Category 2: Assessment and Planning

Assessment and planning are defined as the processes used to identify the community's fire protection and other emergency service needs to identify potential goals and objectives. All agencies should have a basic source of data and information to logically and rationally define the organization's mission. Assessment and planning are critical to the establishment of service level objectives, standards of cover, and ultimately, the quality of program outcomes.

The overall purpose of using these processes is to establish a long-range general strategy for the operation of the system.

Criterion 2A: Documentation of Area Characteristics

The agency collects and analyzes data specific to the distinct characteristics of its legally defined service area(s) and applies the findings to organizational services and services development.

Summary:

The Meridian Fire Department collects and analyzes data from the U.S. Census Bureau, City of Meridian Planning and GIS departments, and the Community Development department to identify the distinct characteristics of its service area. The department also gathers call volume and response time data from the Ada County Sheriff's Office 911 Emergency Dispatch Center (Dispatch) computer aided dispatch (CAD) system to evaluate risk and response times in defined service areas. The department incorporates all of this data into the *Meridian Fire Department Community Risk Assessment/Standards of Cover* (CRA/SOC) document which guides the department's goals for service, program deliveries, and coverage.

Performance Indicators:

2A.1   Service area boundaries for the agency are identified, documented, and legally adopted by the authority having jurisdiction.

Description

The Meridian Fire department serves the City of Meridian and the Meridian Rural Fire District (MRFD), with a total area of impact of approximately 60 square miles. Approximately 34 square miles of the area of impact is within city limits, and the rest are rural fire district areas or areas of impact. The area of city impact is determined by Meridian Code of Ordinances Chapter 11, Meridian Area of City Impact Boundary. Meridian's area of impact is bounded to the East by the City of Boise, to the North by the City of Eagle, by the West to the Canyon County line, and by the south to the Kuna Rural Fire District. The boundaries of the area of impact only change when land is annexed by the City of Meridian or the MRFD. The MRFD has adopted and defined boundaries which generally represent the border of the Meridian Fire Department's response area.

Appraisal

The City of Meridian's area of impact has not changed significantly over the last 5 years. Small areas have been annexed into the city but none have affected the department's response area or resources. The MFRD last updated their borders in 2016 with no significant changes since.

Plan

The city's planning division and GIS specialists will continue to manage the city's and fire department's legal boundaries and areas of impact. The department will work annually with GIS and the planning department to produce updated area maps. The department will communicate with the MRFD during regular commissioner meetings to determine if boundaries or areas of impact have changed.

References

- Meridian Code of Ordinances, Chapter 11

- Meridian Fire Response Area Map

- Meridian Rural Fire District Boundaries

2A.2   Boundaries for other service responsibility areas, such as automatic aid, mutual aid, and contract areas, are identified, documented, and appropriately approved by the authority having jurisdiction.

Description

All fire and EMS calls in Ada County are dispatched based on Automatic Vehicle Locators (AVL) rather than formal automatic aid agreements. All fire and EMS departments in Ada County are part of the Emergency Services (ES) User Committee and the Emergency Communications Planning Committee (ECPC) which are responsible for determining fire response lists (FRLs) and call determinants for all fire and EMS emergency calls. EMS calls are dispatched using AVL to pull the closest appropriate resources for the call type. All fire calls, with the exception of calls in the Boise Fire Response Area, are also dispatched by AVL. For calls originating in the City of Boise, partner agency apparatus will only be dispatched to fire calls if they are the closest engine by AVL on either the initial alarm or on any subsequent alarms. FRLs, call determinants, and individual call responses are reviewed regularly during ES Users Committee meetings and ECPC meetings. Mutual aid is provided to agencies in neighboring Canyon County upon request and is routed through dispatch to the on-duty battalion chief. The department also maintains a cooperative fire protection agreement for operations with the Bureau of Land Management.

Appraisal

The department has been a member of the Ada County/City Emergency Services System (ACCESS) Joint Powers Agreement since its inception many years ago. The department has maintained a contract with ACCESS and the JPA which provides for consistent emergency medical and rescue services across the county, regardless of defined boundaries. The department has met with agency partners regularly as part of ES Users Committee meetings and ECPC meetings to review call determinants and FRLs. In some cases, FRLs have been updated for certain call types, such as law-enforcement assists calls or low-level EMS calls that may only require a single ALS unit to respond. The department has also reviewed calls in which units were dispatched incorrectly to evaluate possible solutions for future dispatch updates. The use of these committees has led to

improved communications between agencies, ensuring that everyone's needs and concerns regarding dispatch protocols are heard.

Plan

The department is committed to maintaining its response plan as currently defined through Ada County Dispatch. The department will continue to work with area partners, fire, and EMS agencies to evaluate response lists and call determinants to ensure a high level of service to its citizens. The department will work through the ES Users and ECPC committees to deal with any issues and update call determinants. All changes made to dispatch FRLs and call types must be unanimously agreed upon per committee bylaws.

References

- Ada County Emergency Communications Change Request

- ES Users Agenda

- ES Users Meeting Minutes, May 2023

- Ada County Fire Response Lists

- ACCESS Joint Powers Agreement

CC 2A.3   **The agency has a <u>documented and adopted methodology</u> for organizing the response area(s) into geographical planning zones.**

Description

The department's response area is organized into six geographical planning zones (GPZs) based on station location, travel time, and similar risk factors such as population density, occupancy type, and incident history. The department's GPZ's are documented in the *Meridian Fire Department Community Risk Assessment/Standards of Cover* (CRA/SOC). The city's area of impact is also organized into six response areas based on the fire station location and anticipated travel times based on GIS. The GPZs differ slightly from the response areas because they also incorporate elements such as population density, occupancy type, and risk type. The GPZs were also designed knowing that the department was building two new fire stations to open in late 2023, and were built in such a way that could be easily reconfigured when Stations 7 and 8 open. All units are dispatched based on AVL rather than by response area.

Appraisal

The GPZ methodology was adopted for the first edition of the CRA/SOC published in 2022. The response areas were last updated when Station 6 opened in early 2020, but due to the rapid pace of growth have not always reflected the most accurate "first due" response areas due to changes in road construction and access. GPZs 1-5 share fairly similar population density and call volumes. GPZ 6 was created after station 6 was built, and currently covers a large area of Meridian that is being developed, but not yet populated.

Plan

When station 7 and 8 open in late 2023 the department will redefine both the GPZs and the response areas using the determined methodology based on the latest GIS data, and taking in to account travel time, station location, area characteristics, risks, population density, and call volume. The department may consider doing away with response area maps all together since all calls in Meridian are dispatched based on AVL. The department will assess the methodology at a minimum during each CRA/SOC revision cycle, or sooner as new stations come online.

References

- *Meridian Fire Department Community Risk Assessment/Standards of Cover*, pg. 40-52

- Meridian Fire Response Area Map

CC 2A.4   **The agency <u>assesses</u> the community <u>by planning zone</u> and <u>considers the population density</u> within planning zones and population areas, as applicable, for the purpose of developing total response time standards.**

Description

The department's service area is defined by the City of Meridian and the Meridian Rural Fire District, and uses that service area to determine the reliability of service within the *Meridian Fire Department Community Risk Assessment/Standards of Cover* (CRA/SOC). The department has adopted one response time standard for the entire planning area based on National Fire Protection Association (NFPA) 1710: *Standard for the Organization and Deployment of Fire Suppression Operations, Emergency Medical Operations, and Special Operations to the Public by Career Fire Departments*, and adjusted it to meet the realistic goals and operational needs of the department. Department response time goals are published in administrative standard operating guidelines. Each planning zone has the population and population density identified in the CRA/SOC, as well as the response time standards adopted by the department. The definition of urban and rural in the CRA/SOC is based on U.S. Census definition which states "an area will qualify as urban if it contains at least 2,000 housing units or has a population of at least 5,000." The department's objective is to provide the same level of service to its entire response area, regardless of population density.

