



# 38<sup>th</sup> Annual Metro Fire Planners Conference Sept 30 thru Oct 3, 2018

## AGENDA



Sunday September 30, 2018	
0900 – 1500	Outing to Estes Park
1700 – 1900	Welcome Reception at the Elizabeth Hotel – Sunset Lounge

Monday October 1, 2018	
0700 – 0830	Registration in Chestnut Ballroom – Register and Eat!
0730 – 0830	Full Breakfast – Walnut/Chestnut rooms
0830 – 0845	Welcome – Fort Collins City Manager Darin Atteberry
0845 – 1000	Planning and Performance Measurement/ Management
Charlotte Fire	Are there any standout innovative solutions that your department utilizes for Planning (i.e. peak time units, useful software, new/different equipment/apparatus, etc.)?
City of Westfield, IN	What are the different ways agencies use census data for planning purposes (predictive, retrospective, etc.)?
Charlotte Fire	Physical resource plans: <ul style="list-style-type: none"> <li>• What criteria are being examined?</li> <li>• Who interacts with the plans most—fire or building services?</li> <li>• What do the plan encompass—are there breakouts or tiers?</li> <li>• Do you utilize any special software for maintaining these plans?</li> </ul>
Charlotte Fire	What factors are considered to evaluate the impacts on: <ul style="list-style-type: none"> <li>• Annexations</li> <li>• Speed impedances—are absolutes utilized?</li> <li>• Street/lane closures</li> <li>• Any special models (additional infrastructure)</li> </ul>
Charlotte Fire	Is there an algorithm to account for varying speeds regarding speed humps/all traffic calming measures?
Multiple	<p><b>Charlotte Fire</b> - QA/QI of data from the operations perspective: Is it being utilized for company officer improvement, or data improvement only?</p> <p><b>Philadelphia Fire</b> - Would love insights from other departments around optimizing and training members in better collection of data, training, and QA around this with limited resources.</p> <p><b>Boulder Fire</b> - Metrics and outcomes are increasingly becoming the norm across the industry. However, for agencies relying on other departments within their agency (or external agencies providing essential services) this can be challenging. What have other agencies done to successfully implement practices for success?</p>



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Charlotte Fire	Program appraisals <ul style="list-style-type: none"> <li>• In what format do you present your appraisals?</li> <li>• Are the appraisals internal only or public-facing?</li> </ul>
<b>1000 – 1015</b>	<b>Break</b>
<b>1015 – 1035</b>	<b>Presentation – Platinum Sponsor – ESRI</b>
<b>1035 – 1130</b>	<b>Performance Measurement/Management con't</b>
Multiple	<p align="center"><i>Performance Measures</i></p> <p><b>Edmonton, CA</b> - What kind of performance measures are departments reporting for their training academies?</p> <p><b>Edmonton, CA</b> - Beyond inspection numbers and number of presentations, what are other fire departments measuring for their Fire Prevention and Public Education key performance indicators?</p> <p><b>Poudre Fire</b> - Are there any specific outcomes that departments have developed and are reporting the show the value of programs?</p> <p><b>Fairfax County</b> - What outcome based performance measures are departments using to evaluate fire ground activities for suppression incidents? How are the measures being implemented?</p> <p><b>Poudre Fire</b> - How are you measuring unit and system reliability? What data are you using? Does AVL play into it?</p> <p><b>DeKalb County</b> - How are departments defining outliers in their data when calculating fractal response times?</p> <p><b>Charlotte Fire</b> - Unit utilization (UU):</p> <ul style="list-style-type: none"> <li>• What factors are included; just incidents or is training, QAPs, hydrant maintenance, etc. included?</li> <li>• If other factors are included, listed above, are absolutes being utilized or actual times?</li> <li>• How do you account for non-emergency incidents and in departments that have community paramedicine?</li> <li>• Is there a threshold for UU that would push for additional resources? Also, is there a threshold in incident counts that push for additional resources?</li> </ul>
Charlotte Fire	Is there an interest to have a benchmarking survey that coincides with the Metro Fire Planners Conference which would include those agencies participating?
<b>1130 – 1200</b>	<b>Data Collection, Analysis and Records Management</b>
Windsor CA	How many of you have system administrator position for your records management system? What are they responsible for? Do you provide any shared RMS services with any of the smaller municipalities in your surrounding area for revenue?



