



OLATHE FIRE DEPARTMENT

Progress Report

YEAR 2014 PLAN OF ACTION

In 2014, the Olathe Fire Department focused on the following action items that supported objectives in the department's 2011-2016 Strategic Plan (available at OlatheKS.org/Fire/KeyDocuments) and the Commission on Fire Accreditation International (CFAI)'s Accreditation Recommendations. This report documents progress made on 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.

Verification: Work-related injuries were tracked weekly by the Command Staff as part of their Weekly Activity Report. Additionally, the Safety Committee reviewed each injury and vehicle accident to determine if the injury/accident was preventable and what corrective actions (i.e. additional training, equipment, procedure change) were needed (if any).

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

Verification: All chief officers completed the Blue Card Incident Commander Training and Certification Program designed to manage local, NIMS Type 4 and 5 incidents. This included more than 50-hours of training and testing on incident management. Captains will begin the certification process in 2015. Additionally, the department opened the Command Training Center (CTC), a room that provides interactive simulations of large-scale incidents.

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

Verification: A position was assigned (Captain of Homeland Security and Emergency Management) to help manage information sharing within the department. Regular updates were routinely shared on key events, situations, national/world activities that could have an impact on local responsibilities. Systematic updates on severe weather events helped personnel plan proactively. This year, information on the West African Ebola Virus outbreak was shared internally and with other city departments for a review of responsibilities if infected patients arrived in Olathe. Collaboration with the KC Terrorism Early Warning Center continued to ensure intelligence on fire service risks were shared with staff. Two more staff received secret-level clearance in 2014.

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).

Verification: Structure Fire Control (APG 4-101) was finalized in April. As with any policy related to fire-fighting, the policy will be reviewed regularly to ensure consideration of the latest best practices in fire science and safety (i.e. NIST studies).

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.

Verification: In 2014, Tender 57, Rescue 51 and Squad 53 (multi-agent engine) were placed in service. These additions help the department better meet the needs of our community based on known risks. While Station 2 renovation will begin in earnest in 2015, a vendor was selected and a contract executed for the project.

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.

Verification: Company Performance Benchmarks (CPBs) sessions were held every quarter to provide hands-on training through a variety of evolutions (hose advancement; Vent, Enter, Search; etc.). Live-fire training in Platte County incorporated several of the CPBs and provided an introduction to Blue Card terminology. In addition to company-level training, fire service personnel performed individual skill verification and APG policy reviews.

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

Verification: In progress. Phase 1 of the Training Center remains in the City's Capital Improvement Plan. While waiting for the center to move forward, the department maximized hands-on training opportunities with internally-developed training props to provide controlled environments to practice use of protective gear and other key activities.

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.

Verification: Command staff regularly reviewed information on performance metrics to help influence decision-making. Analysis was conducted on overtime costs, mutual aid responses, response times within coverage areas and other topics as needed. The Command staff held the first of their quarterly meetings in December 2014 and will continue through 2015 using data to help shape discussions around challenging issues.

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.

Verification: All Code Blue calls were reviewed by the Cardiac Improvement Team including the Medical Director. However, work will continue in 2015 to ensure technology integration (i.e. MRX data loaded in Firehouse) so that more complete information is available to the team for review.

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

Verification: In progress. Questions about Codes Enforcement were included in the City's Quarterly DirectionFinder surveys. Customer satisfaction scores increased over the year. Additionally, surveys were available in the office for building codes customers to mail-in and complete. With a low response rate, a focus in 2015 will be developing other strategies with which to obtain feedback. The procurement process for new citywide permit software is underway, but transition to the new system is expected in 2015.

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.

Verification: The Mobile Integrated Healthcare program began operating the first MIH unit on a full-time basis in June. Two paramedics follow up with repeat customers and refusals, respond to Code 3 calls, conduct welfare checks, and perform outreach activities. This year's focus was strengthening partnerships and promoting the services of the MIH team. Agreements are in place with Johnson County Mental Health and the Health Partnership Clinic to increase care coordination and efficiencies. The MIH program supported more than 2,000 people in 2014.

