement (SP Objective 7E): Measure and report operational performance and adjust systems as needed to ensure continuous improvement towards department benchmarks.

Verification: Command staff regularly reviewed performance to determine if adjustments were necessary. Chiefs reviewed Weekly Activity Reports to assess individual metrics. The Fire Analyst position was vacant for much of the year. A priority for 2014 is to focus on data analysis and performance improvement especially as it relates to monitoring benchmarks related to accreditation.

Training (SP Objectives 4A and 4B): Increase the usage of the virtual environment for training.

Verification: Several Vimeo videos were made to train personnel on new equipment or to review procedures (bright light, robot, aerial inspections, etc.). Firefighters could watch the training when it was convenient between

calls. Other virtual training offered included the driving simulator and various webinars. The department purchased CentreLearn, a software system that will provide a customizable online training environment for both Fire and EMS courses. It will be deployed in 2014.

Public Protection Classification™: Receive an Insurance Services Office (ISO) redetermination.

Verification: Olathe received its ISO redetermination in January 2013. ISO collects and evaluates information from communities on their structure fire suppression capabilities. The data is analyzed using Fire Suppression Rating Schedule and then a Public Protection Classification. Olathe received a Class 3 community classification.

3. Maintain a systematic process of improvement.

Technology (SP Objective 4B): Utilize technology to augment service.

Verification: New equipment or initiatives in 2013 included Phillips Monitor/Defibrillators to help quickly and effectively respond to patient's cardiac needs. Specialized tools like HazMat ID, technical rescue eDraulic™ tools, a bomb suit and robot support response efforts in hazardous situations. Technological advancements in virtual training and in software systems that support the department's work also help to improve service to our citizens.

Annual compliance report (SP Objective 7E): Submit an ACR to the Commission on Fire Accreditation International (CFAI) from the continuous improvement team.

Verification: An Annual Compliance Report was submitted in June and approved in October by the CFAI.

Building codes integration (SP Objective 4A): Continue to enhance the integration of Building Codes staff to support the department's mission, vision and values.

Verification: Integration of Building Codes staff has continued through several key efforts in 2013. Community Enhancement personnel provided information regarding dangerous structures for inclusion in the department's Daily Information Report. They conducted routine daycare inspections. Also, planning began for Building Codes personnel to be damage assessors in the City's Rapid Damage Assessment plan. Staff will receive more direction on this role in 2014.

Codes: Implement the 2012 International Code.

Verification: Implementation of the 2012 International Code continued in 2013. Staff received training on the new code. Meetings were held with builders and developers to answer questions regarding the changes. In the 4th quarter, the department solicited feedback from builders on the impact (if any) of the code change.

Performance evaluations: Review annual performance evaluations and accordingly adjust.

Verification: Not accomplished. There remains expressed interest in making changes to the evaluation program (currently designed to meet the needs of all city departments).

4. Establish and foster effective community relationships.

Catalog (SP Objective 6A): Inventory community relationships and match needs to partners.

Verification: The department continued cultivating relationships with key community partners such as the Olathe Medical Center, the Olathe School District, private industry, social service organizations, faith-based communities, and other important agencies.

Assess (SP Objective 6B): Analyze community relationships and all external contracts.

Verification: The department reviewed these relationships and worked to ensure they helped meet expressed community needs in an efficient manner.

Input (SP Objective 6C): Encourage and collect community stakeholder feedback. Specific focus areas for 2013 include Community Education, Building Codes, Community Enhancement, Residential Fire Response and EMS.

Verification: Citizens are often asked to provide input on city services through the quarterly DirectionFinder® survey. Additionally, surveys on public education programs offer opportunities for participants to provide feedback. Building Codes conducted a customer satisfaction survey to determine how well the City is delivering residential building/construction services to customers. People are also asked to complete a short survey after their face-to-face experience at the Building Codes front desk.

