



## **Fire/Rescue Department Performance Measures**

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# AREAS OF PERFORMANCE MEASUREMENTS

- **Response**
- **Training**
- **Administration**



# Response Measures



# RESPONSE MEASURES

The following response measures only apply for a single response.

Anytime the department has multiple calls, the multiple call will not be held against the department's response.



# RESPONSE MEASURE #1

For Structure Fires in the department's primary district, the Town of Shallotte Fire/Rescue Department shall meet the 9S requirements of NCOSFM I | NCAC 05A .0909.

- Maintain 9S rating with NCOSFM
- Assures Fire Fighter Safety (2 in 2 out NC OSHA) under current FY18-19 staffing plan
- Identical to the Brunswick County Fire Commission's approved recommended performance measures.



## RESPONSE MEASURE #2

For fires and hazardous conditions (including vehicle accidents) other than structure fires in the department's primary response district, the Town of Shallotte Fire/Rescue Department will provide at a minimum four personnel 95% of the time.

- Maintains Effective Firefighting Force
- Assures Fire Fighter Safety
- The Brunswick County Fire Commission's approved recommended performance measures indicate that a department will provide at a minimum two personnel 80% of the time.



## RESPONSE MEASURE #3

Total response time (dispatch time to arrival at scene) for all medical responses inside the Town of Shallotte Fire/Rescue Department's primary response district shall be a vehicle equipped with medical supplies including an AED in 8 minutes or less 95% of the time.

- Maintains Consistent Service Delivery
- Assures Timely Medical Intervention
- The Brunswick County Fire Commission's approved recommended performance measures indicate that total response time (dispatch time to arrival at scene) for all medical responses inside the department's primary response district shall be a vehicle equipped with medical supplies including an AED in 12 minutes or less 90% of the time.



## RESPONSE MEASURE #4

While responding to all medical calls, excluding vehicle accidents in the department's primary response district, the Town of Shallotte Fire/Rescue Department will provide a minimum of 4 personnel 95% of the time. All personnel will be certified through NCOEMS at the Basic EMT, Intermediate (Advanced) or Paramedic Level.

- Guarantees multiple patient assessment and multi-hazard control
  - Provides sufficient and appropriately trained personnel for escalated or rapidly escalating acuity
  - Maintains Accountability
  - Assures Firefighter Safety
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- The Brunswick County Fire Commission's approved recommended performance measures indicate that departments responding to all medical calls, excluding vehicle accidents in the department's primary response district, the department will provide a minimum of 2 personnel 90% of the time. At least one shall be certified through NCOEMS at the Basic EMT Level.



# RESPONSE MEASURE #5

While responding to high acuity medical calls (Bravo, Charlie, Delta, Echo) excluding vehicle accidents in the department's primary response district, the Town of Shallotte Fire/Rescue Department will provide a minimum of 4 personnel 95% of the time. All personnel will be certified through NCOEMS at the Basic EMT, Intermediate (Advanced) or Paramedic Level.

- Accountability
- Firefighter Safety
- The Brunswick County Fire Commission's approved recommended performance measures indicate that departments responding to high acuity medical calls (Bravo, Charlie, Delta, Echo) excluding vehicle accidents in the department's primary response district, the department will provide a minimum of 2 personnel 90% of the time. At least one shall be certified Medical Responder (MR) Level.



## RESPONSE MEASURE #6

While responding to Echo level medical calls, excluding vehicle accidents in the department's primary response district, the Town of Shallotte Fire/Rescue Department will provide a minimum of 4 personnel 95% of the time. All personnel will be certified through NCOEMS at the Basic EMT, Intermediate (Advanced) or Paramedic Level.

- Accountability
- Firefighter Safety
- The Brunswick County Fire Commission's approved recommended performance measures indicate that departments responding to Echo level medical calls, excluding vehicle accidents in the department's primary response district, the department will provide a minimum of 2 personnel 90% of the time. At least one should be at the Medical Responder (MR) Level, or EMC FF I-II, CPR and AED certified.