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Philadelphia Fire	Insights around reducing duplicate data sources in order to optimize analytics and record management is a high priority within our under staffed department.
Charlotte Fire	How much data is your planning division able to access directly vs. data in other divisions, and how is that data shared between divisions, if you don't have direct access? Who is responsible for ensuring that data is up-to-date, and how is this accomplished within/without the realm of that data your division controls?
<b>1200 – 1315</b>	<b>Lunch</b>
<b>1315 – 1335</b>	<b>Presentation – Deccan International</b>
<b>1335 – 1400</b>	<b>Data Collection, Analysis and Records Management cont'</b>
Palm Beach FL	How many years of CAD data do you keep, and use? Do you have any issues with storage or server performance?
Charlotte Fire	If your main RMS is not all-inclusive, how do you organize your data so that it is easy to pull?
Henrico County	We're still looking for a RMS, what successes or failure do you have to share?
City of Westfield, IN	For Departments using NFORS, what has been your experience with the product (converting from CAD, quality, etc.)
Charlotte Fire	Are there any departments integrating <b>large</b> outside data sources into their response models? How does this affect analysis?
Edmonton CA	What do other fire departments require for personnel to enter into their Company Operations Reports (or related event summary reports) in their RMS systems? Does anyone have written procedures on what needs to be captured from events?
Charlotte Fire	Are there any efforts on pooling data streams (data lake) in order to share data between city/county departments outside of the fire department?
Charlotte Fire	Is information being shared through an open data portal? <ul style="list-style-type: none"> <li>• What are you sharing?</li> <li>• How are you sharing it (dashboarding software)?</li> <li>• For what purpose do you share what you share?</li> <li>• With whom do you share the data (i.e. division/department/municipality/public)?</li> <li>• Does it address FOIA requests (incident reports, fire code violations)</li> <li>• Who verifies and validates the data being reported?</li> </ul>



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<b>1400 – 1445</b>	<b>Operations</b>
Tualatin Valley Fire	What mediums are organizations using for Post Incident Reviews or After-Action Reports? Are there any legal concerns with creating discoverable public documents or media? If so, how has your organization navigated this?
Henrico County	Anyone considering Ultra-High Pressure deployment?
Colorado Springs Fire	Shift schedule/sleep deprivation
Multiple	<p><b>Colorado Springs</b> - NFPA 3000 (Active Shooter/Hostile Event Response) use of Rescue Task Forces with local law agencies</p> <p><b>Boulder</b> - Active harmer incidents are increasingly common and involve collaboration with Police in the initial phases of an incident. What have other agencies done to overcome the associated challenges with this risk, such as unified command, ICS, and “stop the threat, stop the bleeding” demands?</p>
Multiple	<p align="center"><i>Overtime</i></p> <p><b>Fairfax County</b> - What strategies are departments implementing to reduce overtime of operational personnel?</p> <p><b>Boulder</b> - How are other agencies dealing with the increasing trend of mandatory overtime?</p>
<b>1445 – 1500</b>	<b>Break</b>
<b>1500 – 1520</b>	<b>Presentation – Center for Public Safety Excellence – Preet Bassi</b>
<b>1520 – 1630</b>	<b>Operations – Deployment</b>
City of Westfield, IN	If any agencies present have developed county or regional special operations response teams (HazMat, Water, Technical Rescue) please discuss this process on how you made it happen.
Multiple	<p align="center"><i>Alternate Response Vehicles</i></p> <p><b>Colorado Springs</b> - Growing call volumes; use of alternative response methodologies</p> <p><b>Poudre</b> - For non-ambulance/transport agencies, how are you showing the value of dynamic response models (two person squads/vehicles that respond to lower acuity calls) that overlay the traditional static model (station areas, higher acuity)?</p> <p><b>Brampton CA</b> - BFES is about to begin a trial by dispatching pick-up trucks with two firefighters to respond to medical assist, confirmed false alarms and CO no symptom incidents. For those departments that already use a rapid response model, what have the results been in terms of safety, response</p>



