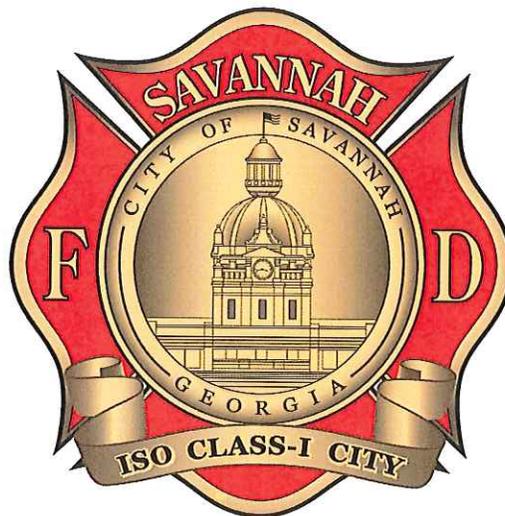




Commission on
Fire Accreditation
International

Annual Compliance Report 8th Edition

Savannah Fire & Emergency Services
121 East Oglethorpe Ave.
Savannah, Georgia
USA 31401



This Report Prepared on 15 June 2017
By
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&
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For The
Commission on Fire Accreditation International

This Report Represents the Agency's Status
as it Relates to its Accreditation Report
Dated 16 August 2016

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Preface

The accreditation report submitted to the Commission on Fire Accreditation International (CFAI) enabled the commission to award accreditation status to your agency. Part of the requirements to retain accredited agency status is your commitment to quality improvement by keeping CFAI informed of any significant changes or developments in activities, direction, or programming. This is accomplished by the preparation and submission of an annual compliance report.

The accreditation report is the internal control document of the commission to record your agencies commitment to the quality improvement process. The annual compliance report is the document used by the Commission to monitor your status as it relates to your standards, procedures and practices as well as the progress made toward addressing strategic and specific recommendations.

Each section must be completed and documentation provided for all changes identified. Examples of appropriate documentation are: certified copy of the governing body minutes, CEO written directives, copies of Federal or State Statutes, copies of local ordinances or resolutions, copies of purchase orders, copies of signed contracts, copies of Federal or State administrative rules, copies of Federal or State regulatory agency ordered action or settlement agreement, copies of court ordered action or settlement agreement, copies of local government charters, or copies of voter approved referendum. Copies of any supporting documentation that was used by the agency to effectuate a change should also accompany the compliance report. Examples of supporting documentation are: feasibility studies, ISO grading reports, position papers, legal opinions, recommendation memos, or consultant's reports.

The annual compliance report is due 45 days before the anniversary date of your agency's most recent award of accreditation.

Any questions regarding the report, its content or length should be directed to the [CFAI Program Director](#).

Agency Information

Agency Name: Savannah Fire & Emergency Services

Agency Address: 121 East Oglethorpe Avenue

Agency Website: www.savannahga.gov

Agency Head: Fire Chief Charles G. Middleton

Agency Head E-Mail: cmiddleton01.savannahga.gov

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Date of most recent Award of Accreditation: 16 August 2016

Annual Compliance Report due date: 30 June 2017

Annual Compliance Report Number (1-4): 1

Current ISO Rating 1
If your agency has a split ISO rating please document below ISO:

Current Population: 142,500

Department Type: Career

ACR Reporting Period: 8/16/2016 to 8/16/2017

Agency Environmental Changes

- Published Savannah Fire & Emergency Services (SFES) first Standards of Cover and 2016-2020 Strategic Plan in 2016.
- Revising 8th edition Performance Indicators to the 9th edition.
- Completed construction on the Training Facility.
- Implemented the Cancer Reduction Initiative.
- First Fire Department in the nation to Receive National Association of State Boating Law Administrators (NASBLA) for the department's Marine Response program.
- Initiated the Pilot program for Mobile Data Terminals in apparatus.
- Certified all Operational personnel at the National Professional Qualified (NPQ) Hazard Materials Operational Level.
- All Operational personnel received a National Fire Protection Association (NFPA) 1582 compliant physical and medical screenings.
- Received approval to complete the final phase of operational staffing, in compliance with NFPA Standard 1710.
- Identified and trained city staff for positions within the Incident Command System to assist with the mitigation of large scale incidents.
- Developed a station maintenance and appliance/equipment tracking program in the department's records management system.
- SFES provided input on the selection of a new Employee Assistance Program (EAP) vendor for the City of Savannah's (COS)

Agency Environmental Opportunities

- Funding opportunities available through state and federal grants.
- Increased development and implementation of standard operating procedures (SOP) for vehicle maintenance
- Manufacturer training provided for service and repair technicians
- Created a position to implement Emergency Medical Services into our service deliverables.
- Community Risk Reduction program. Informing and assisting community members on matters pertaining to fire and emergency education.
- Development of a Fire Assessment Fee to assist with funding.