# RESPONSE MEASURE #7

For automatic aid responses, outside of the department's primary response district, the Town of Shallotte Fire/Rescue Department will provide at least four personnel responding on a single apparatus 95% of the time in a manner that maintains crew integrity with personnel who are qualified and trained to work together as one unit on a single apparatus.

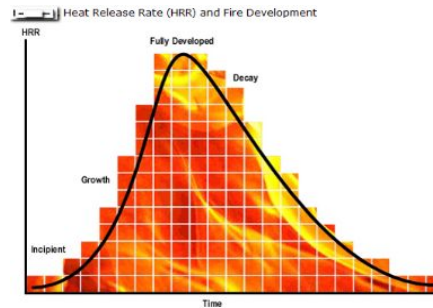
- Effective Firefighting Force
- Firefighter Safety
- Highly effective and efficient and results in rapid deployment in tactics and competent delivery.
- The Brunswick County Fire Commission's approved recommended performance measures indicate that automatic aid responses, outside of the department's primary response district, the department will provide at least two personnel responding on a single apparatus 90% of the time.



# RESPONSE MEASURE #8

Total response time (dispatch time to arrival at scene) for all fire and hazardous condition responses (excluding 500, 600 and 900 call types) inside the Town of Shallotte Fire/Rescue Department's primary response district shall, at a minimum, be an apparatus appropriate for the call type in 7 minutes or less, 95% of the time.

- Consistent Service Delivery
- Event Mitigation and Stabilization



- The Brunswick County Fire Commission's approved recommended performance measures indicate the total response time (dispatch time to arrival at scene) for all fire and hazardous condition responses (excluding 500, 600 and 900 call types) inside the department's primary response district shall, at a minimum, be an apparatus appropriate for the call type in 12 minutes or less, 75% of the time.



# Training Measures



# TRAINING MEASURE #9

Town of Shallotte Fire/Rescue Department shall require 100% of interior firefighters to be compliant through the NCOSFM with NFPA 1403.

- Nationally recognized standard as minimum training for interior structural firefighting
- Firefighter Safety
- Identical to the Brunswick County Fire Commission's approved recommended performance measures.



# TRAINING MEASURE #10

Town of Shallotte Fire/Rescue Department shall require all response members/employees to have no less than 36 training hours per year to retain the State Line-of-Duty Death benefit. (as per 9S requirement I INCAC 05A .0907). Each member will be afforded an opportunity of no less than 36 hours per month to participate in and obtain training hours in the topics of Fire, Technical Rescue, EMS and Hazardous Materials with a desire and ultimate goal for each response member/employee to have no less than 240 training hours per year which is the municipal gold standard.

- Proficiency through Quality Assurance Measures
- State mandated minimum standard
- Firefighter Safety
- The Brunswick County Fire Commission's approved recommended performance measures indicate that departments shall require all response members/employees to have no less than 36 training hours per year. (as per 9S requirement I INCAC 05A .0907)



# TRAINING MEASURE #11

The Town of Shallotte Fire/Rescue Department shall maintain 12 Firefighter (I, II or III) certified members for the main station and 3 for each additional station. (75% of minimum required roster members as per 9S requirement I INCAC 05A .0907)

- Certified Firefighters
- More extensive training program
- Better service delivery
  
- Identical to the Brunswick County Fire Commission's approved recommended performance measures.



# Administrative Measures



## ADMINISTRATIVE MEASURE #12

The Town of Shallotte Fire/Rescue Department will require 100% of response members/employees to participate in an annual fitness for duty examination that is compliant with NFPA 1582. Physician examination results will determine the member/employee's duty level.

- Firefighter Health and Safety (NFPA 1500)
- Firefighter Longevity
- Identical to the Brunswick County Fire Commission's approved recommended performance measures.