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	<p>times, public perception and possible labor issues?</p> <p><b>DeKalb County</b> - Are any departments deploying non-transport units during peak call volume times in your department? What types of schedules are you running these units on and how do you staff them?</p> <p><b>Henrico County</b> - Who is using predictive modeling for dynamic resource management outside of EMS? Do you monitor hourly population changes?</p>
Boulder Rural	Boulder County fire agencies are pursuing joint service areas and “closest unit dispatch” in a county with 22 fire agencies of varying demographics (volunteer, combination, paid and Duty Commanders vs. no Commanders). Does anyone else have experience of transitioning to such a model?
Charlotte Fire	In regards to a comprehensive ladder, truck, company placement study, what criteria beyond ISO standards and effective firefighting force is utilized by like-sized cities?
Toronto CA	Turnout Time - and ongoing challenge - we can control it when we focus on it, but as soon as we turn our attention to another issue the time start to creep up again. Any new/innovative ideas to address the turnout time problem?
<b>1630 – 1700</b>	<b>Apparatus/Fleet</b>
City of Westfield, IN	Looking for examples of fleet and equipment replacements schedules that are data supported and any associated software utilized.
Boulder Fire	Boulder Fire-Rescue is looking to extend apparatus life cycles and is exploring the potential of refurbishing or using “glider kits” to accomplish this. What are some best practices to consider, and/or are there other considerations?
Poudre Fire	How are you tracking the down time of front line apparatus and/or the use of reserve apparatus?
<b>1730 – 2000</b>	<b>Tour SuperVac - Dinner</b>



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Tuesday, October 2, 2018	
<b>0730 – 0830</b>	<b>Full Breakfast – Walnut/Chestnut rooms</b>
<b>0830 – 1015</b>	<b>Human Resources/Employee Development/Culture</b>
City of Westfield, IN	Are other agencies or their employers (City) doing random drug testing? If so, how do you make it work with shift personnel? Any associated policy would be appreciated.
Tualatin Valley Fire	Are any organizations utilizing a mental health assessment as a portion of the pre-employment process? Has a mental health assessment been integrated into your annual physicals? If so, what tools or professional services are utilized for the initial and ongoing process?
Multiple	<p><b>Tualatin Valley Fire</b> - Are any organizations incentivizing educational advancement? If so, what metrics have been used to track increased performance? How is the compensation package structured?</p> <p><b>DeKalb County</b> - Have departments incentivized or encouraged formal education beyond requiring it for promotion? What has been successful?</p> <p><b>DeKalb County</b> - Does your department require formal education for promotion? At what rank in the department do you require it and what levels of education do you require at those ranks?</p>
Henrico County	What are your best practices in peer support programs within your department? Chaplin programs?
Multiple	<p><b>Windsor CA</b> - Do you have a documented succession plan or a suggested flow plan for all positions in all divisions of your fire service? i.e. Education, Certifications, Job Experience, etc. Is it financially supported through HR and your city? Are you tracking those people - if so, how?</p> <p><b>Edmonton CA</b> - What are other fire department's definitions of professional development?</p> <p><b>Edmonton CA</b> - Outside of promotional programs, what are other fire departments doing for professional development and how are costs managed?</p>
DeKalb County	How are departments preparing Operations personnel for administrative staff roles in the department? Has anyone developed a successful job shadowing or mentoring program?
Boulder Fire	<p>BFR is experiencing succession challenges from the role of Captain and up. What have other agencies done to overcome this?</p> <p>The fire service relies on "40-hour" uniformed positions at all ranks. However, these roles are increasingly difficult to reliably fill with sworn personnel seem to prefer to shift work. What have other agencies done to counteract this?</p>
<b>1015 – 1030</b>	<b>Break</b>