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.

Verification: The public education program was revitalized in 2014. The Public Education Specialist position returned to the department. Outreach programs were inventoried by the Captain of Community Services. Emphasis was placed on gathering data from the programs to better document outcomes. Public Education staff is currently creating an appraisal tool to evaluate the programs annually.

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

Verification: In progress. Community stakeholders who contributed to the Strategic Plan were updated on the current status of department initiatives and priorities for the year. Customer feedback is important to the department and can help ensure we are meeting community expectations. The department plans to develop feedback mechanisms for those affected by fire and building codes customers next year.

2014 ACCOMPLISHMENTS

STRONG COMMUNITY PARTNERSHIPS

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| <ul style="list-style-type: none"> • Adopt-A-School program • Several Honor Guard Events • Martin Luther King, Jr. Legacy and Scholarship Awards Committee Dinner (attendees) • Olathe Latino Coalition Town Hall • 2014 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 • Sidewalk CPR classes • CPR and CERT courses offered in Spanish • Operation Prom Night at Olathe high schools • Helmet Head Program • Family Fun Day • Hosted Open House for more than 2,000 people • Hosted 9/11 Ceremony • Braden's Hope • Johnson County Public Safety Toy and Food Drive • Toys for Tots • Easter Egg Hunt for Visually-Impaired Children • Arbor Creek PTO Fundraiser • Boot Block to support MDA • Offered meeting space in stations to community; offered numerous station tours to various groups; attended block parties • Leadership Olathe and Fire Department delivered 450 backpacks to schools • Olathe Latino Coalition | <ul style="list-style-type: none"> • Planning for Olathe West Public Safety Program • Bike helmets for homeless kids • Santa at City Hall • Community Collaboration • HERO (big brother) • Spanish CERT • Support of the National Bike Tour • Donated use of large flag for community events • Germany Firefighter visited • New Door Program • Remembered fallen firefighters • High school internships • Participated in Career day at area schools • Center for Advanced Professional Studies (CAPS) program in Blue Valley schools • Johnson County Community College ride-alongs • Hosted French Student from the University of Bordeaux • Presentation to various community groups (Rotary, etc.) • Continued weather alerts and other key messages through social media • Partnerships in support of the Mobile Integrated Healthcare program (Health Partnership Clinic, JoCo Mental Health) • Strickland Construction donated to Fire Explorers • Exxon Mobile donated to CERT program • Olathe Advanced Technical Center – Building Trades • KCK Community College • Bomb Squad support of Sporting KC and KU games • High School Internships • Boy Scout Summer Camp |
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LEADERSHIP

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| <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 OFD staff to Kansas City Terrorism Early Warning Center (KCTEW) on part-time basis to support information sharing (grant-funded) • 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 • Assisted outside agencies with promotional processes (Lawrence, KCK, and Med-Act) • Various positions on local, regional, state, national and international boards, committees and associations • Participated in Leadership Olathe |
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POLICY AND PLANNING EFFORTS