Appraisal

Initially the department considered urban and rural population densities in each planning zone based on a population density of less than or greater than 2,500 people per square mile, respectively. As the City of Meridian is now the second largest city in the state of Idaho, and since the department adopted the same response time standards for both urban and rural areas, the department chose to forgo the use of a rural definition for the updated CRA/SOC, as the entire city is defined as urban per the U.S. Census definition. As a result, the department's goal is to provide the same level of service to the entire response area.

Plan

The city will consider population density for planning and response time purposes but will also consider incident density (call volume per population) as a metric for future CRA/SOCs editions as well. The city is trending towards more urban development due to growth, but if a rural demand area becomes apparent in the future through annexation or other means, the department may consider readopting a rural time standard.

References

- *Meridian Fire Department Community Risk Assessment/Standards of Cover (CRA/SOC) pg. 40-52*
- Urban Area Criteria for the 2020 Census, Final Criteria, pg. 16707
- ASOG – Response Time Data & Outlier Parameters
- NFPA 1710: *Standard for the Organization and Deployment of Fire Suppression Operations, Emergency Medical Operations, and Special Operations to the Public by Career Fire Departments*

2A.5   Data that include <u>property, life, injury, environmental, and other associated losses</u>, as well as the <u>human and physical assets preserved and/or saved</u>, are recorded for a minimum of three (initial accreditation agencies) to five (currently accredited agencies) immediately previous years.

Description

The department maintains fire loss and injury data in electronic databases according to the City of Meridian Records Retention Schedule. Fire incident reporting is captured through ESO reporting software and reported to National Fire Incident Reporting System (NFIRS), and managed by the department's records clerk. The *Meridian Fire Department Community Risk Assessment/Standards of Cover* (CRA/SOC) contains the last 3 years of data on fire property loss, firefighter and civilian injuries.

Appraisal

The department has used ESO for its EMS and NFIRS reporting software for the last 10 years. The department has tracked property loss due to fire using a combination of assessed property valuations from the Ada County Assessor's office and an internal building valuation estimator form. Environmental losses have not been tracked. All civilian and firefighter injuries are tracked and reported through ESO and NFIRS.

Plan

The department will continue to use ESO for its NFIRS reporting. The department will evaluate its methodology for quantifying property loss to see if a more standard and verified model exists. The department will determine how and if environmental losses should be tracked in the future, as the department's response area does not contain any significant amounts of wildland response areas.

References
- City of Meridian Resolution 22-2357, Records Retention Schedule
- Building Valuation Estimator
- *Meridian Fire Department Community Risk Assessment/Standards of Cover* (CRA/SOC), pg. 94
- Property Loss 2019-2022 import from NFIRS

2A.6   The agency utilizes its <u>adopted planning zone</u> methodology to identify response area characteristics such as population, transportation systems, area land use, topography, geography, geology, physiography, climate, hazards, risks, and service provision capability demands.

Description

General city characteristics such as climate, geography, geology, and topography are documented in the *Meridian Fire Department Community Risk Assessment/Standards of Cover* (CRA/SOC). As the City of Meridian is generally homogenous in its characteristics these features are germane to the entire response area. Each planning zone outlines specific critical infrastructure and significant features including target hazards and transportation systems that may be unique to its area. Population, density, and risk for fire, EMS, hazmat and technical rescue are also defined for each planning zone and documented in the CRA/SOC.

Appraisal

The department did not examine specific population data for each planning zone such as age, race, and poverty levels. Data for climate, geography, and topography were pulled from reliable sources such as the National Weather Service and Bureau of Land Management. The identification of critical infrastructure and risks has allowed the agency to identify areas that may need to have dual staffed stations or stations staffed with specialty equipment in the future. In 2023, the department placed a new quint fire truck in service at Station 5, in part due to the commercial occupancies identified in GPZ 5.

Plan

The department will work with the city's community development division to include more detailed population and property data per planning zone in the next edition of the CRA/SOC. With the addition of two new stations in late 2023, the department will redraw the planning zones using the current methodology, and create a system to better identify critical infrastructure, high-value properties, and target hazards in each zone.

References

- *Meridian Fire Department Community Risk Assessment/Standards of Cover* (CRA/SOC), pg. 22-31, 40-52

2A.7   <u>Significant socioeconomic and demographic characteristics</u> for the response area are identified, such as key employment types and centers, assessed values, blighted areas, and <u>population earning characteristics</u>.

Description

The department assesses socioeconomic data and demographic characteristics for the entire Meridian Fire response area, including key employers, median household income, poverty levels, and disability levels. These characteristics are published in the *Meridian Fire Department Community Risk Assessment/Standards of Cover* (CRA/SOC). The Ada County Assessors office provides data on total assessed valuation and the Idaho Department of Labor provides information on employment characteristics.

Appraisal

Socioeconomic and demographic characteristics were identified for the response area in the CRA/SOC but were not broken down more specifically by planning zone. The data used for said characteristics came the latest U.S. Census and Data USA. The hospital systems were not identified as key employers as they are multi-state, multi-county employers, however, Saint Luke's operates one of the largest hospitals in the state in the city of Meridian as well as nearly 20 specialty clinics in the department's response area.

Plan

The department will continue to utilize the latest census data, labor data, and economic data to identify changing socioeconomic and demographic characteristics. The department will update the CRA/SOC with the latest data during the accreditation cycle and work with the city's GIS, community development, and planning divisions to break down data further into planning zones if appropriate.

References

- *Meridian Fire Department Community Risk Assessment/Standards of Cover* (CRA/SOC) pg. 22-24
- Ada County Labor Force and Economic Profile

2A.8   The agency <u>identifies and documents</u> all safety and remediation programs, such as fire prevention, public education, injury prevention, public health, and other similar programs, currently active within the response area.

Description

There are multiple safety and remediation programs in the Meridian Fire Department. The public education program coordinates school safety visits, runs a public safety academy for citizens, manages a car seat inspection program, and provides home safety inspections, free smoke alarms, smoke detector battery changes, and minor smoke detector maintenance for seniors. The public education program also runs a fire safety center, an educational center open to the public featuring a classroom, a burned out room to demonstrate the importance of sleeping with the doors closed, a kitchen to demonstrate cooking safety, a sprinkler demonstration room, and a bedroom where children can practice listening for smoke detectors, crawling under smoke, and feeling for heat on a door. The community risk reduction division and EMS divisions co-manage Heart Safe Meridian, a program that provides CPR classes to city employees and community members and places AEDs around the city in public areas. The fire prevention division conducts nearly 3,000 inspections a year, prioritizing high risk occupancies such as schools and churches. All the department's safety and remediation programs are noted in the department's annual report. Most of the programs are also listed on the department's website.

Appraisal

The department hired a community risk reduction specialist in early 2023 to begin the coordination of all safety and remediation programs in the Meridian Fire Department and City of Meridian. The department's many above listed programs have been successful over the years and continued to grow in demand over the last several years, increasing the department's exposure to the community. They have also ensured that emergency crews remain available for critical calls while prevention and education staff handle a growing number of non-emergency public service calls such as smoke detector inspections. The department website listed most of the safety programs, but not all.

Plan

The newly-hired community risk reduction specialist will coordinate and compile data on all risk reduction and safety programs currently operated by the department and evaluate them for efficacy. The community risk reduction specialist will work with GIS to map the use of safety programs by planning zone to identify any areas of risk within each zone. The public education, prevention, and EMS divisions will work to update the department's website with the most up to date information on all of its programs. The department will continue to operate its many safety programs to provide the best service to the city.

References

- Meridian Fire 2022 Annual Report

- https://meridiancity.org/fire/public-education-services/

- https://www.ktvb.com/article/news/local/meridian-recognized-with-public-safety-award/277-6c653277-1f39-49e9-87f6-288f0e4565e0

2A.9   The agency <u>defines and identifies infrastructure</u> that is considered critical within each planning zone.

