



**HIGHLAND PARK FIRE DEPARTMENT
POLICY MANUAL
POLICY # 41**



ANNUAL PROGRAM REVIEWS

EFFECTIVE

28/OCTOBER/2016

REVISED

30/OCTOBER/2020

1.0 Purpose

- 1.1 The purpose of this policy is to establish an annual review process to evaluate resource deployment and performance. The information from the annual review assists in budget, program, and strategic planning. The Department embraces a process of continuous improvement.

2.0 Responsibility

- 2.1 It is the responsibility of all personnel to know and understand all aspects of this Policy.

3.0 Policy

- 3.1 The following are identified *Emergency & Non-Emergency* service and *Community Risk Reduction Programs* that are provided by the Department.

3.1.1 Emergency Service

3.1.1.1 Fire Suppression

3.1.1.2 EMS

3.1.1.3 Underwater Rescue and Recovery

3.1.1.3 Hazardous Materials Incident and Mitigation

3.1.1.4 Technical Rescue

3.1.2 Non-Emergency Service

3.1.2.1 Fire Prevention and Code Enforcement

3.1.2.2 Fire and Life Safety Education

3.1.2.3 Smoke Detector Battery Replacement and Installation

3.1.2.4 Hydrant Testing

3.1.2.5 Training Division

3.1.3 Community Risk Reduction Programs

3.1.3.1 Fire and Life Safety Education

3.1.3.2 Fire Investigation

3.1.3.3 Fire Suppression

3.1.3.4 EMS

3.1.3.5 Technical Rescue

3.1.3.6 Hazardous Material

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3.1.3.7 Inspection Services are provided by the Community Development Department

3.1.3.8 Hydrants are maintained and tested by the Public Works Department

3.2 Emergency service shall be reviewed to assure that quality of emergency response performance is meeting expectations in each district and grid. Performance evaluation shall compare service benchmarks against accrual performance utilizing the below criteria.

3.2.1 Call volume

3.2.2 Response times including: Call processing, turnout time, travel time and reaction time.

3.2.3 On scene time

3.2.4 Value of loss

3.2.5 Service satisfaction gathered through citizen surveys

3.3 Non-Emergency service levels shall be reviewed to assure that quality of emergency response performance is meeting expectations in each district and grid. Performance evaluation shall compare service benchmarks against accrual performance utilizing the below criteria.

3.3.1 Number of completed inspections

3.3.2 Number of violations corrected and citations issued

3.3.3 Number of programs delivered

3.3.4 Number of students taught

3.3.5 Number of hydrants tested

3.3.6 Number of detectors installed

3.4 Deployments shall be modified as needed to assure that the most effective response force is responding to meet the needs as identified through critical task and risk analysis. Examples of possible adjustment that can be made are:

3.4.1 Adjustment of grid boundaries

3.4.2 Change in response cards

3.4.3 Change in auto aid/mutual aid companies

3.4.4 Staffing level/deployment changes

3.4.5 Relocation of equipment

3.5 When evaluating response times, the total response time shall be divided into: call processing times, turnout time and travel time for the purpose of evaluation of area for improvement. The following are the benchmarks established for performance in each category.

3.5.1 Call processing time: 90 seconds or less

3.5.2 Turnout time: 60 seconds or less for EMS and 90 seconds or less for Fire responses

3.5.3 Travel time: 5 minutes or less

3.5.4 Total response time: 7 minutes or less for first unit.

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- 3.6 Analysis of performance shall be compared to the last five years for the purpose of identifying trends or anomalies.
- 3.7 To assure that the department is maintaining and or improving response capabilities the following step should be taken:
- 3.7.1 Quarterly review of response data
 - 3.7.2 Quarterly review and discussion and needed change or improvements with command staff during monthly officers meeting.
 - 3.7.3 Annual review of changes to external influences, growth, development and new and changing risk shall be done.
 - 3.7.3.1 Annual review shall be conducted on all service programs.
 - 3.7.4 Annual review of performance gaps, inadequacies, inconsistencies or negative trends shall be conducted.
 - 3.7.5 Performance gaps, that are identified during the annual review, shall have plans developed to make improvements during the next quarter and implemented no later than the start of the second quarter.
- 3.8 As part of the review process, the Fire Chief presents monthly performance reports to the City Manager. Discussed during the monthly reviews are:
- 3.8.1 Number and type of incidents
 - 3.8.2 Response time performance
 - 3.8.3 Improvements in service delivery
 - 3.8.4 Decreases or gaps in service delivery

4.0 Reference

- 4.1 Highland Park Fire Department

Approved:  Fire Chief