



Initiative Task List for 2018-2019 Strategic Plan

Initiative 1 – Minimize the direct and indirect impacts associated with fire, EMS, and rescue emergencies.

Goal	Enhance the District EMS program to provide the greatest chance for a positive outcome from acute medical emergencies		
Objective	Establish a community wide approach to out of hospital cardiac arrest		
Task	Create a process flow chart for out of hospital cardiac arrest	Target Completion Date:	July 1, 2018
Task	Identify components of the process for enhancement	Target Completion Date:	September 1, 2018
Task	Establish measures for enhancement components	Target Completion Date:	December 1, 2018
Task	Coordinate with L1817 on Verified Responder program	Target Completion Date:	September 1, 2018
Task	Establish Verified Responder policy, equipment, and training needs	Target Completion Date:	December 1, 2018
Task	Implement Verified Responder program	Target Completion Date:	March 1, 2019
Task	Identify community partners to participate in a Community AED program	Target Completion Date:	December 1, 2018
Task	Partner with law to influence and train officers on Narcan use to prevent overdose deaths in the community	Target Completion Date:	June 30, 2019

Objective	Actively pursue protocol development to achieve a high standard of patient care		
Task	Implement recommendations for Dr. Rostykus' project on stroke patients	Target Completion Date:	December 1, 2018
Task	Maintain active participation in protocol committee	Target Completion Date:	December 1, 2018

Objective	Develop a comprehensive quality improvement program		
Task	Develop a system to measure baseline impact on high risk medical events	Target Completion Date:	December 1, 2018
Task	Review reporting system to improve efficiencies	Target Completion Date:	September 1, 2018
Task	Fireground QA/QI program	Target Completion Date:	September 1, 2018
Task	QA/QI program for rural response including suburban 2	Target Completion Date:	September 1, 2018

Objective	Integrate high quality EMS training that includes improving clinical care delivery based on QA feedback		
Task	Identify partners for EMS training delivery	Target Completion Date:	September 1, 2018
Task	Quarterly training integrates into prior quarter's QA feedback	Target Completion Date:	June 30, 2019

Goal	Enhance emergency response system reliability to meet or exceed performance expectations		
Objective	Identify and manage impacts to system reliability		
Task	Review CAD status list identifying opportunities for detailed status of service schedules	Target Completion Date:	December 1, 2018
Task	Evaluate alternative response and deployment models	Target Completion Date:	June 30, 2019

Objective	Align appropriate resource response based on needs "triage"		
Task	Determine default priority level for all available CAD codes	Target Completion Date:	June 30, 2019
Task	Explore alternative responder level for low priority requests for service	Target Completion Date:	December 1, 2018

Initiative 1 continued...

Goal	Meet or exceed established Fire and Life Safety standards for preventing loss		
Objective	Establish a system to ensure occupancy inspections are conducted in accordance with NFPA 1730.		
Task	Review current performance against established expectations	Target Completion Date:	July 1, 2018
Task	Identify solutions to manage performance gaps	Target Completion Date:	September 1, 2018
Task	Recommend solutions for implementation in order to manage performance gaps	Target Completion Date:	December 1, 2018
Objective	Ensure staffing meets service level objectives		
Task	Establish software based analytics	Target Completion Date:	July 1, 2018
Task	Evaluate results of system performance analysis based on Standards of Cover	Target Completion Date:	September 1, 2018
Task	Explore technological efficiencies	Target Completion Date:	December 1, 2018
Objective	Develop a Community Risk Reduction program focused on the risk assessment and experiences in the District		
Task	Conduct and report a Community Risk Assessment	Target Completion Date:	December 1, 2018
Task	Fall prevention/reduction	Target Completion Date:	December 1, 2018
Task	Promote Fire Adapted Communities in new areas	Target Completion Date:	December 1, 2018

Initiative 2 – Ensure sustainability of service delivery by efficient use of our people, facilities, fleet, and finances.