Description

The department identifies critical infrastructure in the total response area as well as in each planning zone and documents it in the *Meridian Fire Department Community Risk Assessment/Standards of Cover* (CRA/SOC). The department uses the FEMA definition which states that critical infrastructure is "those assets, systems, networks, and functions, physical or virtual, so vital to the United States that their incapacitation or destruction would have a debilitating impact on security, national economic security, public health/safety, or any combination of those matters." Each planning zone has critical infrastructure identified within it.

Appraisal

The CRA/SOC identified key infrastructure in each planning zone as well as infrastructure such as transportation, water, service, and rail that span multiple planning zones. Some infrastructure such as road, waterways, hydrants, and railway are visible as part of the department's mobile CAD software.

Plan

The department will work with community development, the prevention division and GIS to create a more exhaustive list of the critical infrastructure within the response area, including cell towers, water storage tanks and pumps, and schools. The department will work to map all of the infrastructure by planning zone so that locations can easily be identified for future CRA/SOC editions as well as for pre-planning purposes. The department will investigate the possibility of adding more data on critical infrastructure to the department's CAD software for responding crews.

References

- *Meridian Fire Department Community Risk Assessment/Standards of Cover* (CRA/SOC), pg. 27-29, 42-52, 168

- MDT Map Layers Infrastructure

- MDT Map Layers Infrastructure 2

Criterion 2B: All-Hazard Risk Assessment and Response Strategies

The agency identifies and assesses the nature and magnitude of all hazards and risks within its jurisdiction. Risk categorization and deployment impact consider factors such as cultural, economic, historical and environmental values, as well as operational characteristics.

Summary:

The Meridian Fire Department identifies and assesses the nature and magnitude of all hazards and risks within its jurisdiction in the *Meridian Fire Department Community Risk Assessment/Standards of Cover* (CRA/SOC). The department has identified EMS, fire, hazmat, and technical rescue as its most common areas of risk. The department recognizes some of the unique characteristics to the area, such as the presence of Interstate 84 and the Boise Valley Railroad, that pose a unique risk both in terms of hazardous materials transport and vehicle accidents. The department has also identified areas such as schools, the Village at Meridian outdoor mall, and other large gathering places that are at potential risk for Active Shooter/Hostile Event Responses (ASHER) and mass-casualty incidents, and has begun training on responding to these types of calls.

Performance Indicators:

CC 2B.1   The agency has a <u>documented and adopted methodology</u> for identifying, assessing, categorizing and classifying all risks (fire and non-fire) throughout the community or area of responsibility.

Description

The department uses the Center for Public Safety Excellence's *Quality Improvement for the Fire and Emergency Services* publication as a guide for classifying and categorizing risk. The department identifies the following classifications of risk for its response area based on historical call data and area characteristics: fire, EMS, technical rescue, and hazardous materials. Categorization of risk is done using the three-axis risk categorization process. Data for each aspect for the three-axis risk categorization model was determined based on historical call frequency for probability, number of resources and time out of service for agency impact, and a subjective rating was given for consequence based on knowledge of the area. The department's risk analysis is documented in the *Meridian Fire Department Community Risk Assessment/Standards of Cover* (CRA/SOC).

Appraisal

The department conducted its first methodical risk assessment as part of the CRA/SOC. The model has not been in place long enough yet to verify it for accuracy.

Plan

The department will analyze the accuracy of the risk assessment, classification, and categorization model annually during CRA/SOC meetings. The department will determine if the 3-axis model is the most appropriate model to continue using for future CRA/SOC publications, or if other risk models would be more appropriate. The department recognizes that the area is changing and growing rapidly and that the current risk assessment could easily be outdated in the next few years.

References

- Quality Improvement for the Fire and Emergency Services, pg. 24-25

- *Meridian Fire Department Community Risk Assessment/Standards of Cover* (CRA/SOC), pg. 57-58

2B.2　　The historical emergency and nonemergency <u>service demands frequency for a minimum of three immediately previous years</u> and the <u>future probability</u> of emergency and non-emergency service demands, by service type, have been identified and documented by planning zone.

Description

The department identifies call volume for calendar years 2020-2022 and service risks for each planning zone and documents that data in the *Meridian Fire Department Community Risk Assessment/Standards of Cover*. The department also works with the GIS division of the city and creates heat maps for all incidents as well as individual incident types (fire and ems) by geographic planning zone (GPZ). Incident frequency, type, and response time data, as well as heat mapping, is used to determine the location and placement of apparatus types and future stations. Call volume by unit and by GPZ is also published in the CRA/SOC.

Appraisal

The CRA/SOC represented the first publication of all incident type and risk data, as well as location and frequency, in one document. Previously the department used all of this information separately to inform its decisions on station and apparatus placement. The city approved the construction of two new fire stations based on call response times in different geographic areas of the city, as well as call types. The department has identified the increasing risk of hazardous materials and technical rescue calls in its response area and noted the need for an increased level of response capability to those incidents through the CRA/SOC. The department did not distinguish between emergency and non-emergency service demands by planning zone in the CRA/SOC, but services such as smoke detector checks, car seat checks, and other prevention and public education events are tracked in separate programs such as *Mobile Eyes* and the Fire Safety Database.

Plan

The department will maintain and analyze data to determine current and future service demand probabilities and use that information for future planning of apparatus, station placement, and increased response capabilities. The department will create a plan to address the increased capability needed to respond to certain technical rescue and

hazardous materials events. The department will utilize data from Compliance Engine and Fire Safety Database to determine non-emergency service frequency by planning zone for the next publication of the CRA/SOC in 3 years. The department will research better methods of data collection to improve the department's data analysis and provide data on call classifications per GPZ as well.

References

- *Meridian Fire Department Community Risk Assessment/Standards of Cover* pg. 40-52, 97-98, 101-103

- Fire Safety Database Screen Shot

2B.3   Event <u>outputs and outcomes are assessed</u> for three (initial accrediting agencies) to five (currently accredited agencies) immediately previous years.

Description

The department's staffing, apparatus, and budget have maintained consistent service to the community based on response time data for each planning zone. The department maintains National Fire Incident Reporting System (NFIRS) fire loss data for at least five years. EMS call data is maintained on ESO and through the Cardiac Arrest Registry to Enhance Survivals (CARES). Fire property loss data is published in the current *Meridian Fire Department Community Risk Assessment/Standards of Cover* (CRA/SOC).

Appraisal

The department maintained a consistent level of service to the community over the last 3 years based on call response data. Trends showed an increase in call volume of 36% since 2018. The department used call volume data to assess its outputs and determined a need for more stations and staffing, leading the hiring of 30 new firefighters and the building of 2 new stations in 2023. Fire calls have increased 12.2% over the last 3 years while property value loss due to fire increased almost 160%. This dramatic change is more easily explainable by the dramatic increase in home value (30-60%) during the COVID-19 pandemic. ESO has been an effective tool for recording EMS outputs as well as for inputting NFIRS data. The department has maintained its fire and EMS records according to the city's records retention schedule.

Plan

The department will assess the change on outcomes, both fire property loss and cardiac arrest survival data, after the new fire stations and staff become operational in late 2023. The department will gather call response time data and evaluate the effectiveness of the new station and apparatus placement as well as increased staffing on response times.

References

- *Meridian Fire Department Community Risk Assessment/Standards of Cover* (CRA/SOC) pg. 24, 94-99

- Property Loss 2019-2022 import from NFIRS

- ESO Outcomes Screen Shot

- CARES Data 2020-2022

- Meridian Assessed Value

CC 2B.4   **The agency's risk identification, analysis, categorization, and classification methodology has been utilized to <u>determine and document</u> the different categories and classes of risks within each planning zone.**

Description

The department utilizes the three-axis risk categorization methodology to determine and document categories and classes of risk within each planning zone. The risks are identified per planning zone and published in the *Meridian Fire Department Community Risk Assessment/Standards of Cover* (CRA/SOC). Each planning zone is assessed for risk in fire, EMS, technical rescue, and hazmat classifications.