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| <ul style="list-style-type: none"> • Multiple APGs created or updated: Purchasing (1-003), Residency Restrictions (1-004), Leave for 56-hour Personnel (1-005), Uniform Policy and Personal Appearance (1-007), Exchange of Time Policy and Guidelines (1-011), Disciplinary and Non-Disciplinary Action (1-013), Overtime Policy & | <ul style="list-style-type: none"> • Response Plan Yearly Update with ECC • Command Staff Planning Meeting • Continuous Improvement Team Meetings • Fire Station Location and Optimization Report • 2014 Plan of Action developed; reported progress on 2013 |
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<p>Procedure for Minimum Staffing (1-022), Hepatitis B Vaccination Program (1-045), Captured Audio, Images and Video (1-066), Outside Training (1-081), Suspicious Activity Reporting (1-094), Air Monitoring Program (2-207), Emergency Communications Center System Overload (3-005), Johnson County Incident Command System Model Procedure (4-001), Self-Contained Breathing Apparatus Use (4-053), Department Detection Canines (4-071), Structure Fire Control (4-101), Airport Response (4-110), Johnson County Mayday Model Procedure (4-111), Vehicle Fires (4-137), Incident Safety Officer (4-191), EMS Supply Requisition (4-211), Mobile Integrated Healthcare (4-215), Explosives Range and Storage (4-401), and Fire Investigations (6-023).</p> <ul style="list-style-type: none"> • New Numbered Memos: Fire Admin Security (14-01), Stokes Baskets Checks (14-02), OT Reason Codes (14-03), Citizen Assist Program (14-04), Tender 57 (14-05), Volunteer Application (14-06), Guidelines for Documents, Forms and Digital Letterhead (14-07), 100' Aerial Response at 101 N. Kansas Avenue (14-08), Hood Suppression System Activations (14-09), Fire Engineer Title (14-10), Ebola Response Checklist (14-11), and Blue Card – Command Training Center (14-12). • Assisted with updating county ICS model procedure 	<p>Plan</p> <ul style="list-style-type: none"> • New Vulnerable Needs Registry (HelpMeKansas) • Updated MOU with Johnson County Airport Commission • Partnership Inventory created • Multiple City Council Action Items: Board of Code Review; Explosive Ordinance; Adoption of NFPA 495; Home Daycare Inspection program • Special Event Planning – Incident Action Plans and Cost Estimates • Annual Compliance Report for Accreditation • Integration of CPSE, CFAI, CPC framework in data analysis • Participated in 2015 Budget process • Emergency Support Function Review with City Departments • Convened Citywide Ebola Response Planning Meeting • Map of Youth Firesetters for use on fire investigations • Changed the main fire department telephone number and transitioned all previous public numbers for separate divisions to route through the front desk • Building Codes customer surveys • Implemented <i>OlatheConnect</i> that allows a citizen to interact directly with city staff on a variety of topics (www.olatheks.org/olatheconnect/topics)
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OPERATIONS

<ul style="list-style-type: none"> • Responded to more than 10,100 calls for service (Fire, EMS and Rescue) • Conducted several Post Incident Analysis on various incidents • Managed several major weather events • Operated under Incident Action Plans (Garmin Marathon, Old Settlers, Scout Camps, Football standbys, Summer Concert Series, Fishing Derby, etc.) • Response planning for Ebola • Bike team deployed • Disseminated Daily Information Report to Command Team • New JoCo EMS Protocols App in service • RICK Pac III Conversions • New Spinal Immobilization protocol • Conducted overtime cost analysis of Emergency Services (July) • Launched Mobile Integrated Healthcare unit 	<ul style="list-style-type: none"> • Quick Clot Protocol implemented • In Home Daycares are now being inspected by Community Enforcement Officers; updated list of current providers to align with County and State • Mutual Aid agreement with Lenexa on response in caves • Inventory completed for Special Operations Group • Quality Control Improvement committee met regularly • Credentialing card issued for personnel to be used when deployed outside of Olathe • Updated patient refusal form • Completed an evaluation of all personnel protective gear for fire personnel • Reviewed and updated apparatus specifications for new apparatus • 492 residential units permitted with average value of \$305K • More than 2,800 fire and life safety inspections completed
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EQUIPMENT AND FACILITY INVESTMENTS

