

KCFD3 - Levels of Service Survey

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 _____