

**Town of Williamston Fire / Rescue / EMS Department
Work Plan**

Fiscal Year 2014 – 2015

July 01, 2014 – June 30, 2015

Mission Statement

Mission: The Williamston Fire / Rescue / EMS Department is dedicated to safely serve and protect its citizens from the dangers of Fire, Emergency Medical Incidents and Other Natural and Man-made Emergencies through the efforts of Prevention, Education, Training and Safety.

Vision Statement

Vision: The Williamston Fire / Rescue / EMS Department will be a community focused, value centered, modern and credible Fire / Rescue / EMS service serving the citizens of Williamston and Martin County.

Strategic Initiative: Organization & Development– Administration, Assessment, and Planning/ Goals & Objectives

The Williamston Fire / Rescue / EMS Department strives to operate an efficient Fire / Rescue / EMS and Life Safety service for the community of Williamston and Martin County. The Department continuously looks to improve the service levels in the most effective manner possible by addressing local, state, and national recommendations. Our policies and procedures guide our decisions and lead us in our management process to create the professional department we desire and the citizens deserve.

1) Objective: Explore opportunities for increasing the development of both traditional and nontraditional sources of revenue (grants) *Excludes RRT Grants.

Performance Measure	Actual 11/12	Actual 12/13	Actual 13/14	Actual 14/15
Apply / Awarded for Alternative Funding/ Grants	Applied for 3 Awarded 2	Applied for 3 Awarded 2	Applied for 3 Awarded 3	Applied for 1 Awarded 1

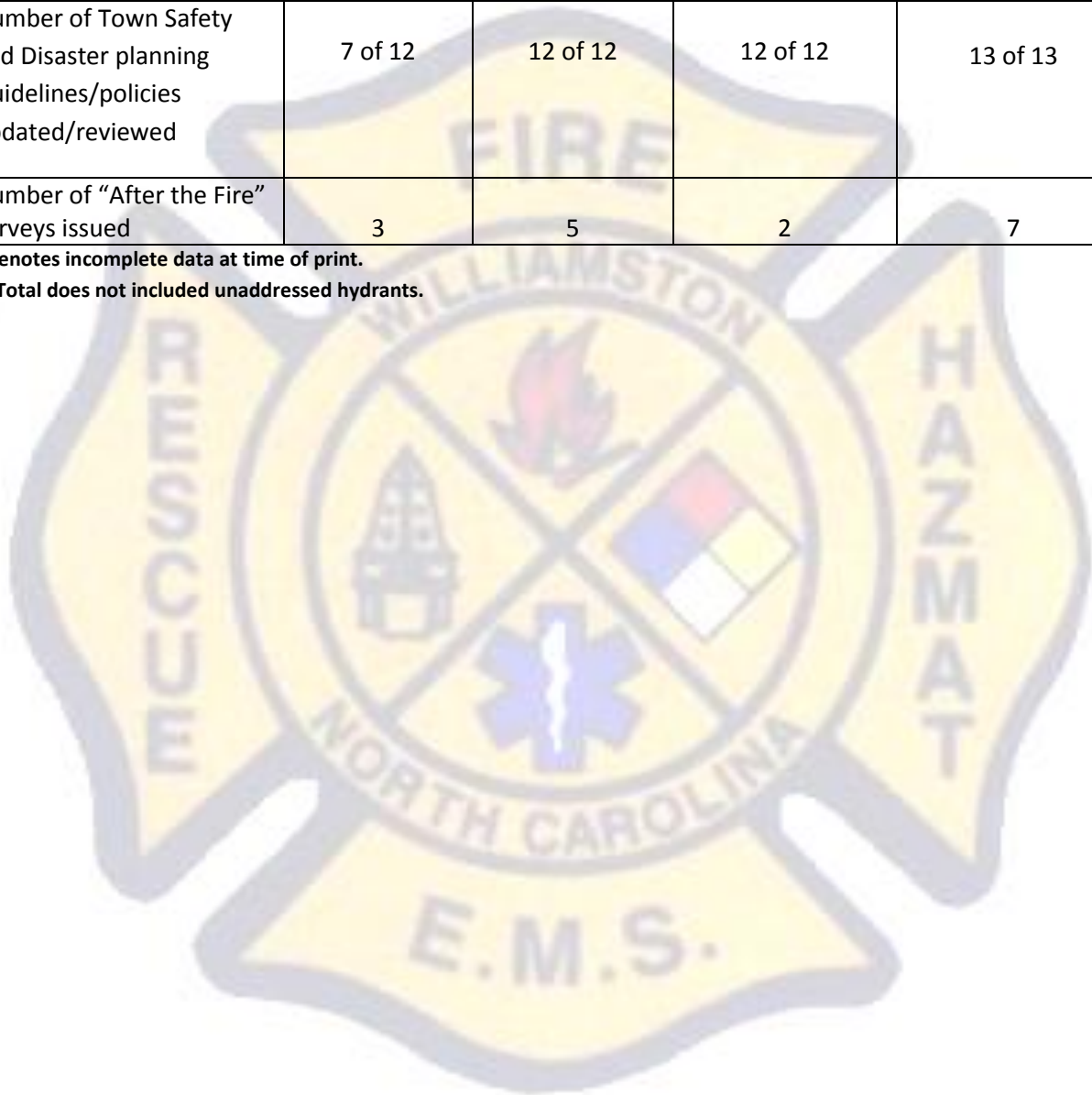
2) Objectives: Develop a compliance program specific to NFPA 1710 The Standard for the Organization and Deployment of Fire Suppression Operations, Emergency Medical Operations, and Special Operations to the Public by Career Fire Departments. Maintain and improve ISO Rating by conducting annual hydrant inspections and pre- incident surveys. Conduct annual risk assessment to assure resources are aligned with hazards. Maintain/update operational guidelines and policies annually. Issue “After the Fire” surveys to citizens who suffer a loss from a structure fire. Complete Annual Report Document to show state of the Fire Department.

