

(FB0) Fire and Emergency Medical Services Department FY 2017 Draft Annual Performance Plan*

Fire and Emergency Medical Services Department has the following strategic objectives for FY 2017:

Strategic Objectives

Strategic Objectives describe what the agency will do, at a high level, to achieve its Mission. These are action-based sentences that define what an agency does for its customers, whether the customers are residents or other District agencies, and how that improves the District.

Objective Number	Strategic Objective
1	Embrace a supportive work environment focused on creating a safe, competent and professional workforce team.
2	Ensure that our facilities, vehicles, equipment and processes remain capable of supporting service delivery requirements.
3	Build collaborative relationships within our community to improve service delivery.
4	Deliver timely, high quality and effective services to better serve the needs of our community.
5	Create and maintain a highly efficient, transparent and responsive District government.**

Activities

Activities include the work that happens on a daily basis to help achieve the Strategic Objectives. Activity names come from the Budget linen items. This is further divided into Daily Services, (ex. sanitation disposal), and long-term Key Projects that are high profile, one-time and span several years, (ex. redevelopment of Walter Reed Army Medical Center). Many agencies will mostly have Daily Services, whereas some agencies that are more capital based will have several Key Projects.

Activity Header	Activity Title	Type of Activity
1 - Embrace a supportive work environment focused on creating a safe, competent and professional workforce team. (7 Activities)		
Personnel	Attract, recruit and retain high performing and diverse workforce team members.	Daily Service
Training and Employee Development	Train and develop our workforce team members to become competent professionals.	Daily Service
Training and Employee Development	Train and develop our workforce team members to become professional leaders.	Daily Service
Risk Management	Continually strengthen our organizational culture to improve the safety and health of our workforce team members.	Daily Service
Performance Management	Continually strengthen our organizational culture to value community involvement and public service by our workforce team members.	Daily Service

Performance Management	Continually strengthen our organizational culture to recognize and appreciate the contributions made by our workforce team members.	Daily Service
Performance Management	Continually strengthen our labor/management partnership to collaboratively achieve organizational success.	Daily Service
2 - Ensure that our facilities, vehicles, equipment and processes remain capable of supporting service delivery requirements. (6 Activities)		
Property Management	Ensure that our buildings and facilities meet acceptable health, occupational, living and working requirements.	Daily Service
Field Infrastructure	Ensure that our emergency vehicles are reliably maintained, safely repaired and available for use.	Daily Service
Inventory Management	Ensure that our tools, equipment and supplies are reliably maintained, safely repaired and available for use.	Daily Service
Information Technology	Continually leverage technology to support our service delivery requirements.	Daily Service
Performance Management	Continually optimize resources to support our service delivery requirements.	Daily Service
Agency Financial Operations	Ensure that all resources supporting our service delivery requirements are fiscally sustainable.	Daily Service
3 - Build collaborative relationships within our community to improve service delivery. (4 Activities)		
Public Outreach	Build and improve relationships within our community to better understand service delivery expectations.	Daily Service
Performance Management	Build and improve relationships with other District agencies to better integrate services for our customers.	Daily Service
Performance Management	Build and improve relationships within the region to better share resources with our partners.	Daily Service
Communications	Build and improve community trust by sharing information with the public and media.	Daily Service
4 - Deliver timely, high quality and effective services to better serve the needs of our community. (15 Activities)		
Emergency Medical Services Operations	Compassionately care for our sick and injured patients.	Daily Service
Emergency Medical Services Operations	Improve services for our patients with time sensitive illnesses and injuries.	Daily Service
Emergency Medical Services Operations	Identify alternatives for patients who routinely use our services for access to healthcare.	Daily Service
Public Outreach	Improve health safety awareness in our community through public outreach and education.	Daily Service
Fire/Rescue Operations	Quickly control and extinguish fires.	Daily Service

