

## Rodeo Hercules Fire Department Strategic Plan Tracking

### 1. How Do We Continue to Improve on Protecting Lives, Property and the Environment Before and During the Emergency Events?

#### 1.1 Improve Survivability for Victims of Fire, Hazardous Material Release, Entrapment, or other Crisis Incidents

Contain structure fires to the room of origin 80 percent of the time *(Urban- rolling 3-year average)*

Contain structure fires to the room of origin 70 percent of the time *(Rural- rolling 3-year average)*

Keep annual growth rate of structure fire instances at or below annual population growth rate *(percent of structure fires lower than percentage of population growth year over year)*

Zero civilian deaths due to fire *(structure fires/accidental/unintentional)*

Rescue victims of entrapment within 10 minutes from patient contact, 90 percent of the time *(emergent calls, patient contact to patient extricated, in assistance to local hospital ER trauma unit accreditation standard)*

ITEM	Supporting Objectives	START DATE	DUE DATE	% COMPLETE	NOTES	ASSIGNED TO
	Ensure emergency 911 calls for service are processed within 90 seconds, 90 percent of the time <i>(alarm handling)</i>	10/1/2022	Date	0%		TBD
	Turnout time for fire/rescue calls within 1 minute and 50 seconds, 90 percent of the time <i>(emergency calls, unit alert to wheels rolling)</i> o Monitor and report turnout time performance quarterly (rolling 90 and 365-day, by member or officer)	10/1/2022	Date	0%		TBD
	First suppression unit arrival at structure fires, hazardous material releases, and other crisis incidents requiring the use of personal protective equipment within 8 minutes, 90 percent of the time <i>(emergency calls, 911 to unit arrival)</i>	10/1/2022	Date	0%		TBD
	First suppression unit arrival at structure fires, hazardous material releases, and other crisis incidents, within the rural zone, requiring the use of personal protective equipment within 12 minutes, 90 percent of the time <i>(emergency calls, 911 call received to unit arrival)</i>	10/1/2022	Date	0%		TBD
	Inspect 100% of all commercial fire protection systems annually	10/1/2022	Date	0%		TBD
	Inspect 100% of high-risk occupancies annually	10/1/2022	Date	0%		TBD
	Inspect 100% of State mandated occupancies annually	10/1/2022	Date	0%		TBD
	Inspect 90% of moderate and low-risk occupancies annually	10/1/2022	Date	0%		TBD
	Prepare for the adoption of the 2018 Fire Code	10/1/2022	Date	0%		TBD
	Develop strategies to improve the quality and quantity of incident data reporting by officers and paramedics o Timestamp "water on the fire" o Timestamp "primary search complete" o Timestamp "extrication complete" o Timestamp "at patient side/victim side"	10/1/2022	Date	0%		TBD
	Keep annual Unit Hour Utilization percentage below 30% for all units <i>(annually)</i>	10/1/2022	Date	0%		TBD
	Develop a Standards of Cover document o Review response modes to fire alarms, low acuity medical calls, lift assists, etc.	10/1/2022	Date	0%		TBD

#### 1.2 Improve Survivability of Patients Experiencing Acute Medical Emergencies

Keep the annual growth rate of EMS calls at or below annual population growth rate *(percent of structure fires lower than percentage of population growth year over year)*

Maintain a cardiac survival rate at or above the national average *(ROSC avg.)*

ITEM	Supporting Objectives	START DATE	DUE DATE	% COMPLETE	NOTES	ASSIGNED TO
	Turnout time for EMS calls within 1 minute and 30 seconds, 90 percent of the time <i>(emergency calls, unit alert to wheels rolling)</i>	10/1/2022	Date	0%		TBD
	First EMS capable unit arrival at medical calls for service, within the urban zone, requiring the use of personal protective equipment within 7 minutes and 40 seconds, 90 percent of the time <i>(emergency calls, 911 received to unit arrival)</i>	10/1/2022	Date	0%		TBD
	First EMS capable unit arrival at medical calls for service, within the rural zone, requiring the use of personal protective equipment within 11 minutes and 40 seconds, 90 percent of the time <i>(emergency calls, 911 call received to unit arrival)</i>	10/1/2022	Date	0%		TBD
	Ambulance arrival on EMS calls within 11 minutes and 45 seconds, 90 percent of the time <i>(emergency calls, Zone B, 911 received at ConFire to unit arrival, per county contract)</i>	10/1/2022	Date	0%		TBD
	Explore developing a process to start measuring cardiac survival using agency specific CARES data	10/1/2022	Date	0%		TBD
	Develop a CPR fraction rate measurement <i>(i.e., Maintain a CPR fraction rate of at least 90 percent, for 90% of cardiac arrest incidents)</i>	10/1/2022	Date	0%		TBD
	Explore strategies that measure and improve definitive patient care <i>Example: Recognize and transport medical alerts (STEMI, stroke, trauma) within 10 minutes, 90 percent of the time (at patient side to transport)</i>	10/1/2022	Date	0%		TBD
	Develop a bystander CPR participation rate target	10/1/2022	Date	0%		TBD
	Partner with community agencies to offer bystander "hands-only" CPR training	10/1/2022	Date	0%		TBD

#### 1.3 Improve Firefighter Safety and Survival

Zero firefighter line of duty deaths

Maintain annual employee injury rate below 20 percent of total allocated staffing *(Less than 3 reportable industrial injuries per year)*

ITEM	Supporting Objectives	START DATE	DUE DATE	% COMPLETE	NOTES	ASSIGNED TO
	Analyze security of all agency facilities <i>(station hardening)</i>	10/1/2022	Date	0%		TBD
	Analyze equipment and inventory security for all fire apparatus <i>(apparatus hardening)</i>	10/1/2022	Date	0%		TBD