2013 ACCOMPLISHMENTS

STRONG COMMUNITY PARTNERSHIPS	
<ul style="list-style-type: none"> • Celebrated 20 years of Adopt-A-School program • Several Honor Guard Events (KU Basketball, Funerals, MLK Dinner, etc) • Martin Luther King, Jr. Legacy and Scholarship Awards Committee Dinner (attendees) • Olathe Latino Coalition Town Hall (Jan) • 2013 State of the City Luncheon • Hosted Olathe Chamber of Commerce Coffee • Attended School District Foundation breakfast • Emergency Management meeting with Mid America Nazarene University • Olathe School District Crisis Management Team • Conducted CERT exercise for volunteers • Developed tornado and fire plans for Municipal Courts • Easter Egg Hunt w/ Beeping Eggs for seeing impaired children • Sidewalk CPR classes 	<ul style="list-style-type: none"> • Held annual bike rodeo • Helmet Head Program • Family Fun Day • Hosted Open House • Hosted first 9/11 Ceremony • Remembered fallen firefighters • Hosted George White's Memorial • High school internships • Participated in Career day at area schools • Center for Advanced Professional Studies (CAPS) program in Blue Valley schools • Back Snack – Ravenwood Elementary • Johnson County Community College ride-alongs • Hosted French Student • Continued weather alerts and other key messages through social media • Department featured in 2014 Pierce Calendar • Garmin donated GPS units to department • KS Pipeline provided funds to department • Exxon Mobile provided grant to department
LEADERSHIP	
<ul style="list-style-type: none"> • Weekly Operations Meetings • Weekly Staff Meetings • County Operations Meetings • Johnson County Fire & Emergency Services Chief's Association meeting (monthly) • Participated in City's Customer Service Subcommittee • Assigned 2 OFD staff to KCTEW on full-time basis to support information sharing • Served on KCTEW Executive Board (Chief DeGraffenreid) 	<ul style="list-style-type: none"> • Participated in various regional committees through MARC: MEMC, LEPC, RHSCC, LEPC Training, Training and Exercise, Regional Interoperability Subcommittee • Accreditation Peer Reviewers – 2 OFD site visits to other departments • Operations Personnel assisted with several outside promotional process (KCK, Lawrence, South Platte, Leawood, Med Act and Loveland, CO)
POLICY AND PLANNING EFFORTS	
<ul style="list-style-type: none"> • ISO redetermination obtained • FRA redetermination • City Emergency Operations Plan adopted • Olathe's Flash Flood Response Plan completed 	<ul style="list-style-type: none"> • System Overload Update • Company Pre Plans • Company Inspections • Fire Administration Building emergency plans

