



Rogers Fire Department ANNUAL OPERATIONS PLAN

**Tom C. Jenkins – Fire Chief
Allan Skogen – Deputy Fire Chief
Jake Rhoades – Deputy Fire Chief
Travis Hollis – Fire Marshal
Eddie Thompson – Battalion Chief
Bryan Hinds – Battalion Chief
David Whitlow – Battalion Chief**



April 2010 Summary of Compliance

OBJECTIVE / ACCOUNTABILITY	PERFORMANCE STANDARDS	MEASUREMENT	PERFORMANCE
Administration and Leadership			
AS 1. General Administration	Ensure emergency response performance standards on scene are safe, efficient and in conformance with adopted RFD policies and guidelines.	Respond to emergency scenes involving fire, emergency medical, HazMat and technical rescue to view that operational standards are followed. Conduct monthly activity reports to determine workload and review NFIRS incident log.	Monthly activity report posted for the month of April on the website and distributed to City Council.
AS 2. General Administration	Develop department plans and SOPs based on SOP accountabilities, national guidelines and city strategies.	Review department plans and annual goals as well as SOPs on a quarterly basis (January, April, July, October)	SOPs reviewed and implemented for first quarter in April 2010.
AS 3. General Administration	Develop budget with priorities based on the current fiscal year goals and section needs.	Create inter-department budget goals for capital, expansion and operating by July in preparation for presentation to city finance and administration.	No Action – Annual Review

OBJECTIVE / ACCOUNTABILITY	PERFORMANCE STANDARDS	MEASUREMENT	PERFORMANCE
AS 4. Professional Development	Increase professional skills and training levels by funding and providing professional growth opportunities.	1. Ensure that all Chief Officers attend at least one (1) outside training seminar per fiscal year each.	April 2010 – Deputy Chief Allan Skogen and Deputy Chief Jake Rhoades each attended two-week National Fire Academy courses in Emmitsburg, MD.
AS 5. Professional Development	Increase professional skills and training levels to all members by providing internal opportunities for leadership development and communication of department issues.	Ensure officer development occurs on a quarterly basis and that meetings of company officers occur each month with a regimented agenda and discussion session. This shall be integrated into the department’s training calendar.	April 2010 Officer Development: Sick leave policies and practices
AS 6. General Administration	Provide continued compliance with industry standards and operating recommendations.	Ensure RFD operations and goals coincide, as feasibly as possible, with the recommendations of the Insurance Service Office, and the Fire Service Accreditation Group.	April 2010 – Worksheets for CPSE Accreditation distributed to various section heads.
AS 7. Research and Development	Ensure continued involvement in research to improve efficiency and effectiveness of operations.	Provide resources and personnel to ensure RFD involvement in local, regional and national research projects.	April 2010 – Jake Rhoades participated in two applied research projects with the National Fire Academy and one project involving task force management teams.

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AS 8. General Administration	Participate in local government projects and events for fire department recognition and involvement.	The RFD should provide resources as available to city events and projects to provide input, direction and general assistance.	April 2010 – Camp Sunshine Meeting (PIO Dean); NWACC Career Fair (PIO Dean); 911 Center Remodeling Meeting (FC Jenkins); Police Department Corporal Promotion Process (FC Jenkins); NWA Metro Fire Chiefs Meeting (FC Jenkins, DC Skogen, CP Huntington, CP Cerasale); Susan G. Komen Race for the Cure Preparation Meeting (FC Jenkins); Benton County EMS Meeting (FC Jenkins)
AS 9. General Administration	Evaluate all personnel annually as part of an on-going evaluation program.	The RFD should ensure all personnel are properly evaluated, with required documentation, annually.	April 2010 – 8 evaluations completed.
AS 10. Fiscal Administration	Monitor the budget of all revenue and expenditure lines to ensure appropriate management.	The RFD shall record and manage monthly budget status of all lines and ensure a budget surplus.	April 2010 – Budget reviewed and posted in fire department administration. With 33.3% of the year completed, the RFD expended \$2,802,142.79 (36% of the total budget).
AS 11. General Administration	Increase efficiency of department physical resources operations through continued improvement.	The department should evaluate critical physical resource needs to anticipate needs and expenditures prior to the need becoming recognized by field personnel.	Annual Review – No Action