Performance Measure	Actual 11/12	Actual 12/13	Actual 13/14	Actual 14/15
% Hydrants inspected	*	100% 400 of 400 **	51% 206 of 400	49% 231 of 475
Number of Pre-Incident Plans conducted	8	6	2	2
Conduct Community Risk Assessment	2	1	0	0

Performance Measure	Actual 11/12	Actual 12/13	Actual 13/14	Actual 14/15
Number of Departmental Guidelines/policies updated, reviewed, and/or created.	50 of 97	12 of 97	12 of 93	10 of 93
Number of Town Safety and Disaster planning Guidelines/policies updated/reviewed	7 of 12	12 of 12	12 of 12	13 of 13
Number of "After the Fire" surveys issued	3	5	2	7

*Denotes incomplete data at time of print.

**Total does not included unaddressed hydrants.



Strategic Initiative: Service Delivery

The Department serves the citizens of Williamston and Martin County in many different areas. The obvious is providing a quality fire/rescue and EMS protective response force that meets the needs of the community. Other Life Safety services provided are public safety education, community involvement programs, fire code enforcement, plan reviews and investigative services. Emergency response continues to involve more specialty areas of responsibility such as hazardous materials and technical rescue capabilities. The Department continues to improve in all of these areas and reviews each area on an ongoing basis.

1) Objectives: Manage emergency response systems that reduce harm and property loss following the occurrence of an emergency event. The goal of our Standard of Response coverage is to provide a first-in fire unit on the scene within 6 minutes 90% of the time. Limitations with capturing call processing times through Martin County Communications do not currently allow the ability to capture the total response time.

Performance Measures:

Performance Measure	Actual 11/12	Actual 12/13	Actual 13/14	Actual 14/15
Number of Total Responses	2318	2461	2579	2504
% of first-in unit response under 5 minutes	63% Responded: 1444	66% Responded: 1624	60% Responded: 1540	60% Responded: 1494
% of first-in unit response under 6 minutes	73% Responded: 1689	77% Responded: 1896	71% Responded: 1841	73% Responded: 1839
Number of Responses Within City Limits	1617	1788	1813	1901
% of first-in unit Response under 5 minutes	79% Responded: 1271	80% Responded: 1434	77% Responded: 1355	72% Responded: 1360
% of first-in unit Response under 6 minutes	88% Responded: 1425	90% Responded: 1612	86% Responded: 1552	86% Responded: 1628
Number of fire responses	356	304	227	238
% of first-in unit response under 5 minutes	58% Responded: 207	67% Responded: 205	70% Responded: 158	65% Responded: 154
% of first-in unit response under 6 minutes	67% Responded: 240	78% Responded: 238	79% Responded: 180	79% Responded: 187

Performance Measure	Actual 11/12	Actual 12/13	Actual 13/14	Actual 14/15
Number of medical responses	1949	2090	2333	2253
% of first-in unit response under 5 minutes	63% Responded: 1226	65% Responded: 1361	59% Responded: 1370	59% Responded: 1328
% of first-in unit response under 6 minutes	74% Responded: 1437	77% Responded: 1599	71% Responded: 1647	73% Responded: 1639
Number of Technical Rescue responses	1	7	4	5
% of first-in unit response under 5 minutes	100% Responded: 1	43% Responded: 3	25% Responded: 1	20% Responded: 1
% of first-in unit response under 6 minutes	100% Responded: 1	71% Responded: 5	50% Responded: 2	40% Responded: 2
Number of Hazardous Materials Responses	12	4	15	12
% of first-in unit response under 5 minutes	83% Responded: 10	100% Responded: 4	73% Responded: 11	50% Responded: 6
% of first-in unit response under 6 minutes	92% Responded: 11	100% Responded: 4	80% Responded: 12	58% Responded: 7
% of Mutual Aid Responses Given under 30 minutes	100% Responded: 4	100% Responded: 12	100% Responded: 9	100% Responded: 25

**Denotes compliance with NFPA 1710.*

2) Objective: Develop a Life Safety Service and Public Education Program (including Plans Review, Fire Code Compliance Inspections, and Education Programs) that keep pace with expected growth.