Appraisal

The current methodology used for risk assessment was first utilized for the first edition of the CRA/SOC. This was a new process for the department and there has not been enough data collected since its use to determine its effectiveness yet.

Plan

The department will continue to accumulate data over the lifespan of the current CRA/SOC (3-5 years) and then evaluate the risk assessment methodology and accuracy of risk assessment in each planning zone. The department will monitor risk categories and classifications per GPZ to evaluate trends over time to determine the best utilization of its resources. The department will use the current risk assessment to develop a plan to increase response capabilities to hazmat and tech rescue calls, especially in high risk areas such as GPZ 1.

References

- *Meridian Fire Department Community Risk Assessment/Standards of Cover* (CRA/SOC), pg. 42-52

2B.5 Fire protection and detection systems are <u>incorporated into the risk analysis</u>.

Description

The department operates a robust fire prevention division. The city has currently adopted the 2018 International Building and Fire Codes (IBC & IFC) with local amendments. Building are inspected once every one, two, or three years based on risk. Fire protection and detection systems are incorporated into the risk analysis and are highlighted in the high fire risk in planning zone 1, where many older multi-family dwellings and commercial occupancies were built without fire protection systems and have not been updated. By comparison, many of the large commercial and multi-family dwellings built in planning zones 3 and 4 have been built in the last 20 years and meet code requirements, including fire protection systems for appropriate building types and sizes, thus lowering the risk category to medium for these zones. Individual occupancy types were also scored and included the consideration of fire protection systems in the analysis.

Appraisal

The prevention division has regularly inspected high risk buildings according to schedule and has ensured code compliance. The city adopted a plan of updating IBC and IFC editions every other cycle and has followed this schedule. Of the nearly 3,000 inspections completed by the prevention division, 946 violations were noted with 848 of them resolved. The majority of violations were due to annual servicing not being completed on fire extinguishers and fire protection systems.

Plan

The department will continue to monitor fire protection systems and incorporate them into a better pre-planning program to aid in updating planning zone risks. The prevention division will consider working with GIS to map all large commercial and multi-family dwellings that are not sprinklered for a more accurate analysis of planning zone risk.

References

- *Meridian Fire Department Community Risk Assessment/Standards of Cover*, pg. 40-52, 168

2B.6   The agency <u>assesses critical infrastructure</u> within the planning zones for

capabilities and capacities to meet the demands posed by the risks.

Description

Critical infrastructure is documented in each planning zone and published in the *Meridian Fire Department Community Risk Assessment/Standards of Cover* (CRA/SOC). The CRA/SOC also lists critical infrastructure in the entire response area. The city of Meridian has a very robust water supply system that exceeds all fire flow requirements established by the 2018 International Fire Code (IFC) and has multiple redundancies built in in the event of a failure. The department maintains a close relationship with the water department, Intermountain Gas, and Idaho Power and technicians for all three utilities are available 24/7 in the event of an outage or to secure utilities for an emergency scene. These resources are managed and dispatched through Ada County Sheriff's Office 911 Emergency Dispatch Center (Dispatch). Relationships with critical infrastructure agencies and utility providers are identified in the Ada County Emergency Operations Plan.

Appraisal

Based on current relationships with utilities companies and historical relationships developed through the Ada County/City Emergency Management (ACCEM) council, the critical infrastructure in the response area has met the demands posed by risks identified. Certain types of emergency response infrastructure, such as hazmat response, have not been directly located in the department's response area but are available through the Emergency Operations plan and automatic aid agreements.

Plan

The department will continue to regularly analyze the emergency response resources in its response area and in each planning zone. The department will continue to be a member of the ACCEM council and participate in future editions of the emergency response plan. The department will develop a more detailed map of each planning zone to include locations of critical infrastructure.

References

- *Meridian Fire Department Community Risk Assessment/Standards of Cover*, pg. 21, 28-29

- Ada County Emergency Operations Plan, pg. 20-21, Annex 2

2B.7   The agency engages other disciplines or groups within its community to <u>compare and contrast risk assessments</u> in order to identify gaps or future threats and risks.

Description

The department regularly meets with other emergency service providers as a member of Ada County/City Emergency Management (ACCEM) Executive Council to discuss current and future threats and gaps in response availability. Representatives from all Ada County cities, fire departments, EMS, and law enforcement agencies attend these meetings.

Appraisal

Meetings with partner agencies at ACCEM meetings have been effective at identifying gaps in risk coverage in the county. Boise Fire identified a specific target hazard, a fuel storage station, which would require a massive amount of firefighting foam to mitigate should it catch on fire. The department has been working with Boise and other agencies to establish a foam supply plan for large hazards such as this one. The department also partnered with other fire, EMS, and law enforcement agencies to create an Active Shooter/Hostile Event Reponses (ASHER) plan to address the critical need for training and response infrastructure to these types of events. The department also dual staffs two type 6 brush rigs and a 3,000-gallon water tender primarily for automatic aid to surrounding agencies with a significant wildland risk profile, such as Eagle Fire Department, Star-Middleton Fire District, and Kuna Rural Fire District, which the city of Meridian does not have.

Plan

The department will work with agencies partners in fire, ems, and law enforcement to identify, plan, and train for future threats or gaps in coverage. The department will identify other groups such as schools or utility companies to understand each other's risks in more depth, and develop emergency response plans with these agencies in the next 3-5 years. The department will continue to be an active member in ACCEM.

References
- ACCEM Executive Council Meeting Minutes

- Foam Risk Presentation

Criterion 2C: Current Deployment and Performance

The agency identifies and documents the nature and magnitude of the service and deployment demands within its jurisdiction. Based on risk categorization and service impact considerations, the agency's deployment practices are consistent with jurisdictional expectations and with industry research. Efficiency and effectiveness are documented through quality response measurements that consider overall response, consistency, reliability, resiliency, and outcomes throughout all service areas. The agency develops procedures, practices, and programs to appropriately guide its resource deployment.

Summary:

The Meridian Fire department identifies and documents the nature and magnitude and the service and deployment demands within its response area by planning zone and service type in the *Meridian Fire Department Community Risk Assessment/Standards of Cover* (CRA/SOC). The department reviews response performance annually through total response time data and GIS mapping to show location and concentrations of call types by risk type. Resources are deployed through fire response lists (FRLs) contained within Ada County Dispatch protocols, which are reviewed during regular monthly meetings of the Emergency Services (ES) Users Committee and Emergency Communications Planning Committee meetings.

Performance Indicators:

CC 2C.1   **Given the levels of risks, area of responsibility, demographics, and socio-economic factors, the agency has <u>determined, documented, and adopted a methodology</u> for the consistent provision of service levels in all service program areas through response coverage strategies.**

Description

The agency has formulated response strategies by considering its areas of responsibility and assessing both emergent and non-emergent service calls. Insights into response levels for incidents have been gained through risk assessments, ERF task analysis, and building risk evaluations. The department relies on Fire Response Lists (FRLs) that determine response and service delivery based on incident type and associated risk factors. These response lists are managed by the Emergency Services (ES) Users Committee in cooperation with Ada County Sheriff's Office 911 Emergency Dispatch Center (Dispatch). The ES Users group critically evaluates FRLs, drawing upon institutional knowledge and historical data to determine the appropriate response requirements. This assessment incorporates ERF task analysis, information about fire protection systems, and an understanding of the buildings and risks within the jurisdiction. Statistical response data is scrutinized to make informed decisions about resource allocation. Responses to incidents are determined by their type and risk level, rather than being constrained by geographical boundaries, as the city-wide risk factors are generally consistent. The department delivers consistent service to all planning zones and types of hazards. The department maintains constant staffing at all of its stations of 3 firefighters per engine company, 4 firefighters per truck, with at least one ALS medical provider per apparatus. All emergency calls in Meridian and in Ada County are dispatched using AVL to ensure the fastest response to all emergencies.