OBJECTIVE / ACCOUNTABILITY	PERFORMANCE STANDARDS	MEASUREMENT	PERFORMANCE
AS 12. General Administration	Maintain awareness of station and facility needs through inspection and improvement.	The department should evaluate facilities to identified problems and anticipate needs prior to critical situations occurring.	Annual Review – No Action Analysis of facility needs shall occur through the inspection of each department building by command staff each year.
AS 13. General Administration	Maintain awareness of special team needs.	The department should evaluate its special teams (ARFF, SOT, SERU) to identify problems and anticipate needs prior to critical situations occurring.	April 2010 – Chief Rhoades and BC Whitlow attended the regular SOT Meeting.
AS 14. General Administration	Publish a quarterly department newsletter to disseminate important information.	Number of distributed copies of newsletter and verification that newsletter is posted on department website.	April 2010 – Newsletter completed and hard copies being mailed out during the month of May.
AS 15. General Administration	Conduct meetings with the following groups at the specified intervals: Command Staff, weekly Company Officers, monthly Entire Dept, quarterly	Number of meetings held in each category	Command Staff Meetings: 4/5, 4/12, 4/19, 4/26 Company Officer Meetings: 4/6, 4/7, 4/8

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AS 16. General Administration	Review SOPs and implement new policies as the need arises.	Number of SOPs developed/revised and implemented at quarterly department meetings.	Current SOPs in revision: None – Implementation occurred April 2010
AS 17. General Administration	Ensure Command Staff attendance at City council meetings.	Number of City Council meetings attended	April 13 City Council Meeting – Chief Jenkins, Chief Skogen, Chief Whitlow
AS 18. General Administration	Survey our citizens that we have responded to in order to determine our strengths and weaknesses in customer service.	<ol style="list-style-type: none"> 1. Number of surveys distributed 2. Number of surveys returned 3. Average score 	Survey System in final stages of design and policy development.
AS 19. General Administration	Ensure the reporting and appropriate handling of maintenance issues within the fire department.	<ol style="list-style-type: none"> 1. Number of work orders received via the electronic reporting system 2. Number of work orders outstanding 	April 2010 – <ol style="list-style-type: none"> 1. 37 work orders received 2. 14 work orders outstanding 62.1% closure rate
AS 20. Reserved			

OBJECTIVE / ACCOUNTABILITY	PERFORMANCE STANDARDS	MEASUREMENT	PERFORMANCE
Emergency Medical Services Section			
EMS 1. Emergency Scene Response	Ensure proper medical protocols are followed and that interventions are used that are appropriate and necessary.	Respond to emergency incidents and through the quality assurance process, demonstrate effective and proper EMS skills. IV success should be > 80% and intubation success should be > 90%. Also count the number of Level II QA/QI reports conducted.	April 2010 – IV Access Efficiency: 85% Intubation Efficiency: 40% Level II QA Reports: 0
EMS 2. Emergency Scene Response	Maintain or exceed the adopted emergency response time standard for emergency medical care in and outside of city limits.	Respond to emergency medical scenes within four (4) minutes, 90% of the time, within the city limits and within eight (8) minutes, 90% of the time, when response to areas outside the city limits.	April 2010 – Less than 4 Minutes: 59.6% 5 to 8 Minutes: 28.87% > 8 Minutes: 11.53% *Includes inside and outside of city response areas.

OBJECTIVE / ACCOUNTABILITY	PERFORMANCE STANDARDS	MEASUREMENT	PERFORMANCE
EMS 3. Emergency Scene Response	Improve cardiac survival rates during medical emergencies involving patients in cardiac arrest.	Respond to emergency scenes involving patients who are in cardiac arrest and provide necessary basic and advanced life support at an appropriate level. Equipment failure should occur <1% of the time and a survival rate of 20% or greater should be attempted (ROSC).	ROSC return rate for April 2010 was 66% (2/3). This only includes those patients in which resuscitation was attempted.
EMS 4. Emergency Scene Response	Reduce lost time to Communicable Disease and Infectious Disease of firefighting personnel when exposed.	Deliver infectious control training and ensure proper follow-up to all possible exposure cases.	No infection control classes held. Count the number of infectious disease exposure each quarter.
EMS 5. Inspection & Maintenance	Reduce Medical supply shortages and equipment malfunctions on all EMS units.	Minimum required inventories of equipment established and needs communicated to purchasing authorities.	April 2010 – Trauma and Bandage supply shortage noted.