Performance Measures:

Performance Measure	Actual 11/12	Actual 12/13	Actual 13/14	Actual 14/15
% of 6 Month properties in schedule*	100% 4 of 4	75% 6 of 8	100% 4 of 4	75% 6 of 8
% of 12 Month properties in schedule**	54% 14 of 26	77% 36 of 47	71% 44 of 62	65% 40 of 62
% of 24 Month properties in schedule***	N/A	N/A	N/A	N/A
% of 36 Month properties in schedule****	84% 42 of 50	80% 82 of 102	73% 72 of 99	40 of 52 27 of 52
% of Fire & Life Safety Personnel maintaining required Inspector Certification	100% 9 of 9	100% 9 of 9	78% 7 of 9	100% 9 of 9
Number of fire investigations conducted	12	38	43	55
Number of Accidental Fire investigations conducted	10	22	32	38
Number of Undetermined fire investigations conducted	2	10	3	11
Number of Incendiary/suspicious investigations conducted	0	5	8	6

Performance Measure	Actual 11/12	Actual 12/13	Actual 13/14	Actual 14/15
Number of Life Safety Programs	23	33	30	87
Seniors	N/A	62	95	56
Adults	140	203	43	219
Children	644	1531	747	673
Number of Public Displays / Station tours	27	29	24	12
Number of Child Restraints Checked	N/A	N/A	29	39
Number of Enterprise articles	5	3	1	3
Number of smoke alarms installed	49	85	203	107
Number of Carbon Monoxide alarms installed	N/A	5	51	33
Number of Plans reviewed	6	8	4	22
90% Turn-around time on Plans Review	2 Days	3 Days	3 Days	3 Days

+Denotes areas that were not tracked in the Fiscal Year 2010/2011.

*Six Month Property: Public Schools: These properties are required to be inspected twice a year. The number shown reflects each of the four (4) properties inspected twice during the fiscal year giving a total of eight (8) inspections.

**Twelve Month Property: Hazardous Institutional High-Rise Assembly and Residential (except 1-2 family dwellings and only interior common areas of dwelling units of multi-family occupancies)

***Twenty-Four Month Property: Industrial and Educational (except public schools)

****Thirty-Six Month Property: Assembly occupancies with an occupant load less than 100 (Business, Mercantile, Storage, Churches, Synagogues, and Miscellaneous). The numbers presented represent the fiscal year divided into six (6) month time frames. The first set of numbers represents the first half of the fiscal year while the second set of numbers represents the second half of the fiscal year. The total number of inspections vary depending upon when the properties that fall under this category are due for inspections during the thirty-six (36) month time frame.

Strategic Initiative: Physical resources

The Department has been given many resources to do the jobs assigned. Replacement schedules provide guidance in planning. Equipment is maintained and tested annually according to state and national standards.

Objective: Review and update CIP annually. Conduct state and national standard operations testing for apparatus and equipment. Assure annual uniform/gear purchases are compliant with existing state and national standards as funding permits.

Performance Measures:

Performance Measure	Actual 11/12	Actual 12/13	Actual 13/14	Actual 14/15
Update CIP	2	2	2	2
Number of Annual service test of fire pumps	4 of 4	4 of 4	4 of 5	5 of 5
Number of Annual aerial ladder test	1 of 1	1	1 of 1	1 of 1
Number of Annual ground ladder tests	16 of 16	17 of 17	16 of 16	16 of 16
Number of Annual hose tests	241 of 241 Failed: 1	234 of 234 Failed: 3	238 of 238 Failed: 12	252 of 249 * Failed: 12
Number of SCBA fit tests	78% 25 of 32	85% 29 of 34	83% 25 of 30	44% 16 of 36
Number of PPE coats ordered	5	5	7	3
Number of PPE pants ordered	5	5	7	3
Number of PPE boots ordered	N/A	N/A	N/A	6 pair

* Annual hose test total includes the total for hose that was retested after repair due to failure.

Strategic Initiative: Risk Management/Safety

The Department provides the workforce with a controlled safe location inside of the department's facilities. However, the emergency scene, provides an uncertain environment. The Department monitors and does everything possible to meet the state and national recommendations provided by the fire service. Programs are in place and reviewed periodically to assure the safest possible environment is created on the emergency scene. A Safety Committee of Department personnel provide direction in meeting the needs of the organization.