Appraisal

The department has provided consistent service to all planning zones based on calls times for the last 3 years. In 2021 the department conducted a growth assessment of both calls and population in the Meridian Response Area and determined that service levels in the south and north west of its district were falling due to a combination of lack of resources

as well as a large increase in residential construction and permitting. Construction began on two new stations planned and located accordingly to increase response coverage and reduce call response times for all areas. Station reliability has slowly been dropping even with the addition of a new station in 2020.

Plan

Through future editions of the CRA/SOC and strategic planning, the department will continue to strive to provide an equal level of service to all planning zones. The department will research tools such as predictive analytic software that can aid the department in its risk analysis, as well as help determine the best locations for future stations or dual-housed stations. The department will conduct other risk analysis in correlation with future accreditation cycles or sooner if needed.

References

- *Meridian Fire Department Community Risk Assessment/Standards of Cover*, pg. 107-120, 131-138

- MFD Growth Assessment Presentation

CC 2C.2   **The agency has a <u>documented and adopted methodology for monitoring</u> its quality of emergency response performance for each service type within each planning zone and the total response area.**

Description

The department uses a 90th percentile response time model which evaluates call processing time, turnout time, travel time, and total response time. Target time standards are based on National Fire Protection Association (NFPA) 1710: *Standard for the Organization and Deployment of Fire Suppression Operations, Emergency Medical Operations, and Special Operations to the Public by Career Fire Departments*, and modified to meet department need. The department's response time performance goals and outlier policy for data collection is outlined in an Administrative Operating Guideline (ASOG.) Data is collected annually for risk classifications and categories for the response area, and published in the *Meridian Fire Department Community Risk Assessment/Standards of Cover* (CRA/SOC). Emergency response performance for each apparatus is also evaluated, including turnout time and travel time, but not alarm handling time, and is not broken down by risk category.

Appraisal

The department has used NFPA 1710 as a guide for several years. While the response time standards generally apply to most EMS and Fire call types, the department exceeds its response times excessively for High-risk EMS, Hazmat, Wildland, and Extrication call types for the Effective Response Force total response time. This is likely because these calls require an EMS supervisor to respond from Ada County Paramedics, and currently there are only two EMS supervisors in the system that serves Boise, Meridian, Kuna, Eagle, and Star, or a population of over 500,000. Data was previously collected from the department's record management system (RMS) ESO Solutions, however in the spring of 2023 the department was notified that ESO data had been corrupted and that large portions of data were missing, including almost all alarm handling times as well as several summer months of call types. The department and its Ada County Emergency Services Systems (ACCESS) partners have been working to solve this problem, however in order to get

timely data the department chose to use CAD data to measure the department's response time.

Plan

The department will continue to work with agency partners and ESO to improve data gathering to more accurately reflect response performance. The department will collect response time data quarterly for review for crews and battalion chiefs, especially after the completion of stations 7 and 8, to monitor any changing response time trends on a more regular basis so as to address deficiencies sooner. The department will evaluate whether it should further alter its response time standards for certain risk categories and classifications due to the need for outside resources to complete an ERF.

References

- *Meridian Fire Department Community Risk Assessment/Standards of Cover*, pg. 106-120

- NFPA 1710: *Standard for the Organization and Deployment of Fire Suppression Operations, Emergency Medical Operations, and Special Operations to the Public by Career Fire Departments*

- ASOG - Response Time Data & Outlier Parameters

2C.3   Fire protection systems and detection systems are <u>identified and considered</u> in the development of appropriate response strategies.

Description

The City of Meridian uses the 2018 International Fire and Building Codes (IFC and IBC) with local amendments. The prevention division is responsible for identifying fire protection and response systems during plan reviews and inspections, and for ensuring code compliance. The department regularly trains on supporting installed fire suppression systems. Buildings (commercial and residential) equipped with fire alarm systems are identified and trigger call types and different responses in Ada County Dispatch based on Fire Resource Lists. Currently the department does not deploy a different resource list to buildings identified with fire protection and detection systems.

Appraisal

While prevention has successfully identified and inspected fire protection and suppression systems through the inspection and plan review process, this information has not been easily shared with line personnel. Automatic fire alarm system notifications have triggered automatic dispatches from Ada County Dispatch, but the apparatus compliment for the response has not been appreciably different than for a fire alarm called in manually.

Plan

The prevention division will work with the operations division to create a plan to better share fire suppression and detection system information with line personnel through regular communications in the Fire Daily logs. The prevention division will work with the operations division to create a formalized pre-planning process. The department will continue to review its fire response lists and identify any needed changes based on fire suppression and protection systems.

References

- Ada County Fire Response Lists

- City of Meridian Ordinance 20-1905, Adoption of 2018 IFC and IBC

- Driver-Operator JPR 09 - Sprinkler-FDC

CC 2C.4   **A critical task analysis of each risk category and risk class has been conducted to determine the first due and effective response force capabilities, and a process is in place to validate and document the results.**

Description

Critical task analyses are conducted for every risk category and class including single-unit and multi-unit responses for fire, EMS, Hazmat, wildland, extrication, and technical rescue to determine effective response force (ERF) capabilities and are published in the *Meridian Fire Department Community Risk Assessment/Standards of Cover* (CRA/SOC). The identified effective response force for each incident type is based on National Fire Protection Association 1710: *Standard for the Organization and Deployment of Fire Suppression Operations, Emergency Medical Operations, and Special Operations to the Public by Career Fire Departments* and generally consistent with the standard Fire Response List (FRLs) packages generated through Ada County Dispatch for corresponding call types. While incident commanders can ask for additional resources or call greater alarms on incidents, critical tasking is not completed for these scenarios.

Appraisal

Critical tasking and effective response force modeling was revised throughout the CRA/SOC process. Current department FRLs generally reflect the ERFs identified in the CRA/SOC. As this was a new process done in the last year, the department does not have enough data yet to validate the process, however the department has already identified several call types that need to have new FRLs developed based on their risk categories. For example, the department does not have an FRL for reported structure fires at large commercial or multi-family residences. All automatic aid partners have used the same constant staffing model for their apparatus so response force numbers can be assumed to be consistent across the response area.

Plan

The department will collect data over the lifetime of the current CRA/SOC (3-5 years) and validate the effectiveness of the current critical tasking at that time. The department will use that data to adjust any future critical tasking and effective response force

methodology. Following the opening of stations 7 and 8 in late 2023, the department will look at developing new FRLs to meet higher risk events with more apparatus.

References

- Meridian Fire Department Community Risk Assessment/Standards of Cover, pg. 61-79

CC 2C.5   **The agency has <u>identified the total response time components</u> for delivery of services in each service program area and found those services consistent and reliable within the entire response area.**

Description

The department documents the effectiveness of its emergency response efforts for each type of service program using a consistent and standardized approach. This approach is explained and detailed in the department's Administrative Standard Operating Guideline (ASOG) - Response Time Data & Outlier Parameters. The data on response time performance is based on National Fire Protection Association 1710: *Standard for the Organization and Deployment of Fire Suppression Operations, Emergency Medical Operations, and Special Operations to the Public by Career Fire Departments*, and includes alarm-handling time, turnout time, travel time, and overall response time for first due units and the effective response force (ERF). The collected response time data serves as a gauge to oversee the quality of emergency response performance within the entire response area. Any response time data that deviates significantly or appears unusual is scrutinized against predetermined thresholds. This scrutiny is done to ensure the accuracy of the data and to prevent the exclusion of valid information, as outlined in ASOG – Response Time Data & Outlier Parameters. The department publishes performance benchmarks and baselines for response time across all risk classifications and categories in the *Meridian Fire Department Community Risk Assessment Standards of Cover* (CRA/SOC).

