

Germantown Fire Department

Monthly *FIRESTAT*

Reporting Month:

JANUARY 2018



Respectfully Submitted
Gary L. Weiss, EFO, CFO, CEMSO
Fire Chief

Solving Problems 24/7

Performance Scorecard

Response Village-Wide

Operational Performance Measure:

To measure the Response Times of first arriving unit according to NFPA 1710. The standard also requires the arrival of an Effective Fire Force (EFF). At this time we are only tracking the arrival of the first fire or EMS unit and not the EFF.



GFD Strategic Priorities:

Provide Quality Emergency Services

Performance Target:

Arrival of crews within 8 minutes according to NFPA 1710 standard, and within 5:20 minutes per ISO Guidelines. (NFPA standard is 90%)

Current Report Period: **January 2018**

Data Source: ProPhoenix Software

HISTORICAL ANALYSIS

Reporting Period	Number of Incidents	NFPA Compliance
Jan '18	178	93%
Dec '17	184	60%
Nov '17	166	94%
Oct '17	147	95%

GFD Call Reponse & NFPA Compliance Trends



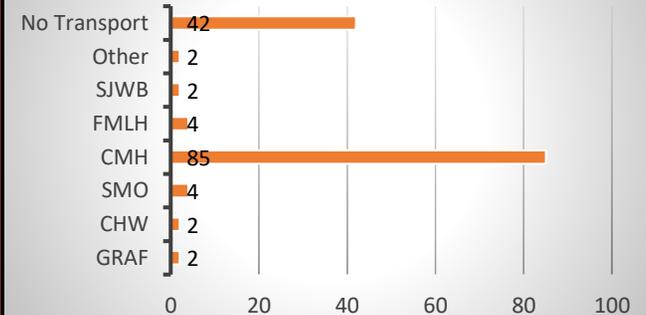
Analysis:

The GFD is exceeding response time goals per the NFPA the majority of the time. We have examined the December trend and determined the issue for underperformance was due to ProPhoenix software issues. This has been addressed with ProPhoenix.

Goals:

Increase towards compliance in comparison to previous months.

January - 143 Hospital Transports



Performance Scorecard

Community Risk Reduction

Operational Performance Measure:
Efficient Deployment of resources to support Community Risk Reduction initiatives.



GFD Strategic Priorities:
Provide Quality Emergency Services

Performance Target:
Risks in the community are minimized through a proactive Community Risk Reduction system.