Special Operations	Rescue victims of fires and other emergencies.	Daily Service
Homeland Security	Prepare for natural disasters or other catastrophic events that may take place in our community.	Daily Service
Inspections	Reduce threats to the lives and property of our community residents by preventing fires.	Daily Service
Investigations	Reduce threats to the lives and property of our community residents by investigating the cause and origin of fires.	Daily Service
Public Outreach	Improve fire safety awareness in our community through public outreach and education.	Daily Service
State Safety Oversight Program	Reduce threats to lives and property in our community by providing safety and security oversight of the District Streetcar System.	Daily Service
Performance Management	Improve the timeliness of our services by monitoring and evaluating response time measures.	Daily Service
Performance Management	Improve the quality of our services by monitoring and evaluating the professional competence of our workforce team members.	Daily Service
Performance Management	Build and improve public confidence in our services by exceeding customer expectations.	Daily Service
Performance Management	Continually use information and analytics to guide decision making for improving our services.	Daily Service

Key Performance Indicators***

Key Performance Indicators measure how well an agency is achieving its Strategic Objectives. They are outcome oriented and should be used to answer the question, “What does the agency need to measure to determine success?”

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Actual	FY 2015 Target	FY 2016 Target	FY 2017 Target
1 - Embrace a supportive work environment focused on creating a safe, competent and professional workforce team. (3 Measures)						
Number of FEMS operated vehicles involved in accidents.	X	Not available	Not available	Not available	500	400
Number of FEMS personnel injured while at work.	X	Not available	Not available	Not available	300	200
Number of labor/management partnership meetings scheduled and attended by executive managers.		24	16	Not available	12	12
2 - Ensure that our facilities, vehicles, equipment and processes remain capable of supporting service delivery requirements. (3 Measures)						

Percentage of time ambulances in the FEMS emergency vehicle fleet were unavailable for daily operation because of maintenance or repair work.	X	Not available	Not available	Not available	25%	15%
Percentage of time fire engines in the FEMS emergency vehicle fleet were unavailable for daily operation because of maintenance or repair work.	X	Not available	Not available	Not available	25%	15%
Percentage of time fire ladder trucks in the FEMS emergency vehicle fleet were unavailable for daily operation because of maintenance or repair work.	X	Not available	Not available	Not available	25%	15%

3 - Build collaborative relationships within our community to improve service delivery. (2 Measures)

Number of community group meetings scheduled and attended by executive managers.		137	80	Not available	100	100
Number of times the FEMS web site was visited to access service, program or performance measurement content.	X	Not available				

4 - Deliver timely, high quality and effective services to better serve the needs of our community. (30 Measures)

Number of participants who attended FEMS “hands only” CPR/AED familiarization training program events.	X	Not available	Not available	Not available	5,000	5,000
Number of AEDs actively registered and available for public use in the District of Columbia.	X	Not available	Not available	Not available	1,000	2,000
Number of fire safety education presentations completed for pre-school/kindergarten age children.	X	Not available	Not available	Not available	150	200

Number home fire safety/smoke alarm installation visits completed for District residents.	X	Not available	Not available	Not available	750	1,250
Percentage of patients who survived to hospital discharge after experiencing a sudden cardiac arrest witnessed by a bystander.		6.3%	Not available	Not available	15%	30%
Percentage of patients with suspected cardiac etiology who survived to hospital discharge after experiencing a sudden cardiac arrest witnessed by a bystander with an initial rhythm of ventricular fibrillation.		17.9%	Not available	Not available	30%	60%
Percentage of Level 1 Criteria Trauma patients transported in 10 minutes or less after a first responding EMT or Paramedic arrived at an EMS call.	X	Not available	Not available	Not available	95%	95%
Percentage of all patients who were individually identified as being transported 10 or more times during a 12 month period by an FEMS transport unit.	X	Not available	Not available	Not available	1%	1%
Percentage of all patient transports for patients individually identified as being transported 10 or more times during a 12 month period by an FEMS transport unit.	X	Not available	Not available	Not available	12%	5%
Percentage of patients who experienced a sudden cardiac arrest, witnessed by a bystander, with CPR performed by a bystander.		31.8%	Not available	Not available	40%	70%
Percentage of patients who experienced a sudden cardiac arrest, witnessed by a bystander, with an AED applied by a bystander.		2.3%	Not available	Not available	5%	2%
Percentage of residential structure fires where flame spread was confined to the room of origin.		82.4%	84.3%	Not available	80%	80%