<ul style="list-style-type: none"> • Station 51 - Bay doors painted and leveling • Station 55 and Fire Administration painted • Station 53 painted and new gutters • New trailer at Station 52 • New ramp construction at Station 56 • Contract in place for renovations at Station 52 • New 3,000-gallon tender in service (Tender 57) • New Rescue 51 in service • New Squad 53 (multi-agent engine) in service • Ten new Tahoe vehicles • Installation of Wi-Fi at all stations • Installation of Apple TV at all stations 	<ul style="list-style-type: none"> • Several pieces of new equipment (CO2 and Radiation Monitors for all fire apparatus, bomb suit, EMS bags, HazMat Monitors - SD LCD 3.3 Monitor, SD Gas ID, SD RadSeeker, etc.) • iPad deployment on all fire apparatus • Seventeen new Mobile Data Terminals (MDTs) in service • New radios • Use of Energy X-treme to BC Vehicle and certain Tahoes • Procurement process for new permitting software • Stacked intermodal training pods at Fire Admin • Blue Card Command Training Center (CTC) Room completed
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WORKFORCE DEVELOPMENT

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| <ul style="list-style-type: none"> • Hired 3 new firefighters and 4 new firefighter-paramedics • Promotional Process - promoted 3 new Captains, 2 Engineers and Training Captain • Hosted Badge Pinning Ceremonies (Firefighters, Engineer and Captains) • Held Annual Awards night • Celebrated service of several retirees • Took departmental photo • Two new ICC Permit Technicians certified • Two more employees approved for secret-level clearance (Chief and Analyst) • Public Education Specialist filled • Building inspector completed Residential Inspection Certificate Program | <ul style="list-style-type: none"> • Chief Officer Mentoring Program • Moved Fire Inspectors to 40-hour work week • Part-time Fire Inspectors and Community Enhancement Officer • Recruited for Senior Building Codes Inspector • Hosted intern from City Manager's office • Held Recruit Fire Academy • Hosted a Recruit Fire Academy Graduation Ceremony • Took new departmental individual photos • Cross trained the 2 front-desk seasonal employees to help assist with other support needs • CRM Admin Support III position was re-classified to CRM Permit Technician; the position description was updated and employee hired |
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PROFESSIONAL DEVELOPMENT AND TRAINING

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| <ul style="list-style-type: none"> • Hundreds of hours of training • Recruit Academy for 7 new hires • Blue Card Command Training Center completed • Conducted two Blue Card 3-day simulation labs • All chief officers are Blue Card certified • Live Burn training at South Platte • The Annual Pipeline Safety Seminar • Numerous EOD events and training events • Conducted distributed training via CentreLearn • Initiated use of Omni-Join for distributed live video training • Conducted Rapid Damage Assessment tabletop exercise for Building Codes personnel • Bomb technicians developed and instructed curriculum for FBI's Hazardous Devices School • Training on foam agents at TEEEX • Participated in several tabletop exercises • Annual confined space drill • Radio Roll Call with ECC • Hose Testing Completed (15 miles of hose) • Basic explosives training • Co-Hosted EMS Symposium with Miami County EMS • FDIC – BCs • Driving Simulator training for city personnel • Extrication class • KS Rescue Conference • SUSAR • Continued training on DVR | <ul style="list-style-type: none"> • One employee completed the Emerging Leaders program at KU • Executive Fire Officer Participation (2) • Collaboration with Police Department on training (HWY Safety) Department physicals and Fit-testing • Company Performance Standards established (CPS) • BC52 continued responsibilities as training liaison • CIT, RDIT, Safety Committees SOG Coordination, KSTF3, Pay Taskforce • Training Permit Tech School • Kansas Vigilant Guard State Exercise • Two Table Top Drills for emergency management • Kansas National Guard - Training • KU Certified Public Manager • KU Grain Engulfment • SOG Competent Tower Rescue • Training on monitors: Responder ID, Responder RCI, RAD • Garmin Nuvi training • New CPR instructors • Company Performance Benchmarks • Position-specific NIMS classes • Countywide Incident Safety Class KU • HazMat training with Civil Support Team and FBI • Pueblo Response Class – Crude Oil • Participated in Hostile Event Class Development (JoCo) • Lenexa Meritex Caves • Countywide EMS Training |
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