ITEM	Supporting Objectives	START DATE	DUE DATE	% COMPLETE	NOTES	ASSIGNED TO
<b>1.4 Improve Agency Resiliency During Crisis-Level Events</b>						
ITEM	Supporting Objectives	START DATE	DUE DATE	% COMPLETE	NOTES	ASSIGNED TO
	Develop a policy that limits the provision of auto or mutual aid during resource drawdown	10/1/222	Date	0%		TBD
	Explore a contract for service or consolidation with a larger fire agency	10/1/2022	Date	0%		TBD
<b>2. How Do We Meet the Increasing Service Demands Over the Coming Years?</b>						
<b>2.1 Reduce Financial and Legal Risk/Liability to the District</b>						
Zero substantiated cases of harassment/discrimination						
Zero cases of requiring formal disciplinary action ( <i>action above written reprimand</i> )						
ITEM	Supporting Objectives	START DATE	DUE DATE	% COMPLETE	NOTES	ASSIGNED TO
	Provide liability reduction/ harassment prevention training to all employees and board members annually	10/1/2022	Date	0%		TBD
	Update and maintain a two-year training plan	10/1/2022	Date	0%		TBD
	Update succession planning/professional development policies	10/1/2022	Date	0%		TBD
	Improve quality and accuracy of report writing by officers, paramedics, and EMTs.	10/1/2022	Date	0%		TBD
	Develop a system to review/update all policies every three years	10/1/2022	Date	0%		TBD
<b>2.2 Improve Efficiency within Current Budget Process</b>						
Maintain Workers' Compensation costs below 3% of annual budget						
Maintain a fund reserve balance of 50%						
Maintain a "cost per capita" equal to or below the regional comparative average						
ITEM	Supporting Objectives	START DATE	DUE DATE	% COMPLETE	NOTES	ASSIGNED TO
	Purchase sufficient fire apparatus to ensure fleet health complies with apparatus replacement plan	10/1/2022	Date	0%		TBD
	Pursue grant opportunities with a positive return in investment	10/1/2022	Date	0%		TBD
	Strategic planning group will meet at least annually to review progress and updates	10/1/2022	Date	0%		TBD
	Explore the value of mobile fire mechanic service	10/1/2022	Date	0%		TBD
<b>2.3 Prepare the Agency for Future Economic Downturns</b>						
Develop operational cost and service "step down/cost cutting" plan that will provide a progressive rate of savings within one year of implementation						
ITEM	Supporting Objectives	START DATE	DUE DATE	% COMPLETE	NOTES	ASSIGNED TO
	Invest in station improvement projects that provide economic savings measured in lower ongoing maintenance or utility costs	10/1/222	Date	0%		TBD
	Invest in high quality equipment/apparatus that can withstand deferred replacement when necessary	10/1/222	Date	0%		TBD
<b>2.4 Prepare for Population Growth within the Jurisdiction</b>						
<b>3. How Do We Better Explain our Services and Demonstrate our Value to our Community?</b>						
<b>3.1 Promote a Positive Agency Reputation within the Community</b>						
Recruit and hire employees that represent the demographic make-up of the community ( <i>census data for region</i> )						
ITEM	Supporting Objectives	START DATE	DUE DATE	% COMPLETE	NOTES	ASSIGNED TO
	Explore a "Fire Ops 101" program for interested community leaders and media	10/1/2022	Date	0%		TBD
	Review and update Department website annually	10/1/2022	Date	0%		TBD
	Provide public speaking/presentation to community groups	10/1/2022	Date	0%		TBD
	Explore a customer/patient satisfaction survey program	10/1/2022	Date	0%		TBD
	Develop a list of community stakeholders for future strategic planning efforts	10/1/2022	Date	0%		TBD
	Develop a community engagement plan	10/1/2022	Date	0%		TBD
	Explore expanding social media outreach strategy	10/1/2022	Date	0%		TBD
<b>3.2 Mitigate Fire Related Damage to Allow Occupants to Remain in the Impacted Structure after Suppression Operations</b>						
Save at least 95% of the value of property and contents threatened by fire ( <i>values saved versus values lost, including exposures</i> )						
Prevent displacement for 95% of occupants impacted by fire ( <i>occupants return to home within 24 hours of fire</i> )						
ITEM	Supporting Objectives	START DATE	DUE DATE	% COMPLETE	NOTES	ASSIGNED TO
<b>3.3 Provide Downward Pressure on Fire Insurance Costs within the Community</b>						
Maintain or improve current Insurance Services Office protection ratings for the City and District						
ITEM	Supporting Objectives	START DATE	DUE DATE	% COMPLETE	NOTES	ASSIGNED TO
	Identify cost-efficient measures to improve or maintain ISO protection classes	10/1/2022	Date	0%		TBD
	Review ISO rating process in September 2024	10/1/2022	Date	0%		TBD
<b>3.4 Provide Value to the Community Beyond the 911 Call</b>						
ITEM	Supporting Objectives	START DATE	DUE DATE	% COMPLETE	NOTES	ASSIGNED TO
	Provide fire safety education in all elementary schools and develop a junior safety group	10/1/2022	Date	0%		TBD
	Partner with the High School to provide HS students community service opportunities at the fire stations	10/1/2022	Date	0%		TBD
	Partner with local community colleges to provide fire trainee opportunities, especially with fire prevention efforts	10/1/2022	Date	0%		TBD
	Recruit new employees from the local community	10/1/2022	Date	0%		TBD
	Develop a CERT cadre	10/1/2022	Date	0%		TBD