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EMS 6. Personnel Administration	RFD will oversee comprehensive quality improvement program EMS program.	<ol style="list-style-type: none"> 1. Conduct a minimum eight (8) EMS CEU classes per year (2 per quarter) 2. Ensure 100% recertification of EMT-Basic and EMT-Paramedic employees 3. Produce at least three (3) new EMT-Paramedics annually 	April 2010 – Conducted trauma scenario training utilizing chest needle decompression for all three shifts, two hours each.
EMS 7. Emergency Scene Response	Recognize ST segment elevation myocardial infarction (STEMI) incidents in the field and produce an on scene to hospital arrival time of less than 45 minutes.	Through the quality assurance process, review STEMI occurrences each month and review with medical control as necessary.	April 2010 – 36 Patients were treated for cardiac rhythm disturbances or chest pains/discomfort. Of those 36 patients, 1 STEMI alert was called.
EMS 8. Quality Assurance	Review specified emergency medical incidents for quality assurance.	Number of Level II QA/QI meetings and reason for review.	April 2010 – Zero cardiac arrest cases were reviewed.
EMS 9. Emergency Medical Dispatching	Review 12% of all emergency medical E911	Number of EMS Calls, number of EMS Calls where EMD was	1. 236 EMS Calls

OBJECTIVE / ACCOUNTABILITY	PERFORMANCE STANDARDS	MEASUREMENT	PERFORMANCE
	calls for compliance with National Academy of Emergency Dispatch standard of care.	reviewed (> or = 12%)	<p>2. 100 911 calls received at the 911 Center were handled by EMD certified dispatchers.</p> <p>3. 1 E911 calls that received EMD protocols were reviewed for quality. (<1 % of total EMS calls)</p> <p>4. The average score of the reviewed calls was 100%</p>
EMS 10. Fiscal Administration	Ensure that ambulance reimbursement revenue meets monthly projections for the fiscal year.	Amount of EMS revenue collected and percentage collected for the fiscal year.	April 2010 - \$13,201.14 collected. YTD \$178,729.77 has been collected or 21% of the FY2010 budget.
Training Section			
TS 1. General	We will deliver annual	Members shall receive a minimum	April 2010 – The Rogers Fire Department hosted

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Administration	Hazardous Materials Refresher training for Operations and Technician level responders.	of twenty-four (24) refresher hours to include classroom and practical instruction pursuant to NFPA 472 and applicable ADEM requirements.	a Haz-Mat Technician course with twenty (20) students from the RFD. All students successfully completed the course.
TS 2. General Administration	Provide developmental training for company officers and chief officers in compliance with NFPA 1021.	Conduct monthly review of training hours for current Company Officers, to include training courses, officer meetings, etc	Company Officer meetings held April 6-8, 2010.
TS 3. General Administration	We will provide a basic firefighter academy class to all new probationary members of the RFD.	Ensure all probationary members complete an RFD academy as described in policy.	Six (6) firefighters are currently enrolled in the Rogers Probationary Fire Academy with an expected graduation of June 18, 2010 for three (3) firefighters and July 16, 2010 for the other three (3).
TS 4. General Administration	We will continue to deliver training that is required annually for all personnel:	Deliver courses as specified in the RFD annual training plan and calendar.	In April, the ATP required 2 hours of EMS training and 3 hours of Officer Development. EMS training was met through trauma scenarios

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			and Officer Development was postponed until May, when the NFA STICO curriculum would be delivered. In place of that course, Haz-Mat Technician training and Ropes I-III were offered.
TS 5. General Administration	Ensure all personnel continue to meet the requirements of NFPA 1001, 472, 1002, as required.	Require all members to complete a “company standards” workbook, as assigned quarterly.	Second quarter company standards workbooks have been issued and are due on June 30, 2010.
TS 6. Inspection and Maintenance	We will continue to monitor the department’s training manuals.	Purchase identified needs for IFSTA manuals for station inventory every year. All new firefighters should receive applicable manuals for NFPA 1001 and 472 compliance.	April 2010 – New manuals for Probationary Firefighters purchased.
TS 7. General Administration	We will ensure driver’s training is conducted for members as described in policy.	New apparatus will mandate training by all members of the department. New members will submit to a relief driver’s training program, prescribed by policy. Annual review of adherence to policy will occur.	Annual Review – No Action
TS 8. General Administration	The Special Operations Team will receive	Each year members of the SOT will submit to competency	Annual Review – No Action

