

2013

**KLICKITAT
COUNTY
FIRE
DISTRICT #3**

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**Fire District
LEVELS OF SERVICE
SURVEY**

*... a template for establishing Levels of
Service RECOMMENDATIONS.*

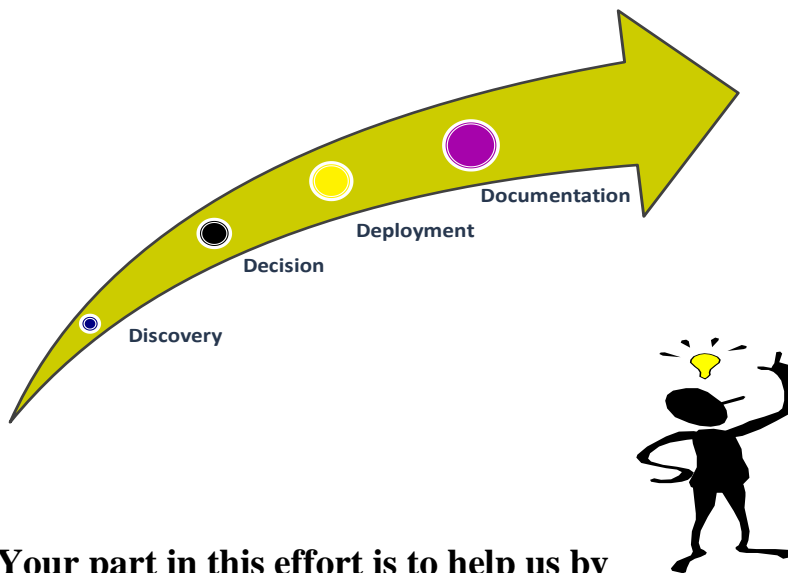
INTRODUCTION

The following information is provided for your fire district as a template to provide *general guidance* through a process whereby a fire department desires to develop and adopt a Level of Service policy. It is not designed to meet all of the criteria required by RCW 35.103 or RCW 52.33 – there are other matrixes available to meet those requirements. What this matrix does, however, is provide a broader, more robust approach to arriving at the public policy decisions necessary by elected officials to complete their Level of Service policy for their agency.



Developing levels of services and performance objective is a somewhat labor-some task if done correctly and accurately. The necessity of accurate, pertinent data cannot be over-emphasized as today's service demands and public policy decisions must be built on solid, accurate and quantifiable historical/current/ /future/information. Your input as a valued Community Member is vital to this.

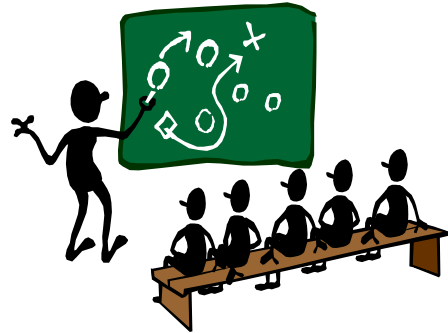
This Level of Service template is a simple exercise involving four distinct divisions: *Discovery*, *Decision*, *Deployment* and *Documentation*. It is not designed to be the entire answer or roadmap for completing and implementing good public policy regarding external service and how they are provided. It is recommended that agencies consider professional assistance and a full 'toolbox' of information and analysis before critical decisions are made, public funds are committed and deployment plans are executed.



Your part in this effort is to help us by recommending and obtaining community recommendations for our services

Before the fire district begins the project of establishing its Levels of Service (LOS), it is important to have good input from its “external customers” (constituents) as to what services and service expectations the community may have for **Klickitat County Fire District #3**

An important exercise for the fire district policy makers to execute is in conducting a *Fire District External Services Inventory*. This is an opportunity for participating members of the Task Force and the community to thoughtfully consider what services they think the Fire District should be providing AND how effective [or 'how good'] the Fire District should provide those services.