Goal	Explore and implement technology solutions		
Objective	Produce and relay readily available data for organizational management		
Task	Conduct a performance measure report	Target Completion Date:	September 1, 2018
Objective	Implement technology that enhances the readiness and maintenance of fleet and equipment		
Task	Identify and propose a technology solution for fleet and equipment	Target Completion Date:	July 1, 2018
Task	Train and implement technology solution	Target Completion Date:	September 1, 2018
Task	Develop metrics for effective management	Target Completion Date:	June 30, 2019
Objective	Research opportunities to improve the incident and patient care reporting experience		
Task	Determine the needs of the organization for quality management	Target Completion Date:	December 1, 2018
Task	Determine if current software can meet those needs	Target Completion Date:	March 1, 2019
Task	Research and recommend solutions to bridge gaps	Target Completion Date:	June 30, 2019
Objective	Ensure GIS and preplanning are in place to support response needs		
Task	Implement or advance the use of proven technology at the engine company level	Target Completion Date:	September 1, 2018
Task	Revamp the program based on technology solution	Target Completion Date:	December 1, 2018
Task	Implement and train on new program	Target Completion Date:	June 30, 2019

Initiative 2 continued...

Goal	Develop the budget with consideration to projected and unknown impacts		
Objective	Minimize impacts to service delivery resulting from forecasted cost increases such as PERS, healthcare, and insurances		
Task	Maintain a 5-10 year financial forecast that reflects financial trends and provides a depiction of how those assumptions may have impact on future budgets and financial stability	Target Completion Date:	June 30, 2019

Objective	Ensure best practices are followed with consideration to public contracting, purchasing, and procurement of goods and services		
Task	Assist Support Services in developing and administering requests for proposals for various construction projects	Target Completion Date:	June 30, 2019

Goal	Enhance response reliability for emergent incidents		
Objective	Ensure staffing meets service level objectives		
Task	Determine current level of response reliability	Target Completion Date:	July 1, 2018
Task	Call prioritization project	Target Completion Date:	December 1, 2018
Task	Enhance policies for effective management of low priority calls for service	Target Completion Date:	March 1, 2019

Goal	Modernize the logistics tracking, analysis, and dissemination		
Objective	Conduct a review of current logistics practices		
Task	Identify industry standards	Target Completion Date:	December 1, 2018
Task	Review current practices against industry standards	Target Completion Date:	December 1, 2018

Objective	Implement technology that improves the supply chain		
Task	Evaluate current practices	Target Completion Date:	December 1, 2018
Task	Identify areas for improvement	Target Completion Date:	December 1, 2018
Task	Implement solutions for improvement	Target Completion Date:	June 30, 2019

Goal	Maintain and enhance the Development Plan, providing guidance and opportunity for personnel		
Objective	Build upon the current Development Plan to include all divisions		
Task	Identify gaps including Administration	Target Completion Date:	September 1, 2018
Task	Create an Administration development track	Target Completion Date:	June 30, 2019

Initiative 3 – Develop, promote, and demonstrate professionalism, innovation, and excellence throughout the organization.

Goal	Establish a system of continuous quality improvement in areas of service delivery to the community		
Objective	Measure organizational performance against established expectations		
Task	Develop QA standards for organizational programs such as incident command	Target Completion Date:	July 1, 2018
Task	Develop EMS QA standards for high risk medical conditions	Target Completion Date:	December 1, 2018
Task	Develop QA standards for high risk litigation conditions (AMA's)	Target Completion Date:	December 1, 2018

Objective	Identify industry benchmarks for best practice service delivery in areas of focus		
Task	High risk medical	Target Completion Date:	December 1, 2018
Task	High risk litigation	Target Completion Date:	December 1, 2018

Initiative 3 continued...

Goal	Enhance the engagement and efficiency of District committees		
Objective	Review committee expectations, evaluate for opportunity to modify or add committees to best accomplish the mission and strategic plan of the District		
Task	Review committee	Target Completion Date:	July 1, 2018
Task	Consider committees: Patron Experience, Problem Solving Team, QA/QI All Service Delivery	Target Completion Date:	July 1, 2018

Goal	Cultivate an environment of data driven, evidence based decisions		
Objective	Effective data analysis is used to evaluate and improve performance and organizational decision making		
Task	Identify and support data analyzing software that provides "real time" analysis on District standards	Target Completion Date:	September 1, 2018
Task	Produce monthly performance management report	Target Completion Date:	September 1, 2018
Task	Apply for Performance Management recognition	Target Completion Date:	December 1, 2018

Initiative 4 – Maintain a high level of trust by promoting District engagement in the communities we serve.