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<b>1030 – 1050</b>	<b>Presentation – ImageTrend RMS</b>
<b>1050 – 1140</b>	<b>Human Resources Cont'</b>
Multiple	<p><b>Edmonton CA</b> - How are other Metro sized departments' Support/Technology services organized? Firefighter union vs. civilian or combo? What works and doesn't work in this?</p> <p><b>Edmonton CA</b> - What do other metro sized fire departments GIS groups look like? Are they within the department or located within the larger organization and provide services? Does the GIS group support other areas in the larger organization? And if the group is not located within the Fire department, does that structure work for fire departments?</p> <p><b>City of Westfield, IN</b> - Do other agencies utilize civilian staff for data analyst positions vs. training sworn personnel? Are you simply advertising for these positions or have you found a reliable place/agency to pluck talent?</p>
Charlotte Fire	What is the staff/divisional structuring between Planning and IT for the department?
Multiple	<p><b>Charlotte Fire</b> - Is there a staffing algorithm utilized for determining the staffing ratio of civilian to uniformed staff?</p> <p><b>Chesterfield Fire</b> - In the past we have been successful in adding uniformed positions to emergency operations. We have been unsuccessful in adding support positions, civilian or uniformed. Can any department provide a ratio of emergency operations to support role staff positions?</p>
Chesterfield Fire	Our Police Department is striving to convince the Board of Supervisors that the number of authorized positions should be tied to the population of the jurisdiction. Has any department explored the idea of a ratio of Population to firefighters and if so, was it adopted by their board?
DeKalb County	We are looking at how we calculate our department relief factor for operational staffing. We currently use a static multiplier but are wondering if anyone uses a variable multiplier based on the years of service that your department personnel have on the job?
<b>1140 – 1200</b>	<b>Presentation – Darkhorse Analytics</b>
<b>1200 – 1315</b>	<b>Lunch – Walnut/Chestnut rooms</b>
<b>1315 – 1330</b>	<b>Human Resources Con't</b>
Toronto CA	Inclusion – what types of diversity training has been delivered? What successes have other services had with community outreach to attract a more diverse fire service? How do you measure success in this area?
DeKalb County	We have a low success rate with female candidates taking our physical agility test in the hiring process. Have other departments experienced this and found ways to increase the success rate without reducing the difficulty of the test?
Boulder Fire	The BFR is transitioning to Station Captains. What are some “do’s” and “don’ts” of such a model?



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1330 – 1445	Kitchen Sink
Multiple	<p align="center"><i>Cancer Risk Reduction/Medical</i></p> <p><b>Henrico County</b> - First suppression units have the highest exposure, who is clearing that first unit and getting them showered within the first hour? How?</p> <p><b>Henrico County</b> - Gear Decontamination: On scene wash down or bagging gear and switching? If washing, do you track the number of washes for replacement?</p> <p><b>Henrico County</b> - Any cancer risk reduction considerations in fire house design?</p> <p><b>Henrico County</b> - Annual Physicals: What are your key components of annual physicals? Heavy Metals? Cancer precursor blood draws?</p> <p><b>DeKalb County</b> - For departments that provide mandatory physicals: Are the physicals mandatory for all personnel? What do you do with personnel who are refrained/deferred from duty during a physical? How do they get back to work?</p> <p><b>Chesterfield Fire</b> - We are interested in receiving information on firefighter wellness programs. We currently have two separate contract for Annual Firefighter physicals and one for a fitness training. We are looking to combine the two so the fitness program is coordinated with medical review. Has anyone else attempted such an effort or have an approach they would like to share?</p>
Boulder Fire	<p align="center"><i>Finance</i></p> <p>What are other fire departments doing to capture alternative revenue sources such as insurance offsets, contracts for service, prevention-related services, and impact fees?</p> <p>Do other agencies have successful models of partnerships with universities in their jurisdiction that provide financial or “in-kind” provisions they could share?</p>
Multiple	<p align="center"><i>Governance</i></p> <p><b>Boulder Fire</b> - What are examples of effective public-private partnerships in use by agencies in attendance?</p> <p><b>DeKalb County</b> - For departments who provide service to multiple cities or municipalities within your district how have you been successful at communicating with each cities leadership and addressing concerns?</p>





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Multiple	<p align="center"><i>Fire Rescue Stations</i></p> <p><b>Fairfax County</b> - Have any departments planned or constructed fire stations co-located with other facilities? What has the experience/results been of the co-locating facilities?</p> <p><b>Boulder Fire</b> - Do other agencies have experience with “scrape and rebuild” fire station construction? What have you learned about this approach?</p> <p><b>DeKalb County</b> - exhaust capture and/or air scrubbing devices. We are using Nedermans but they break frequently and we are looking to see if other departments have had success with newer source capture systems holding up better or are they going to something else like an air scrubber</p>
<b>1445 – 1500</b>	<b>Break</b>
<b>1500 – 1520</b>	<b>Presentation – Interra</b>
<b>1520 – 1700</b>	
Multiple	<p align="center"><i>Dispatch</i></p> <p><b>South Padre Fire</b> - Consolidating 911 Dispatch Centers - All 11 fire departments in my (Cameron) county fall under law enforcement control. We have 8 PSAPs in the county. For those of you that work within a consolidated PSAP:</p> <ul style="list-style-type: none"> <li>• How difficult was the consolidation?</li> <li>• Did 911/dispatching improve?</li> <li>• Was it a financially sound for all involved?</li> </ul> <p><b>Brampton CA</b> - Brampton Fire and Emergency Services currently provides EMS tiered response support to a Regional Paramedic Service. Paramedic central communication center dispatches fire through EMS-TIF. In the summer of 2019, paramedic central communications will be adopting a MPDS (Medical Priority Dispatch System). For those departments that already use this system, could you please discuss the pros and cons to the system and the anticipated effects to the fire service?</p> <p><b>Poudre Fire</b> - Are any agencies moving back towards full use of priority dispatching? If so, are you measuring improved outcomes in higher acuity calls (the ones that really matter like cardiac arrests, actual fires, etc.) How else can we “right size our response”?</p>
	<p align="center"><i>EMS</i></p> <p><b>City of Westfield, IN</b> - PulsePoint- Would appreciate any data sets and experiences, suggestions in overcoming the lawsuit hurdle, heavy emphasis on HIPPA.</p>