Objectives: Maintain loss of work time of less than 1% annually. Conduct fire station safety inspections by chief officers. Conduct annual firefighter fitness evaluations for all uniformed positions. Safety Committee will review accidents and make recommendations.

Performance Measures:

Performance Measure	Actual 11/12	Actual 12/13	Actual 13/14	Actual 14/15
% of Loss of work time	0%	0%	0%	0%
Total number of New Employee Safety & Health Orientation	+	+	3	10
Number of Safety Committee Mtgs	0	0	1	2
Total number of OSHA training topics offered	9	8	2	4
Number of Fire Station Safety Inspections	0	7	9	12
% of Personnel Receiving Physicals	100%	100%	100%	100%

+Denotes areas that were not tracked in the previous fiscal years

Strategic Initiative: Training

The Department also focuses on quality training. State and National guidelines are followed and performance based skills evaluations are routinely conducted. All members of the Department are provided opportunities to maximize training hours. State and National certifications are encouraged for all levels in the organization. An annual training plan is presented at the beginning of each fiscal year and available for all personnel.

Objectives: Training program shall meet requirements recommended by NC Office of State Fire Marshal and NC Office of Emergency Medical Services. Training opportunities will be provided to meet minimal requirements set for individual certification standards.

Performance Measures:

Performance Measure	Actual 11/12	Actual 12/13	Actual 13/14	Actual 14/15
Number of fire training drills	23 of 22*	22 of 12*	16 of 12*	29 of 30*
Number of annual mutual aid drills	10 of 4*	12 of 4*	3 of 4*	4 of 4*
Average personnel meeting department training requirements (36 hrs)	73% 33 of 45	86% 38 of 44	91% 42 of 46	96% 39 of 45 New member 4
% personnel with Firefighter I certification or higher	86% 31 of 36	81% 30 of 37	84% 32 of 38	72% 28 of 39
Average hours offered for EMT certifications	108	108	120	204

Performance Measure	Actual 11/12	Actual 12/13	Actual 13/14	Actual 14/15
% personnel meeting EMT certification requirements	100% 34 of 34	100% 36 of 36	100% 36 of 36	100% 32 of 32
Number of hours offered in officer training	26	22	24	16
% of officers meeting officer meeting requirements	100% 8 of 8	100% 8 of 8	100% 8 of 8	100% 8 of 8
Number of employees receiving NIMS ICS 100 trng	98% 44 of 45	98% 46 of 47	98% 50 of 51	100% 45 of 45
Number of employees receiving NIMS ICS 200 trng	100% 9 of 9	100% 9 of 9	100% 10 of 10	100% 10 of 10
Number of employees receiving NIMS ICS 300 trng	100% 6 of 6	100% 6 of 6	100% 6 of 6	100% 6 of 6
Number of employees receiving NIMS ICS 400 trng	0% 0 of 2	0% 0 of 2	0% 0 of 2	0% 0 of 2
Number of employees receiving NIMS ICS 700 trng	91% 41 of 45	94% 44 of 47	92% 47 of 51	96% 43 of 45
Number of employees receiving NIMS ICS 800 trng	67% 4 of 6	67% 4 of 6	71% 5 of 7	71% 5 of 7
Number of personnel training with NC RRT - 1	14	16	17	18
Total number of HazMat training hrs. offered	50	48.5	33	49
Annual Planning Session for Training Calendar	4 of 4	3 of 4	4 of 4	4 of 6

*Required by OSFM

Strategic Initiative: Internal/External Relationships

Objectives: Partner with Martin County Fire and EMS Departments to create an efficient and effective response force.

Performance Measures:

Performance Measure	Actual 11/12	Actual 12/13	Actual 13/14	Actual 14/15
Number of Martin County Firefighter Association Meetings attended	4 of 4	4 of 4	4 of 4	4 of 4
Number of Eastern NC Firefighter Association Meetings Attended	1 of 4	2 of 4	2 of 4	2 of 4
Number of Martin Co. Fire Chiefs Meetings Attended	3 of 2	4 of 4	1 of 1	0 of 0
Number of Martin Co. Rescue/EMS meetings attended	3 of 4	4 of 4	4 of 4	4 of 4
Number of meetings with NC-RRT (state)	4 of 4	4 of 4	4 of 4	4 of 4
Number of LEPC meetings attended	2 of 4	4 of 4	3 of 4	3 of 4
Number of monthly officer meetings offered	12 of 12	12 of 12	10 of 12	9 of 12
Number of CPT* meetings attended	11 of 12	8 of 12	7 of 11	6 of 10
Number of Safe Kids Coalition meeting attended	N/A	N/A	3 of 6	6 of 6
Number of Martin County Peer Review meetings attended	2 of 2	3 of 3	2 of 3	3 of 4

*CPT: Child Protection Team