Percentage of residential structure fires where flame spread was confined to the room or structure of origin.		97%	97.4%	Not available	95%	95%
Number of civilian fire fatalities.		9	7	Not available	10	5
Percentage of "structural" arson fires cleared by arrest or exceptional means.		30.4%	18.2%	Not available	25%	40%
Percentage of residential structure fires without a working smoke alarm.	X	Not available	Not available	Not available	20%	10%
Percentage of higher priority EMS calls when a first responding EMT arrived in 5 minutes or less.		77.3%	63%	Not available	90%	90%
Percentage of higher priority EMS calls when a first responding EMT arrived in 5 minutes or less and a Paramedic arrived in 9 minutes or less.		69.3%	53.3%	Not available	90%	90%
Percentage of highest priority EMS calls when a first responding EMT arrived in 5 minutes or less and two Paramedics arrived in 9 minutes or less.		68%	52.6%	Not available	90%	90%
Percentage of higher priority EMS calls when a FEMS transport unit arrived in 9 minutes or less.		82.5%	70.8%	Not available	90%	90%
Percentage of EMS patient transport calls when a FEMS transport unit returned to service in 30 minutes or less after arriving at a hospital with a patient.		16.8%	12.4%	Not available	50%	50%
Percentage of structure fire calls when a first responding fire engine arrived in 5 minutes 20 seconds or less.		93%	88%	Not available	90%	90%
Percentage of structure fire calls when a first alarm assignment arrived in 9 minutes 20 seconds or less.		52.3%	33.3%	Not available	90%	90%
Percentage of high-rise structure fire calls when a first alarm assignment arrived in 11 minutes 30 seconds or less.	X	Not available	Not available	Not available	90%	90%

Percentage of EMS CQI cases reviewed indicating timely, appropriate and successful treatment for Level 1 Criteria Trauma patients.	X	Not available	Not available	Not available	95%	95%
Percentage of EMS CQI cases reviewed indicating timely, appropriate and successful treatment for cardiac arrest patients.	X	Not available	Not available	Not available	95%	95%
Percentage of EMS CQI cases reviewed indicating timely, appropriate and successful treatment for suspected STEMI patients.	X	Not available	Not available	Not available	95%	95%
Percentage of EMS CQI cases reviewed indicating timely, appropriate and successful treatment for suspected stroke patients.	X	Not available	Not available	Not available	95%	95%
Percentage of patients surveyed who indicated they “agreed” or “strongly agreed” that FEMS personnel acted courteous and respectful during an EMS call.	X	Not available	Not available	Not available	90%	90%
Percentage of patients surveyed who indicated they were “satisfied” or “very satisfied” with the services they received during an EMS call.		92.74%	89.22%	Not available	90%	90%
5 - Create and maintain a highly efficient, transparent and responsive District government.** (9 Measures)						
Contracts/Procurement- Expendable Budget spent on Certified Business Enterprises	X	Forthcoming October 2016				
Contracts/Procurement- Contracts lapsed into retroactive status	X	Forthcoming October 2016				
Budget- Local funds unspent	X	Forthcoming October 2016				
Budget- Federal Funds returned	X	Forthcoming October 2016				
Customer Service- Meeting Service Level Agreements	X	Forthcoming October 2016				

Human Resources- Vacancy Rate	X	Forthcoming October 2016				
Human Resources- Employee District residency	X	Forthcoming October 2016				
Human Resources- Employee Onboard Time	X	Forthcoming October 2016				
Performance Management- Employee Performance Plan Completion	X	Forthcoming October 2016				

Performance Plan End Notes:

*For more information about the new structure and components of FY 2017 draft performance plans, please see the FY 2017 Proposed Budget and Financial Plan, Volume 1, Appendix E

**"Create and maintain a highly efficient, transparent and responsive District government" is a new Strategic Objective this year required for all agencies.

***Key Performance Indicators that are new may not have historical data and may only have FY 2017 targets.