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	<b>Boulder Fire</b> - Boulder Fire-Rescue is facing the transition from a BLS non-transport paradigm to an ALS transport model. This cultural and organizational shift will be significant. Beyond the obvious financial implications, what are some strategies other agencies have used in similar situations?
<b>1830</b>	<b>Meet in Elizabeth Lobby for transportation to Odell's brewery</b>
<b>1900 – 2100</b>	<b>Banquet Dinner at Odell's brewery</b>
<b>Wednesday, October 3, 2018</b>	
<b>0730 - 0830</b>	<b>Full Breakfast – Walnut/Chestnut rooms</b>
<b>0830 – 0850</b>	<b>Presentation – First Due Size Up</b>
<b>0850 – 1000</b>	<b>Technology</b>
City of Westfield, IN	Any agencies utilize tablets/I-Pads for company inspections, ESO Medical reporting? If so what devices do you use, how have they performed, etc.?
Henrico County	What systems are successful in providing reliable AVL? Any success or failure stories in software, providers, or hardware?
Henrico County	Anyone fully implemented their agencies COOP? How are you addressing IT failures to consider payroll, building access and dispatch?
Henrico County	Non-optical traffic pre-emption... any feedback?
Boulder Fire	Many agencies are having MDT/MCT connectivity issues. How are other agencies solving these challenges?
Edmonton CA Fire	Do other metro sized departments have multiple computers in their vehicles? If so, how are they being used and what applications are on them? Ruggedized or consumer grade? Any lessons learned or best practices regarding hardware and software in apparatus?
Charlotte Fire	What criteria are being utilized to determine accurate reliability on dynamically-dispatched departments?
DeKalb County	Has any department developed a functional company level pre-plan program where the results from the pre-plan are easily shareable across the department to all apparatus and personnel? Has anyone used ESRI workforce and Survey 123 to accomplish pre-plans?



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<b>1000 – 1020</b>	<b>Break</b>
<b>1020 – 1130</b>	<b>Kitchen Sink until we run out of time!</b>
Multiple	<p align="center"><i>Training/Certification</i></p> <p><b>Brampton CA</b> - The province of Ontario is in the process of legislating NFPA certifications for the fire service. Currently, the Ontario Fire Marshal's Office is the AHJ for the province, and there are anticipated problems with a single agency providing the testing for the entire province. In terms of the NFPA pro board and IFSAC seals, does any department/region have AHJ?</p> <p><b>Boulder Fire</b> - Training calendars are increasingly busy and competition for space is tough to manage. What are agencies doing to manage these challenges while achieving predictable outcomes?</p> <p><b>Chesterfield Fire</b> - Staffing Training Programs – For in-service we hire back instructors at a fixed rate. The issue is that overtime availability, continuing education requirements and the need for recruit school instructors all tend to compete for the same persons. What are other departments doing to address this issue?</p>
Multiple	<p align="center"><i>Communication</i></p> <p><b>Tualatin Valley</b> - What strategies and mediums are you using for effective internal communications to meet the needs of your current workforce? Any emerging technologies that help improve communications?</p> <p><b>Toronto CA</b> - What's working for internal communication/employee engagement - we are a very large service and it is difficult to keep our firefighters engaged so we are looking for any unique ideas.</p>
<b>1130</b>	<p><b>2019 Host – South Padre Island Fire Department (Doug Fowler)</b></p> <p><b>2020 Host Discussion</b></p> <p><b>Closing Remarks from Fire Chief Tom DeMint</b></p>