Task No. 1: Fire District Services Inventory

Activity: The Task Force members will use the Fire District External Services Inventory to identify:

- RECOMMENDED** services to be provided by the organization to the community
- RECOMMENDED** levels of service to be provided by the

Attachments

- Services Inventory**
- Survey**



ATTACHMENT 'A'

"What Services Should We Provide ??"

| EXTERNAL SERVICE | Level of Service Level of Training | DEFINITION: What Can They DO ??? |
|-------------------------|---------------------------------------|--|
| FIRE SUPPRESSION | ▼▼▼ | ▼▼▼ |
| Structural | <i>Non-IDLH</i> | Respond and/or operate emergency equipment in non-danger areas of a fire incident |
| | <i>FF-I</i> | Provide basic structural fire suppression, safety, search & rescue, salvage, overhaul, water supply activities in 'danger zone' |
| | <i>FF-II</i> | Perform as a Crew Officer for fire crew in 'danger zone' |
| Wildland | <i>FFT2</i> | Basic level of wildland fire suppression activities in 'hot zone' |
| | <i>FFT1</i> | Advanced knowledge in tactical decision making for wildland fires |
| | <i>Single Resource Boss</i> | Crew Leader / Advanced knowledge in fire crew operations |
| | <i>Strike Team/Task Force Leader</i> | Leader of multiple resources / Advanced knowledge in Strategy & Tactics |
| | <i>Division Supervisor</i> | Supervisor of multiple resources |
| Marine | <i>Awareness</i> | Identify risks, request appropriate resources and assist in operations |
| | <i>FF-I</i> | Provide basic marine fire suppression, safety, search & rescue, salvage, overhaul, water supply activities in 'danger zone' |
| | <i>FF-II</i> | Perform as a Crew Officer for fire crew in 'danger zone' |
| Aircraft | <i>Awareness</i> | Identify risks, request appropriate resources and assist in operations |
| | <i>FF-I</i> | Provide basic aircraft fire suppression, safety, search & rescue, salvage, overhaul, water supply activities in 'danger zone' |
| | <i>FF-II</i> | Perform as a Crew Officer for fire crew in 'danger zone' |
| | <i>ARFF</i> | Regulated by Federal Aviation Administration. Advanced knowledge and ability to mitigate large commercial aircraft emergencies. |
| EMS | <i>First Aid/CPR</i> | Basic First Aid -- CPR certification |
| | <i>First Responder</i> | Obtain Vital Signs, basic evaluation and provide basic life support skills |
| | <i>EMT</i> | Provide basic life support. <i>Assist</i> with very few medications (Epi, Nitroglycerin, Aspirin). Airway management |
| | <i>A-EMT</i> | Provide intermediate life support. <i>Administer</i> certain medications and obtain IV access. Airway management. |
| | <i>ALS (Paramedic)</i> | Provide Advanced Life Support. Administer all medications. Provide advanced airway placement. Perform chest decompression (collapsed lung), Cricothyrotomy, etc. |
| HAZ MAT | <i>Awareness</i> | Identify risks, request appropriate resources and assist in operations (<i>Support operations level personnel</i>) |
| | <i>Operations</i> | Perform defensive tactics to mitigate the incident. (<i>i.e. dam, dike, divert</i>) |