OBJECTIVE / ACCOUNTABILITY	PERFORMANCE STANDARDS	MEASUREMENT	PERFORMANCE
	necessary training and competency evaluation.	<p>evaluations as determined by the SOT coordinator and command staff.</p> <p>Each year the SOT training needs shall be evaluated and submitted for budgetary purposes.</p>	
TS 9. General Administration	The Aircraft Rescue and Firefighting Team (ARFF) shall receive necessary training and competency evaluation.	Each year members of the ARFF team will complete FAA required live burn training. Selected leaders of the team will also be provided with an opportunity for advanced level training, as determined by the ARFF coordinator and command staff.	Annual Review – No Action
TS 10. General Administration	Review, audit, and purge training records of all members annually.	Percentage of records reviewed and audited.	All training records were audited in January 2010.
TS 11. General Administration	Increase the level of hazardous materials training to Haz-Mat	Percentage of members certified as Haz-Mat Technicians.	Annual Review – No Action

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	Technician for at least 80% of the members.		
TS 12. National Fire Academy	Encourage attendance of National Fire Academy residency courses by department members.	Number of National Fire Academy Courses attended.	April 2010 - Three (3) members attended National Fire Academy residence courses. All courses were two-week in duration. Attendees were DC Skogen, DC Rhoades, and CP Earp.

OBJECTIVE / ACCOUNTABILITY	PERFORMANCE STANDARDS	MEASUREMENT	A Platoon	B Platoon	C Platoon
FIELD OPERATIONS SECTION					
FO 1. Emergency Response Management	We will respond with a minimum of 3 persons on all fire engines (28 Man Minimum)	1. Percent of companies responding with 3 personnel	100% compliant	100% compliant	100% compliant
FO 2. General Administration	<p>1. Determine injuries and acts responsible for firefighter injuries using data gathered from Human Resources Dept.</p> <p>2. Develop action plan to reduce identified injuries</p>	1. Complete Study by December 1 of every year	<p>List reoccurring injuries and potential ways to mitigate (all shifts):</p> <p>January 2010 – 2 injuries, lower back February 2010 – 1 injury, cardiac stress March 2010 – 2 injuries, back strain and inhalation April 2010 – 2 injuries, needle stick and leg injury</p>		

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FO 3. General Administration	We will make daily apparatus checks and report any prudent findings. Weekly, apparatus and equipment will be thoroughly inspected. SCBAs, pumps, ladders and hand/power tools will be maintain monthly according to SOP.	The numbers of times apparatus weekly check sheets are not turned in shall be recorded. (52 weeks per apparatus = 100% compliance)	Percentage of Time Compliant: 100%	Percentage of Time Compliant: 100%	Percentage of Time Compliant: 100%
FO 4. General Administration	We will provide a quality level of protection for life and property by maintaining effective geographical company distribution for rapid response to fire and rescue emergencies.	4 minute response time after “responding” 90% of the time, excluding mutual aid responses. Review annually.	Annual Review – No Action	Annual Review – No Action	Annual Review – No Action
FO 5. Personnel Administration	We will schedule all members for mandatory medical physicals as recommended by NFPA 1582.	All members of the RFD shall received medical physicals compliant to NFPA 1582 at intervals dictated by policy.	Objective met in Feb 2010 with 30 members receiving physicals as provided for in policy.	Objective met in Feb 2010 with 30 members receiving physicals as provided for in policy.	Objective met in Feb 2010 with 31 members receiving physicals as provided for in policy.

OBJECTIVE / ACCOUNTABILITY	PERFORMANCE STANDARDS	MEASUREMENT	A Platoon	B Platoon	C Platoon
FO 6. Personnel Management	We will recommend applicants for outside training opportunities based on defined personal goals, defined benefit to the RFD, prior participation, available staffing and funds.	At least six (6) members per shift shall attend full-day outside training or conference opportunities on an annual basis. (6 events total per shift = 100% compliance)	April 2010 – Nathan Keck, Brent Rush – FDIC in Indianapolis, IN (32 hrs) Rob Starek, Kendall Varner, Tyler Steele – Swiftwater Rescue Training (16hrs)	April 2010 – Jack Wassman – FDIC in Indianapolis, IN (32 hrs) James Copeland, Jeremy Criner, Matt Kriehn, Kevin Tibbs – Swiftwater Rescue Training (16hrs)	April 2010 – Cleve Clark – FDIC in Indianapolis, IN (32 hrs) Joey Everhart, Josh Chapman, Jonathan Born – Swiftwater Rescue Training (16hrs)
FO 7. Personnel Management	We will notify Command Staff of all fireground injuries.	Number of occurrences	No fireground injuries	No fireground injuries	No fireground injuries
FO 8. General Administration	We will review monthly activity and take appropriate action when outputs are unacceptable (response time, NFIRS incomplete status).	Number of criteria determined to be unacceptable each month.	Monthly Review: No issues.		
FO 9.	We will review all	1. Daily review and	Number of sick leave	Number of sick leave	Number of sick leave