Appraisal

Reponses times have been consistent and reliable across all program areas for first arriving units, but have fallen short on all established response time targets as well as on target times for effective response forces (ERF) To improve the response times, the department began the construction of two new stations to be completed in late 2023. The department also purchased three new engines, a quint, and hired 30 new line personnel in late 2022 and early 2023 to meet its staffing and apparatus needs for those stations. Turnout times were noted to increase across all program areas for 2022 compared to 2021 and 2020. This was identified as being due to a new feature in the computer aided dispatch (CAD) mobile

data terminals (MDTs) where crews can "acknowledge" a call prior to placing themselves "in route."

Plan

The department will reassess its response times in comparison to its target goals after the two new stations and 30 new personnel become operational to evaluate performance improvement. The department will annually evaluate the established response time standards to determine if they suit the needs of the department. The department will analyze the use of the "acknowledge" feature on CAD to determine if it is the cause of increased turnout times, and to determine if additional training is needed on the acknowledge and in route functions of the MDT and see if education improves turnout times.

References

- *Meridian Fire Department Community Risk Assessment/Standards of Cover* (CRA/SOC), pg. 105

- ASOG – Response Time Data & Outlier Parameters

- NFPA 1710: *Standard for the Organization and Deployment of Fire Suppression Operations, Emergency Medical Operations, and Special Operations to the Public by Career Fire Department*

2C.6   The agency <u>identifies outcomes for its programs</u> and ties them to the community risk assessment during updates and adjustments of its programs, as needed.

Description

The department has adopted target response times for all risk classifications and categories based on National Fire Protection Association (NFPA) 1710: *Standard for the Organization and Deployment of Fire Suppression Operations, Emergency Medical Operations, and Special Operations to the Public by Career Fire Departments* and modified to meet department need. These response time targets are published in the *Meridian Fire Department Community Risk Assessment/Standards of Cover* (CRA/SOC). Other desired outcomes are defined in each program's annual appraisal, as well as in the Meridian Fire Department Strategic Plan 2022-2024.

Appraisal

The department identified response time targets as a desired outcome for its programs and published those target times in the CRA/SOC. The department was falling short of its ability to meet its target response times and began an effort to expand the department's response capabilities by 40% by increasing stations, apparatus, and personnel. Other program goals were identified in the Strategic Plan. The Strategic Planning Committee has met annually to review, update, and provide progress notes on the goals and adjust programs as needed, which are documented in the Strategic Plan Workplan. Individual program appraisals contained other specific program goals and outcomes to be evaluated each appraisal cycle.

Plan

Following the finished construction of stations 7 and 8, the department will evaluate its response times on a monthly basis to evaluate for trends and identify needed improvements. Target response times will be tied to future program appraisals and will be update in each edition of the CRA/SOC. The Strategic Planning committee will continue to meet annually for the life of the strategic plan and will incorporate response time improvement as a goal in the next edition of the plan.

References

- *Meridian Fire Department Community Risk Assessment/Standards of Cover*, pg. 104-107
- Meridian Fire Department Strategic Plan 2022-2024, pg. 22-35
- Strategic Plan Workplan
- ASOG Program Appraisals

2C.7   The agency has <u>identified the total response time components</u> for delivery of services in each service program area and assessed those services in each planning zone.

Description

The department defines total response time as call processing time plus turnout time plus travel time for all call types, and documented this in the *Meridian Fire Department Community Risk Assessment/Standards of Cover* (CRA/SOC). The department developed response time targets based on National Fire Protection Association (NFPA) 1710: *Standard for the Organization and Deployment of Fire Suppression Operations, Emergency Medical Operations, and Special Operations to the Public by Career Fire Departments* and modified to meet department need. The response times are defined for each service program area and are consistent across all six planning zones.

Appraisal

Response times have been consistent and reliable for each service program across all planning zones, but have fallen short on all established response time targets. To improve the response times, the department began the construction of two new stations to be completed in late 2023, as well as hired 30 new line personnel in late 2022 and early 2023 to meet its staffing needs for those stations. The department also added an additional staffed truck company.

Plan

The department will reassess its response times in comparison to its target goals after the two new stations and 30 new personnel become operational to evaluate performance improvement. The department will continue to use the same response time standards.

References

- NFPA 1710: *Standard for the Organization and Deployment of Fire Suppression Operations, Emergency Medical Operations, and Special Operations to the Public by Career Fire Departments*

- *Meridian Fire Department Community Risk Assessment/Standards of Cover,* pg. 107-120

CC 2C.8 **The agency has <u>identified efforts to maintain and improve its performance</u> in the delivery of its emergency services for the past three (initial accreditation agencies) to five (currently accredited agencies) immediately previous years.**

Description

The department has a number of ongoing efforts to improve its performance. The department is currently finishing construction on two new fire stations and training a group of new recruit firefighters that will increase the department's line personnel by 40%. Many of these efforts are captured in the *Meridian Fire Department Strategic Plan 2022-2024*. The department is also staffing an additional truck company and installing station pre-alerting technology as well as updating the city's Opticoms to decrease call response times. The department has reported response time and performance data for the last three years.

Appraisal

The department recognized the rapid growth the city was facing as early as 2019 and 2020, and began accelerating long term plans for increased stations, staffing, and apparatus identified in the City of Meridian Comprehensive Financial Plan. Stations 7 and 8 were originally scheduled for construction in 2024 and 2028, respectively, according to the 10 Year Comprehensive Financial Plan by Department FY2019-2028. Working with the city council to address the increasing need for services, the department accelerated the building of stations 7 and 8 to occur simultaneously and begin in 2022, which is reflected in the dynamic City of Meridian Comprehensive Financial Plan. In addition, the city authorized the hiring of 30 new firefighters to staff these two stations, as well as the purchase of three new engines and a quint. Through working with Ada County Dispatch to address call processing times and chute times, the department recognized the need for station pre-alerting technology. In addition, the city began to address the outdated Opticom technology in place throughout the city.

Plan

The department will continue to seek out ways to improve its performance and response capabilities. When stations 7 and 8 become operational, the department will begin

gathering and evaluating call response time data on a quarterly basis to ensure that efforts are leading to continuous improvement. This data will be shared with line personnel through Daily Fire Log communications which will start in late 2023. The department will work with the City Council and finance department to budget for the installation of station pre-alerting software and Opticom upgrades.

References

- https://www.ktvb.com/article/news/local/meridian-fire-new-station-groundbreaking/277-c302f4ca-e525-4920-9135-d22fa78e3c5e

- https://www.ktvb.com/article/news/local/meridian-shared-fire-police-station-breaks-ground/277-df954aa8-0436-4799-9378-6b339bf4c9d4

- https://www.ktvb.com/article/news/local/208/meridian-fire-to-expand-manpower-by-40-percent-staff-two-new-stations/277-a82e6b49-62f5-4543-94d1-f6285845f07a

- Bryx Station Pre-Alerting Email

- FY2023 Budget Amendment Form - Opticom Emergency Vehicle Preemption

- Meridian Fire Department Strategic Plan 2022-2024, pg. 22

- 10 Year Comprehensive Financial Plan by Department FY 2019-2018, pg. 3-5

2C.9   The <u>agency's resiliency has been assessed</u> through its deployment policies, procedures, and practices.

Description

The department maintains robust relationships with area partners through the Ada County/City Emergency Services System (ACCESS) Joint Powers Agreement (JPA) as well as through the Ada County/City Emergency Management (ACCEM) Executive Council. The ACCESS Standing Written Orders (SWOs) ensure consistent medical practices across all fire and EMS agencies in Ada County, as well as establish crew continuity on scene. As part of the ACCEM Executive Council, the department participates in the development and training of the county-wide Emergency Operations Plan. The department also uses the West Ada Emergency Operations Guidelines to establish continuity of operations with other fire departments in west Ada County. The department regularly trains with partner agencies to prepare for large-scale events, such as Active Shooter/Hostile Event Response (ASHER) emergencies. All fire and EMS calls are dispatched by AVL rather than by service area to ensure that the closest resources respond, and that all areas remain covered.