Current Report Period: January 2018

Data Source: ProPhoenix Software

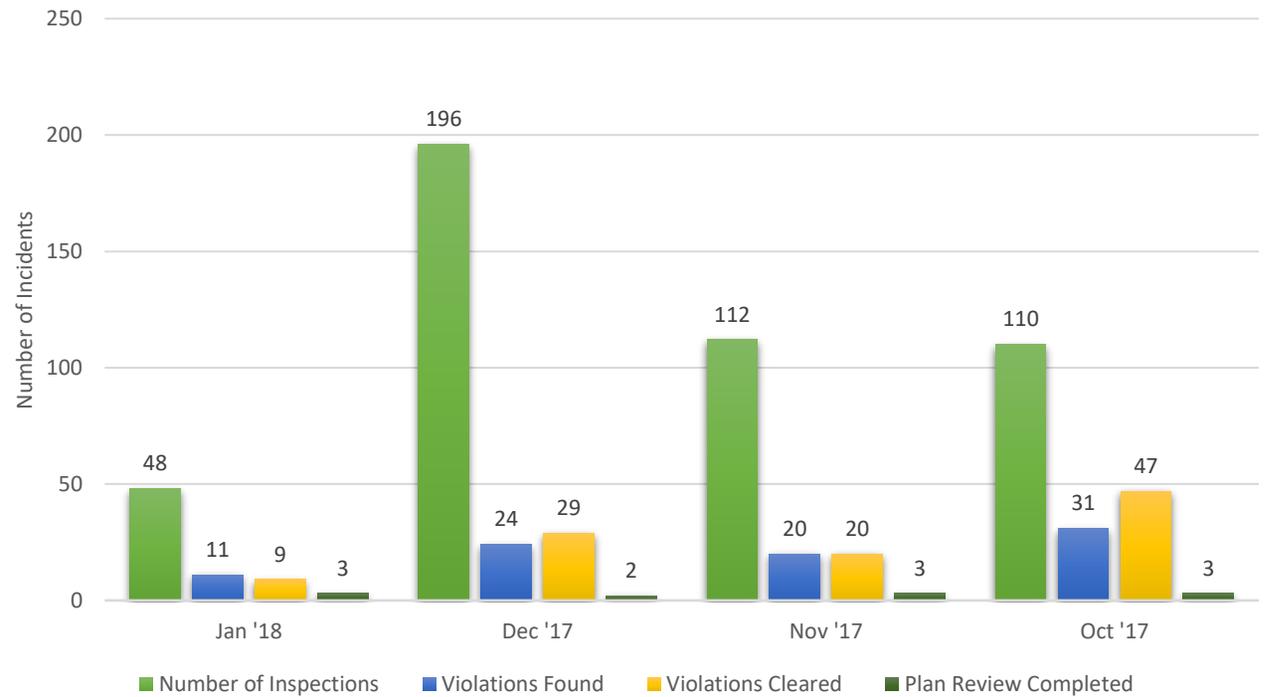
HISTORICAL ANALYSIS

Reporting Period	#Inspections	#Cleared
Jan '18	48	9
Dec '17	196	29
Nov '17	112	20
Oct '17	110	47

Analysis:

On average, we will need to complete 732 inspections every 6 months. Between the Fire Inspector and the On-Duty fire crew we are on track to meet that goal. Due to emergency calls, completion of inspections in some months will be less but in the end we will meet our goal.

GFD-Inspections



Performance Scorecard

Department Training

Operational Performance Measure:
Internal/External Stakeholder Engagement - Increase Public/personnel in fire/EMS/Fire Prevention Skills.



GFD Strategic Priorities:
Provide Quality Emergency Services

Performance Target:
Adequately train members of the GFD in proficiency topics that assist with sharpening knowledge, skills and abilities.

Current Report Period: January 2018

Data Source: ProPhoenix Software

HISTORICAL ANALYSIS

Month	Hours
Jan '18	185.5
Dec '17	212
Nov '17	231
Oct '17	464



- January '18 Training Topics:**
- Blue Card Incident Command
 - Driver Operator
 - Firefighter Minimum Standards
 - EMS I-gel Airway
 - Electrical Safety with WE Energies
 - Preventing Sexual Harassment
 - Ethics
 - Ropes & Knots

Analysis:

Minimum training goal is 160 hours per month. We have exceeded these hours due to additional outside training such as EMT, AEMT, Firefighter Basic and Driver Operator.

Goals:

Develop a better method to track training hours by subject. A request has been submitted to ProPhoenix Software.

Comments:

- Training falls into these major categories:
- Fire Ops
 - EMS
 - Officer Development
 - Driver/Pump Operator Development
 - Other

<p>Performance Scorecard Customer Satisfaction</p>	<p>Operational Performance Measure: A key service indicator for any service provider is customer feedback. This assists the organization going from good to great. One method the Germantown Fire Department uses is the Customer Service Survey card.</p> 	
<p>GFD Strategic Priorities: Provide Quality Emergency Services</p>	<p>Performance Target: Continue to distribute the survey to patient(s) as situations allow.</p>	
<p>Current Report Period: January 2018</p>		
<p>Data Source: Customer Service Survey Cards</p>		
<p>Sampling of comments:</p>		
<ul style="list-style-type: none"> 01/11/18: "The men did a fantastic job; they were kind, patient and very professional with my mother." 01/12/18: "The Paramedics helped me so much and were so caring." 01/24/18: "Very good and concerned men. I was given great care. Thank You!" 		
<p>Analysis:</p>	<p>Goals:</p>	<p>Comments:</p>
<p>This is a new endeavor that the GFD started in January 2018. So far, all feedback that has been received has been positive. Any negative feedback will be followed-up.</p>	<p>Continue to share the comments and feedback from the Customer Service Survey (CSS) cards with the members of the Germantown Fire Department.</p>	<p>Voicemails received after hours at the GFD Headquarters have been transferred to CSS cards for input into this report.</p>