OBJECTIVE / ACCOUNTABILITY	PERFORMANCE STANDARDS	MEASUREMENT	A Platoon	B Platoon	C Platoon
Personnel Administration	leave data to assure compliance with policy and identify actions required to improve company staffing.	monthly analysis of leave data 2. Number of overtime hours, per shift	hours used each month (Non WC): 648 hours Number of hours of overtime used each month: 124.25 hours	hours used each month (Non WC): 44 hours Number of hours of overtime used each month: 180 hours	hours used each month (Non WC): 484 hours Number of hours of overtime used each month: 292 hours
FO 10. General Administration	We will analyze all data relative to all facets of Field Operations and actively facilitate the accomplishment of department performance standards	Yearly activity report analyzed and discussed to evaluate potential improvements in response ability.	2009 Yearly Activity Report completed and disseminated to field operations personnel.	2009 Yearly Activity Report completed and disseminated to field operations personnel.	2009 Yearly Activity Report completed and disseminated to field operations personnel.
FO 11. General Administration	We will operate within appropriated funds	Expenditures will not exceed appropriations in Field Operations. Affected budget lines: - Overtime - Fuel - Vehicle Maintenance - Operating Sup.	Overtime: \$25,460.50 expended, 21% of the budgeted amount Fuel: \$23,109.78 expended, 34% of the budgeted amount Vehicle Maintenance: \$38,088.54, 44% of the budgeted amount Operating Supplies: \$16,083.68 expended, 40% of the budgeted amount		
FO 12.	We will conduct a	Number of incidents	No Post-Incident	1 Post-Incident	No Post-Incident

OBJECTIVE / ACCOUNTABILITY	PERFORMANCE STANDARDS	MEASUREMENT	A Platoon	B Platoon	C Platoon
Personnel Administration	Post Incident Analysis of all working incidents (residential, commercial or otherwise) where multiple lines attack are laid within five working shifts	analyzed via a Post Incident Analysis.	Analysis conducted	Analysis conducted	Analysis conducted
FO 13. General Administration	We will create and maintain records on attendance, training, public education, presentations, incident reports, staffing, promotions, transfers, apparatus location and others as required	All records will be current and accurately maintained and available in the computer or paper-based department system	Records created as specified in policy and operating practice.	Records created as specified in policy and operating practice.	Records created as specified in policy and operating practice.
FO 14. General Administration	We will conduct department business within the terms and conditions of departmental policies and city ordinances.	All department business sessions (SOP implementation, etc) shall be conducted pursuant to conditions provided in the SOP and standard practice.	All business session conducted as specified in policy and operating practice.	All business session conducted as specified in policy and operating practice.	All business session conducted as specified in policy and operating practice.
FO 15. Emergency Response	We will investigate all fire department	1. Number of accidents	No accidents.	No accidents.	No accidents.

OBJECTIVE / ACCOUNTABILITY	PERFORMANCE STANDARDS	MEASUREMENT	A Platoon	B Platoon	C Platoon
Management	vehicle accidents within 24 hours	investigated. 2. Number of accidents resulting in corrective action.			
FO 16. Inspections and Maintenance	We will keep all uniforms and PPE clean, and orderly; tools will be kept in the same general locations	Company officers shall ensure compliance at their fire stations. Number of non-compliance events corrected by BC's and above.	Uniforms compliant.	Uniforms compliant.	Uniforms compliant.
FO 17. Personnel Administration	We will monitor daily staffing levels to ensure that Aircraft Rescue Firefighting (ARFF) and Special Operations (Haz-Mat and Technical Rescue) are adequately staffed.	Station 3 shall be staffed with a minimum of two (2) ARFF certified members and Truck 5 shall be staffed with a minimum of three (3) SOT members.	April 2010 – ARFF – 100% Compliant SOT – 100% Compliant	April 2010 – ARFF – 100% Compliant SOT – 100% Compliant	April 2010 – ARFF – 0% Compliant (Non-compliance with ARFF staffing on 4/1, 4/4, 4/7, 4/10, 4/13, 4/16, 4/19, 4/22, 4/25, 4/28) SOT – 100% Compliant
FO 18. Personnel	We will participate in physical fitness in	Number of hours recorded per member,	Physical fitness time is being recorded,	Physical fitness time is being recorded,	Physical fitness time is being recorded, however