Appraisal

Very few large-scale events have occurred in the last 3 years that have tested the department's response model, however the department has been able to train with partner agencies on ASHER responses. In December 2022 the department participated in a county-wide ASHER drill with local agencies coordinated by Hands on Training LLC. The training generated a large After-Action Report which validated the departments ASHER policies and procedures and identified areas for improvement. The department has not published a continuity of operations plan.

Plan

The department will work with agency partners and the City of Meridian to develop a formal Continuity of Operations Plan by the next accreditation cycle. The department will create an after-action report policy so that incidents can be examined in a more methodical way. The department will continue to participate in the ACCESS and ACCEM committees of which it is a member.

References

- ASHER Training AAR

- Ada County/City Emergency Services System Standing Written Orders

- Ada County Emergency Operations Plan

Criterion 2D: Plan for Maintaining and Improving Response Capabilities

The agency has assessed and provided evidence that its current deployment methods for emergency services appropriately address the risk in its service area. Its response strategy has evolved to ensure that its deployment practices have maintained and/or made continuous improvements in the effectiveness, efficiency, and safety of its operations, notwithstanding any external influences beyond its control. The agency has identified the impacts of these external influences and communicates them to the authority having jurisdiction.

Summary:

The Meridian Fire Department is dedicated to a continuous enhancement approach that revolves around data-driven decision-making. This commitment involves assessing and reporting its performance against established benchmarks, which are based on industry best practices and tailored to meet the unique needs of the community and the department. Performance evaluations occur on a quarterly and yearly basis.

To identify any program deficiencies or unfavorable trends, the department relies on data collected from quarterly and annual response time performance metrics, evaluations from the community risk reduction program, assessments of the fire investigations program, and feedback from public education programs. When shortcomings or negative trends are detected or anticipated, the department examines these issues and develops performance improvement plans as necessary.

The department routinely provides system performance data from the previous three years to the mayor and city council annually Additionally, the department plays an active role in the planning and evaluation of all land use, annexation, zoning, and planned development processes within the city. This active involvement ensures that the department remains well-informed about impending and future external factors that could impact service delivery and demand.

Performance Indicators:

CC 2D.1   **The agency has a <u>documented and adopted methodology for assessing</u> performance adequacies, consistency, reliability, resiliency, and <u>opportunities for improvement</u> for the total response area.**

Description

The department has a process for assessing response capabilities and performance, which includes adequacies, consistency, reliability, resiliency, and opportunities for improvement, that is documented in the *Meridian Fire Department Community Risk Assessment/Standards of Cover* (CRA/SOC). The process uses response time objectives based on National Fire Protection Association (NFPA) 1710: *Standard for the Organization and Deployment of Fire Suppression Operations, Emergency Medical Operations, and Special Operations to the Public by Career Fire Departments* and modified to suit the unique needs of the community. The department analyzes its response times to all risk categories and classifications, as well as by apparatus, against the established time objectives. These metrics are reviewed annually to assess performance.

Appraisal

The department's process for assessing and improving response capabilities was developed during the creation of the CRA/SOC. The department identified issues with its data collection through its RMS, ESO, in early 2023. The department has been working with partners at Ada County/City Emergency Services System (ACCESS) to improve data collection for response times, as well as an ESO service team to evaluate the program's data capabilities. These analyses lead to the development of a new data gathering process for this CRA/SOC using CAD data, as well as a data policy governing outliers and reporting procedures.

Plan

The plan is to improve data response gathering, and implement the steps identified in section 6 of the CRA/SOC to improve performance. When stations 7 and 8 become operational, the department will begin reviewing performance metrics (response times) on a quarterly and annual basis. The department will create performance reports for line

personnel and administrative staff. The department will assess its methodology for assessing and improving performance during annual reviews of the CRA/SOC and for the next publication of the document following the accreditation cycle. The department will analyze gaps in performance and create performance improvement plans as needed.

References

- *Meridian Fire Department Community Risk Assessment/Standards of Cover*, pg. 105-120, 143-145
- NFPA 1710: *Standard for the Organization and Deployment of Fire Suppression Operations, Emergency Medical Operations, and Special Operations to the Public by Career Fire Departments*

2D.2   The agency <u>continuously monitors, assesses, and internally reports, at least quarterly</u>, on the ability of the existing delivery system to meet expected outcomes and identifies and prioritizes remedial actions.

Description

The department currently only assesses and reports response time and unit performance on an annual basis. The department is in the process of developing a reporting system to communicate performance reports on a more regular basis through the Daily Fire Log, as well as developing a data collection system with the city's IT department to allow for more consistent performance data-gathering.

Appraisal

The department identified the need to increase the frequency of response time and performance reports during the creation of the *Meridian Fire Department Community Risk Assessment/Standards of Cover* (CRA/SOC). The department identified the goal to increase to at least quarterly reporting (with an end goal of monthly reporting) in Steps 4 and 5 of the Plan for Improving and Maintaining Response Capabilities.

Plan

The department will implement the use of the Fire Daily Log. The department will continue to work with the IT department to develop a standard data gathering plan for performance data reporting, and begin reporting after stations 7 and 8 become operational. The department will continuously review the reporting process to see if it meets the needs of the department and is in line with the plan listed in the CRA/SOC.

References

- *Meridian Fire Department Community Risk Assessment/Standards of Cover* (CRA/SOC), pg. 144-145

CC 2D.3   **The performance monitoring methodology identifies, <u>at least annually</u>, future external influences, altering conditions, growth and development trends, and new or evolving risks, for purposes of analyzing the balance of service capabilities with new conditions or demands.**

Description

The department participates in regular meetings with the community development and planning divisions, as well as city council meetings, which regularly provide updates on changing growth and development in the city. The department also uses the Community Development Dashboard monthly reports to monitor new developments. The department reviews demographics and population data as part of the *Meridian Fire Department Community Risk Assessment/Standards of Cover* (CRA/SOC) development process. The City of Meridian Planning Division produces an annual Land Use & Development Report which provides information on future land use areas, growth trends, and permit locations. This information is used by the department to aid in future planning. Many trends such as population increase, building development, area economics, and future land use are identified in the CRA/SOC. The department also monitors trends in performance in the CRA/SOC annually.

Appraisal

Data from the Community Development and planning department has been used alongside response time data and heat mapping to determine station locations and land purchased by the fire department. Trends identified in the CRA/SOC highlighted the need for increased response capabilities. The department has annually reviewed city-wide growth and development trends on an annual basis but this process has been informal and poorly documented.

Plan

The department will continue to work with the city's community development and planning department to acquire data to make predict future needs of the department. The department will work with community development and planning to develop a more

formalized process for an annual review of external influences, future growth, and development and begin that process in early 2024.

References

- *Meridian Fire Department Community Risk Assessment/Standards of Cover*, pg. 130-138
- Community Development Dashboard
- City of Meridian Land Use & Development Report 2023

2D.4   The <u>performance monitoring methodology supports</u> the assessment of the efficiency and effectiveness of each service program at least annually in relation to industry research.

Description

The department uses response time data, program appraisals, and the *Meridian Fire Department Community Risk Assessment/Standards of Cover* (CRA/SOC) to assess the efficiency and effectiveness of each service program annually. The department also collects data on property loss, firefighter and civilian injuries, and EMS data including cardiac arrest survival rates for inclusion in the CRA/SOC and program appraisals. All this data is currently collected separately and not aggregated into one report.

Appraisal

The department annually reviewed response times to all service programs and compared them against department-established response goals, which are based on National Fire Protection Association (NFPA) 1710: *Standard for the Organization and Deployment of Fire Suppression Operations, Emergency Medical Operations, and Special Operations to the Public by Career Fire Departments*. The department began publishing annual program appraisals in 2023 as another metric for monitoring performance. The department received data from the Cardiac Arrest Registry to Enhance Survival (CARES) for all of Ada County to evaluate its emergency medical response protocols.