2013 ACCOMPLISHMENTS

<ul style="list-style-type: none"> • Severe Weather Sheltering for Fire Stations & Fire Administration. An evaluation was conducted on all stations and admin resulting in #memo 1306 • Several new internal policies and County Models Procedures (Staging on Hostile Events Model Procedure, Mayday Model Procedure – in progress, ICS, Airport Response Policy, etc..) • Revised Code 3 Response procedure • Model procedure for event communications • Response Plan Yearly Update with ECC 	<ul style="list-style-type: none"> • Fire Marshal’s self-inspection program initiated (in progress) • Staff took a comprehensive inventory of all external facing education and information programs • Portable radio – planning for next model underway • Annual Compliance Report for Accreditation • Integration of CPSE, CFAI, CPC framework in data analysis • Command Staff Planning Meeting • Participated in 2014 Budget process
OPERATIONS	
<ul style="list-style-type: none"> • Close to 10,000 calls (Fire, EMS and Rescue) • Conducted several Post Incident Analysis on various incidents (Pflumm Road fire, Martway Fire, etc.) • Managed several major weather events (2 major snowstorms, 1 Flash flood event, etc.) • Operated under Incident Action Plans (Garmin Run, Old Settlers, Scout Camp, Football standbys, Concert in The Park, Fishing Derby, etc...) 	<ul style="list-style-type: none"> • Standardized hose loads (on all engines) • Bike team deployed • Two K-9s certified • SOG Wide Area Search and Mapping • Disseminated Daily Information Report to Command Team • Switchover to fueling with ID cards to allow for East side access • Hydrants in MDTs (color-coded) • Sprinkler and Knox Box locations available via GPS • LiveMUM (Move-up Module)
EQUIPMENT AND FACILITY INVESTMENTS	
<ul style="list-style-type: none"> • Station 51 Remodel and HVAC • Station 55 Fix and remodel • Air quality testing at Fire Station 52 • Facility Study completed at Station 52 • Station VoIP • Station access cards • Operations personnel assisted with outlining specifications for a new Aerial, Engine, Rescue, Tender, and Specialty Unit • Three trips to Appleton, Wisconsin to do final inspections on new apparatus • Placed a new 100' aerial (TR51), a new Engine (54) and two new BC vehicles in service. This included mounting equipment on the new units. • Individual radios assigned • Notify JoCo/Everbridge deployment 	<ul style="list-style-type: none"> • Several pieces of new equipment (Haz-Mat ID, Air Knife, Rescue Vac for trench rescue, TICs, E-draulic tools, Bomb suit, Robot, Draeger SCBA, Grid Aim, New Prism Light, HCN monitors, Cyanide kits, Phillips Monitors, Rad57, Personal radiological monitors, Cool vests, etc.) • Vehicle identification done (Utility 50 striping; explorer restriping; Utility 52 – numbers; Boats renumbered) • Inline gate valves • Boat 52 trailer • Bass boat (funded with UASI grant) • I pads and I phones • MDT aircard updates • Glass display boards installed at Fire Administration

2013 ACCOMPLISHMENTS

PROFESSIONAL DEVELOPMENT AND TRAINING	
<ul style="list-style-type: none"> • Hundreds of hours of training • Live Burns at South Platte • The Annual Pipeline Safety Seminar • Numerous EOD events and training events • Several Vimeo videos completed (bright light, robot, etc...) for virtual training • Participated in several tabletop exercises: Anhydrous Ammonia Response Plan Tabletop Exercise; Tornado exercise with KS Task Force 3; Olathe Med Center Tornado exercise; and County Chlorine exercise. • Participated in Countywide Integrated Emergency Management Course/All-Hazards: Preparedness and Response • Communications Leader exercise at Crisis City (2) – certified Communication Unit Leaders (COMLs) • Annual confined space drill • Radio Roll Call with ECC • Hose Testing Completed (15 miles of hose) • Nuclear Class (through the Nuclear Regulatory Commission) 	<ul style="list-style-type: none"> • Co-Hosted EMS Symposium with Miami County EMS • Extrication class • KS Rescue Conference • SUSAR • EOD/Rescue Curriculum (FBI) • DVR implementation • Two personnel completed the Emerging Leaders program at KU • Executive Fire Officer Participation • Fire department personnel taught class on collaboration for city employees • Collaboration with Police Department on training • Sent instructors to Paola Fire School • Department physicals and Fit-testing • Company Performance Standards established (CPS) • BC52 assigned as training liaison • CIT, RDIT, Safety Committees SOG Coordination, KSTF3, Pay Taskforce
WORKFORCE DEVELOPMENT	
<ul style="list-style-type: none"> • Hired new Medical Director (Dr. Ruthstrom) • Hired 2 new firefighters • Battalion Chief promotional process - promoted 3 new BCs • Fire Apparatus Operator promotional process - promoted 2 new FAOs • Captains Promotional Process - promoted 3 new Captains • Hosted Badge Pinning Ceremonies (FAOs, BCs and Captains) • Held Awards night • Several Retirees this past year - ceremonies 	<ul style="list-style-type: none"> • Added 1 FTE Battalion Chief; 1 FTE Codes • 2 seasonal admin positions added • Fire Analyst position filled • Hosted intern from City Manager's office • Three battalion chiefs and several other staff members completed the 50-hour, online Blue Card training • Two assistant chiefs, one Training Chief and 1 deputy chief completed the Blue Card testing and received certification • Held Recruit Fire Academy • Hosted a Recruit Fire Academy Graduation Ceremony