Goal	Continual improvement to the District-patron experience		
Objective	Foster participation in community events		
Task	Identify and track requests and occurrences of FD3 participation in community events	Target Completion Date:	September 1, 2018
Task	Create a video for public presentations on the services the District provides	Target Completion Date:	December 1, 2018

Objective	Improve patron interactions with the District, both in person and through digital media		
Task	Consider a Patron Experience Committee	Target Completion Date:	July 1, 2018
Task	Identify opportunities to enhance the patron experience	Target Completion Date:	September 1, 2018
Task	Review the digital experience to include website and social media	Target Completion Date:	September 1, 2018
Task	Introduce new "digital experience"	Target Completion Date:	March 1, 2019
Task	"I am a Fire District 3" campaign focused on the commitment for the organization to the community	Target Completion Date:	June 30, 2019
Task	Annual community survey, "How are we doing?"	Target Completion Date:	December 1, 2018
Task	Define the Community Engagement Program	Target Completion Date:	July 1, 2018

Objective	Develop District programs to reach non-English speaking members of the community		
Task	Identify partners in the non-English speaking community to help on projects	Target Completion Date:	July 1, 2018
Task	Translate existing FD3 programs for non-English speaking communities	Target Completion Date:	September 1, 2018
Task	Provide satisfaction survey to District patrons	Target Completion Date:	December 1, 2018

Goal	Encourage participation from volunteers, residents, and stakeholders		
Objective	Maintain the resident firefighter program and promote response capable volunteers		
Task	Identify areas of greatest value to the response through analytics	Target Completion Date:	July 1, 2018
Task	Revise volunteer recruitment and training process to improve effectiveness on identified areas of greatest value	Target Completion Date:	December 1, 2018
Task	Recruit for response capable volunteers to meet the Districts needs	Target Completion Date:	March 1, 2019

Initiative 5 – Develop and strengthen collaborative efforts and strategic partnerships.

Goal	Improve field communications and interoperability for responders.		
Objective	Research opportunities to improve in-building emergency responder radio coverage		
Task	Identify buildings out of conformance with signal penetration requirements	Target Completion Date:	December 1, 2018
Task	Evaluate possible solutions for out of conformance buildings	Target Completion Date:	March 1, 2019

Goal	Maximize partnerships with agencies to reduce redundancy, maximize effectiveness, and achieve readiness		
Objective	Partner to educate the public on alternate resources for non-emergent needs		
Task	Conduct Fire Agency Logistics Survey to assess regional warehousing interest	Target Completion Date:	December 1, 2018
Task	Coordinate training days with Mercy Flights and other external agencies	Target Completion Date:	June 30, 2019
Task	Partner with ECSO for non-emergent call line access	Target Completion Date:	June 30, 2019

Objective	Improve information sharing among agencies		
Task	Identify barriers effecting information sharing among pre-hospital givers and hospital care providers	Target Completion Date:	December 1, 2018
Task	Propose solutions on coordinated approach to remove barriers that affect information sharing	Target Completion Date:	March 1, 2018
Task	Explore interest with online database/analytics such as Intterra with agency partners	Target Completion Date:	March 1, 2018

Objective	Integrate with local law enforcement for response and prevention of large scale planned events and emergencies		
Task	Establish a relationship with law training coordinators	Target Completion Date:	September 1, 2018
Task	Coordinate mass casualty incident drills	Target Completion Date:	July 1, 2018

Objective	Identify call criteria and establish a protocol for responses that are best served with coordinated law/fire response		
Task	Identify call types benefitted coordination with law	Target Completion Date:	August 1, 2018
Task	Establish "best practice" for coordinated response	Target Completion Date:	December 1, 2018
Task	Create a call type initiating Coordinate Response Protocol	Target Completion Date:	June 30, 2019

Goal	Actively participate with affiliations to support our mission and vision		
Objective	Be engaged in various industry, government, and business organizations and associations to remain current on issues that impact the internal and external environment.		
Task	Explore opportunities to partner (SOU for projects/interns)	Target Completion Date:	July 1, 2018
Task	Explore partnering with a graduate or undergraduate intern to partner with the District	Target Completion Date:	September 1, 2018