| | | |
|-------------------------------|--|---|
| | <i>Technical</i> | Perform offensive tactics to mitigate the incident. (i.e. plug or patch) |
| RESCUE | ▼▼▼ | ▼▼▼ |
| Vehicle | <i>Awareness</i> | Identify risks, request appropriate resources and assist in operations (<i>Support operations level personnel</i>) |
| | <i>Operational</i> | Perform defensive tactics to mitigate the incident |
| | <i>Technical</i> | Perform offensive tactics to mitigate the incident. (i.e. deploy shoring to stabilize a sink hole) |
| Water | <i>Awareness</i> | Identify risks, request appropriate resources and assist in operations. (<i>Support operations level personnel</i>) |
| | <i>Operations</i> | Perform defensive tactics to mitigate the incident. |
| | <i>Technical</i> | Enter water and perform above water rescue. |
| Ice | <i>Awareness</i> | Identify risks, request appropriate resources and assist in operations (<i>Support operations level personnel</i>) |
| | <i>Operations</i> | Perform defensive tactics to mitigate the incident. |
| | <i>Technical</i> | Enter the ice and perform rescue. |
| High/Low Technical | <i>Awareness</i> | Identify risks, request appropriate resources and assist in operations |
| | <i>Operations</i> | Perform defensive tactics to mitigate the incident. |
| | <i>Technician</i> | Provide offensive tactics to mitigate the incident. (i.e. lowering a victim from scaffolding/bringing a victim up a ravine) |
| Urban | <i>Awareness</i> | Identify risks, request appropriate resources and assist in operations |
| | <i>Operations</i> | Access & Extricate victim |
| | <i>Technician</i> | Provide advanced level extrication techniques if needed (<i>see High/Low Angle Rescue Tech</i>) |
| Public Service | <i>All Public Service requests</i> | Assist in whatever way possible to protect life/property/environment |
| | <i>Selective Public Service Requests</i> | Assist in whatever way possible to protect life/property/environment |
| Disaster | <i>Planning</i> | Developing local disaster plans; provide pre-incident planning |
| | <i>Mitigation</i> | Provide offensive tactics to mitigate the incident |
| | <i>EOC</i> | Establish and operate an Emergency Operation Center for local or regional disaster operations |
| Prevention Inspections | <i>Courtesy</i> | Provide inspection and compliance services |
| | <i>Code Enforcement</i> | Process code violations to legal action |
| Public Education | <i>First Aid/CPR</i> | Instruct and certify basic first aid |
| | <i>C.E.R.T</i> | Instruct and certify public with C.E.R.T program (FEMA) |
| | <i>School Programs</i> | Hazard and injury prevention activities and instructions to schools |
| | <i>Fire Safety</i> | Hazard and injury prevention activities and instructions to schools |
| | <i>Babysitting</i> | Sponsor or coordinate certified babysitting safety courses for teens |
| | <i>Firewise Wildland/Urban Community Awareness</i> | Provide instruction and course in prevention and fire safety activities in rural areas |



ATTACHMENT 'B'

TOOLS AND TARGETS

As fire departments move forward with addressing their SERVICE LEVEL issues, it will be crucial that the Board of Commissioners conduct discussions on *desired levels of service* for their jurisdiction and how they play out in the overall effort to provide good service to their community. It is important that these discussions occur both WITHIN the organization and OUTSIDE of the organization with members/groups from the community. Based upon these discussions, the fire district will have ample goals and targets for which emergency response and staffing models.

It is hoped that this simple tool will serve as an opportunity for both internal and external feedback as we DEVELOP A DESIRED LEVEL OF SERVICE in which we can then measure the different emergency service delivery models.

DEFINING LEVELS OF SERVICE

STEP 1: *Please choose five-to-seven (5-7) descriptive words below that describe how you desire to DEFINE your Fire Department and the services it delivers:*

- Stable
- Sustainable
- "All risks" trained
- Maintaining a STATE OF READINESS
- Professional
- Compliant with laws and standards
- Efficient
- Effective
- Committed
- Community minded
- "In Touch" with the community's needs/desires
- Pro-active
- Consistent
- Caring
- Responsive



- Responsible
- _____
- _____
- _____
- _____

STEP 2: Please answer the following question about Fire Department personnel:

Q: Should all Fire Department personnel be selected, trained, equipped and held to the same level of competency –whether professional or volunteer (part-time)?

A: Yes No

STEP 3: Please select the level of response and level of service you think our Fire District should have:

1: **HOW FAST ?** -- When you, your neighbor or any member of your community has an emergency and calls 9-1-1, **HOW FAST** should the Fire Department get to their house:

- Five minutes or less
- Seven minutes or less
- Eight minutes or less
- Ten minutes or less
- Twelve minutes or less
- Fourteen minutes or less

2. **HOW OFTEN ?** – Having chosen HOW FAST you think the Fire Department should arrive, now **HOW OFTEN** should that occur?

- 50% of the time
- 60% of the time
- 70% of the time
- 80% of the time
- 90% of the time
- 100% of the time

3. **HOW MANY ?** – How many trained Fire Department personnel should respond to your emergency?

- One
- Two
- Three
- Four
- Five
- Seven
- Nine
- Ten
- _____
- As many as it takes to do the job

4. **HOW GOOD ?** -- How well trained and how much experience should your Fire Department personnel be when they come to your house?

- Firefighting _____
- Rescue _____
- Emergency medical _____
- Hazardous material _____
- Public education _____