Plan

The department will begin to incorporate response time data, property loss, firefighter and civilian injuries, and more detailed EMS data into annual program appraisals to support performance monitory methods in 2024. The department will meet at least annually after program appraisals are submitted to analyze performance.

References

- ASOG – Program Appraisals

- *Meridian Fire Department Community Risk Assessment/Standards of Cover*, 123-141

- CARES Data 2020-2022

2D.5   Impacts of incident mitigation program efforts, such as community risk reduction, public education, and community service programs, are <u>considered and assessed</u> in the monitoring process.

Description

All incident mitigation program efforts are monitored in a department Fire Safety Database application. Incident mitigation efforts include residential smoke alarm inspections, car seat installations, juvenile fire setter reports, public education events, meetings, trainings, and volunteer events. Data gathered in the Fire Safety app is reported during the annual report process and in program appraisals.

Appraisal

The department began using the Fire Safety Database in mid-2020 to gather data on public education and incident mitigation efforts. Data gathered has been reported in annual reports since that time. The department saw both an increase in demand of and provision of the services of the public education and prevention reports.

Plan

The department will continue to use the Fire Safety Database to track public education and incident mitigation efforts, and will add additional metrics to the program as the department offers more services. The newly hired community risk reduction specialist will work with the Public Education division to compile data for annual reports, program appraisals, and for community risk data.

References

- Fire Safety Database Screenshot

- Alarm Inspection Report 2021

- Alarm Inspection Report 2022

- Car Seat Inspection Report 2021

- Car Seat Inspection Report 2022

CC 2D.6   **Performance gaps for the total response area**, such as inadequacies, inconsistencies, and negative trends, are **determined at least annually**.

Description

Performance gaps are evaluated during the annual review of response time data. Data is broken down by apparatus and risk category/classification. Performance reports are regularly presented to city council.

Appraisal

The department has used multiple methods to monitor response time performance since 2007. Reports were completed annually, quarterly, or monthly depending on the era. Gaps identified in response times in those reports were incorporated into decisions to build more stations and equip and staff more apparatus. In the last year the department has discovered a problem with its response data reporting through ESO and has been working with a customer service team to fix errors. In addition, the department has partnered with Ada County/City Emergency Services System (ACCESS) to develop a more reliable methodology for gathering data until issues with ESO can be resolved. In the past two years the consistency of data reporting has decreased due to a decreased confidence level in the accuracy of the data. However, performance gaps are still analyzed annually by comparing performance to established standards at the executive and administrative level and have led to continuous improvement efforts over the last two years, such as the addition of two new stations and 30 more firefighters.

Plan

The department will continue to work with ESO customer service and its ACCESS partners to increase data gathering confidence and reliability. This data will be included in Fire Daily Log reports beginning in late 2023 and will be monitored on a quarterly basis to evaluate performance gaps and trends. The department will use the predictive analytic modeling tool in real time to watch for trends, and will begin a more robust data reporting program as part of its annual report once data confidence increases.

References

- July 2007 Monthly Department Report

- Meridian Fire Department Quarterly Report April-June 2016

- Meridian Fire Department Quarterly Reports 2018-2020

- MFD Growth Assessment Presentation

CC 2D.7   **The agency has systematically <u>developed a</u> <u>continuous improvement</u> <u>plan</u> that details actions to be taken within an identified timeframe to <u>address existing gaps and variations</u>.**

Description

The department currently operates under *the Meridian Fire Department Strategic Plan 2022-2024.* The *Meridian Fire Department Community Risk Assessment/Standards of Cover* (CRA/SOC) supports the strategic plan. Both the Strategic Plan and the CRA/SOC are reviewed and updated annually to reflect the current state of the department and are distributed to the membership. The Strategic Plan contains goals and objectives broken into strategic focus areas that address areas for continuous improvement. The key purpose of the Strategic Plan is to create a plan for continuous improvement and advancement. Annual reviews allow internal stakeholders to update the Strategic Plan Workplan which tracks the progress of the strategic plan.

Appraisal

The current strategic plan was developed in 2021 and published in 2022. All department members have access to the strategic plan and receive regular updates on its progress. Progress has been managed on a regular basis through the Strategic Plan Workplan. The CRA/SOC is published and accessible to all department members, and members also receive regular updates when the CRA/SOC is evaluated.

Plan

The department will continue to utilize the strategic planning process and the CRA/SOC as a guide and measurement of continuous improvement.

References

- Meridian Fire Department Strategic Plan 2022-2024

- *Meridian Fire Department Community Risk Assessment/Standards of Cover* (CRA/SOC)

- Strategic Plan Workplan

2D.8   The agency <u>seeks approval of its standards of cover</u> by the authority having
jurisdiction (AHJ).

Description

The department published its first *Meridian Fire Department Community Risk Assessment/Standards of Cover* (CRA/SOC) in 2023.

Appraisal

The Meridian City Council authorized the creation of the department's first CRA/SOC in early 2022 with the approval of the accreditation process and was able to view a draft version in late 2022.

Plan

The department will present the final 2023 CRA/SOC to city council at the City Council Meeting on October 17th, 2023.

References

- Budget Request 2022 - CPSE Accreditation

CC 2D.9   **On at least an annual basis, the agency <u>formally notifies the AHJ</u> of any <u>gaps in current capabilities, capacity, and the level of service provided within</u> its delivery system to mitigate the identified risks within its service area, <u>as identified in its community risk assessment/standards of cover</u>.**

Description

The department formally notifies the City of Meridian leadership team of any gaps in current capabilities, capacity, and the level of service provided within its service delivery system. The department produces an annual report which is distributed and presented to all city council members. The fire chief also provides updates to city council on an as-needed basis if other gaps arise that need to be addressed on a more immediate basis.

Appraisal

The department has provided an annual report to the city council for the last 23 years. The annual report has provided program updates as well as an analysis of the department's capabilities and levels of service. Recently an issue with data collection regarding response times was identified and so the last annual reports have not included specific response time data in the annual report. The department has been working with a care team at ESO to fix its data collection procedures. In 2021 the fire chief presented a formal growth assessment to City Council including a gap analysis of response areas.

Plan

The department will continue to use the annual report as its main presentation of department capabilities to the City Council, and will consider the inclusion of program appraisals as part of this presentation. The department will continue to work on its data and response time gathering issues with ESO and include updated response time tables in the next annual report, using CAD data or RMS data after the data issues have been resolved. The department will continue to gather and report data internally.

References

- MFD Growth Assessment Presentation

- Meridian Fire Annual Report 2022

2D.10 The agency interacts with <u>external stakeholders and the AHJ</u> at least once <u>every three years</u>, to determine the stakeholders' and AHJ's expectations for types and levels of services provided by the agency.

Description

The department regularly interacts with external stakeholders through the strategic planning process, Ada County/City Emergency Services System (ACCESS) committee meetings, and Ada County/City Emergency Management (ACCEM) Executive Council meetings. Meetings with ACCEM and ACCESS groups focus on service levels to other emergency agencies while the strategic planning meetings focus on delivery of service to the public.

Appraisal

The department has regularly attended monthly ACCESS meetings and annual ACCEM meetings. The department engaged a new group of citizen stakeholders during the strategic planning process in 2021 and has maintained regular communication with them to provide updates on the progress of the Meridian Fire Department Strategic Plan 2022-2024.

Plan

The department will continue to maintain membership in and participate in regular ACCESS and ACCEM committee meetings. The department will provide annual updates on the strategic plan to its external stakeholders.

References

- ACCEM Executive Council Meeting Minutes

- ACCESS SWO Committee Meeting Minutes 52423

- Meridian Fire Department Strategic Plan 2022-2024, pg. 4