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Administration	accordance with current department policy.	per month	however record system is unable to produce a total amount by shift.	however record system is unable to produce a total amount by shift.	record system is unable to produce a total amount by shift.
FO 19. General Administration	We will gather all pertinent information to complete NFIRS form and identify and request needed assistance from other agencies.	Number of incomplete or missing NFIRS reports as identified through quality control.	No missing NFIRS reports.	No missing NFIRS reports.	No missing NFIRS reports.
FO 20. Inspections and Maintenance	We will inspect for damage, flow and lubricate 100% of all city hydrants annually and report damaged or inoperable hydrants	Percent of hydrants tested and documentation recorded	No Action – Annual Review	No Action – Annual Review	No Action – Annual Review
FO 21. Personnel Administration	We will inspect all members uniforms for defects, cleanliness, damage and other unsatisfactory conditions which would warrant repair or replacement	Number of members uniforms inspected annually – Display the percentage of PPE Inspected annually.	No Action – Annual Review	No Action – Annual Review	No Action – Annual Review

OBJECTIVE / ACCOUNTABILITY	PERFORMANCE STANDARDS	MEASUREMENT	A Platoon	B Platoon	C Platoon
FO 22. Inspections and Maintenance	We will annually test all hose as required by NFPA standard 1961	1. Number of hose sections tested 2. Number of hose sections failed	No Action – Annual Review	No Action – Annual Review	No Action – Annual Review

OBJECTIVE / ACCOUNTABILITY	PERFORMANCE STANDARDS	MEASUREMENT	PERFORMANCE	COMMENTS
FIRE PREVENTION SERVICES SECTION				
Inspections and Code Enforcement				
FP 1. General Administration	We will reduce the loss of lives and property from fire and other preventable accidents.	1. Press release issued on subject.	April 2010 – 22 press releases issued.	
FP 2. General Administration	We will actively investigate all suspicious and high dollar loss fires to ensure proper follow-up to all pertinent incidents.	1. Number of investigations performed 2. Number of arson fires	1. No investigations conducted 2. No incendiary fires	
FP 3. General Administration	We will track and attempt to intervene in all fires involving juvenile fire setters.	Number of interventions and number of juvenile fires.	April 2010 – No JFS interventions	
FP 4. General Administration	We will achieve an increased level of safety for the community by ensuring that buildings meet or exceed the standards provided by ICC based codes.	1. Number of inspections conducted by RFD inspectors (not fire companies)	April 2010 – 44 Fire inspections, 7 plan reviews, 7 violations issued, no citations issued.	

OBJECTIVE / ACCOUNTABILITY	PERFORMANCE STANDARDS	MEASUREMENT	PERFORMANCE	COMMENTS
FP 5. General Administration	Protect firefighters and the community from environmental and fire hazards at sites containing EPA listed Extremely Hazards Substances (EHS).	<ol style="list-style-type: none"> 1. Determine number of Tier II EHS sites. 2. Number of Tier II EHS sites inspected. 3. Number of updates or pre-fire plans provided to field operations personnel 	Annual Review – No Action	
FP 6. General Administration	Provide review of false alarms and ensure the false alarm ordinance, when appropriate.	<ol style="list-style-type: none"> 1. Number of false alarms. 2. Number of properties with reoccurring false alarms within the month. 3. Number of notices or fines sent within the month. 	April 2010 - <ol style="list-style-type: none"> 1. 30 false alarms 2. 1 reoccurring false alarms 3. No notices or fines distributed. 	

OBJECTIVE / ACCOUNTABILITY	PERFORMANCE STANDARDS	MEASUREMENT	PERFORMANCE	COMMENTS
Public Education Function				
PE 1. General Administration	We will deliver a comprehensive Public Education program to school children.	Number of programs delivered.	March 2010 – No public education events.	
PE 2. General Administration	We will develop a program to conduct smoke detector checks and installations at local residences.	Number of smoke detectors installed.	April 2010 - 0 smoke alarms installed	
PE 3. General Administration	We will use the website as both a public education tool and a public relations tool.	Number of website visits.	April 2010 – 1,183 Page Loads 901 Total Visitors 725 First Time Visitors	