Agency/Jurisdiction Changes

1. Has there been a change in key positions of the agency during the past reporting period? Yes
 - a. If yes, please explain and provide an updated organizational chart.

Savannah Fire & Emergency Services (SFES) modified the organizational chart in 2017 with two key positions. These two positions were the Research and Planning Officer and the Medical Services Officer (MSO). The focus of the Research and Planning Officer (RPO) is to analyze the department's data and advise the senior staff of trends that effect the department's efficiency and effectiveness in relation to the services deliverables utilizing data to ensure all requirements for accreditation are being adhered to. In January 2017, SFES began the planning process for implementing Emergency Medical Services (EMS) into our services. To assist with this process, SFES created the MSO position to research and plan the response and protocol standards for this service from Basic Life Support (BLS) to Advance Life Support (ALS) with transport.

Exhibit One: Organizational Chart

Change in the governance of the agency

2. Has there been a change in the governance of the agency?

No

a. If yes, provide description and any applicable exhibits

Change in the area/population

3. Has there been a change in the area/population the agency protects?

No

a. If yes, provide description and exhibits such as census data, maps, etc.

Changes in resources

4. Have there been any changes in resources (i.e. equipment, stations, apparatus, etc)?

Yes

- a. If yes, describe the change and its impact to the community. Provide any exhibits to support your discussion.

In April 2017, SFES opened a newly constructed Training Center. This start of the art facility has multiple classrooms, office space for the training staff and locker rooms to support training and recruit schools. This new facility assists with Insurance Services Office (ISO) and accreditation requirement for a training facility. This training facility supports the organization and the community by allowing SFES personnel to continue and add "All Hazards" training to their knowledge base.

Additionally, construction for Sweetwater Station (Station 15) will begin in the spring 2017 and has an expected completion date of spring 2018. This new fire station will increase our emergency responses in our southwest quadrant of the city, a area that was identified as needing response improvements due the city's annexation policy. This station will also meet Federal Emergency Management Agency (FEMA) guidelines on critical infrastructure requirements.

3rd Quarter of 2017, SFES will receive two Class A pumpers to replace aging apparatus. These new pumpers meet all of the new NFPA requirements to include new compliant Self Contained Breathing Apparatus (SCBA), Thermal Imaging Camera's (TIC) and Mobile Data Terminals (MDT's) to assist with our response times and capabilities.

Exhibit #2: Training Center Press Release

Exhibit #3: Station 15 Press Release

Exhibit #4: Council Agenda on approval of new apparatus

Changes in programs/services

5. Have there been any changes in programs/services?

Yes

- a. If yes, describe the changes and the impact to the community. Provide any exhibits to support your discussion.

In 2017, SFES enhanced the Community Risk Reduction Program (CRRP) by broadening the outreach programs to include neighborhood canvassing and Customer Service Surveys. The intent of the broadening of services was to increase the contact demographic and provide a wide spectrum of risk reduction informational bulletins to educate the public. During the neighborhood canvassing, SFES units initiated contact and provided the resident with a Home Safety Inspection, smoke detector installation and/or information on risk reduction. During this interaction the external customer was provided a Customer Service Survey which provides feedback on our service delivery and assists in shaping the strategic goals of the department. If contact was not made, the unit left a door hanger that highlights pertinent risk reduction information and contact information if the customer wants to receive a CRRP outreach service.

To try and reduce the probability of cancer causing agents from entering the firefighter's body, SFES utilizes the recommendations from the International Association of Fire Chiefs (IAFC) and the International Association of Firefighters (IAFF) by conducting nomex hood exchanges and providing cleaning wipes to remove the byproducts of combustion. In 2017, SFES expanded the Cancer Reduction Initiative to include "After the Fire Decontamination". The process is designed to remove the harmful contaminants and chemicals that accumulate on Personnel Protective Equipment. The Incident Commander and Safety Officer will ensure the equipment and personnel are identified and utilize this process after a fire.

In 2016 after the peer team identified an strategic recommendation on our annual medical physicals, SFES conducted a review of the process involving annual physicals and the 3rd quarter of 2016 was able to adjust the process and provide all personnel with an annual physical, bloodwork and biometric screening. In 2017, the new contract outlines this change and the policy has been updated to reflect that operational personnel will receive an annual physical, bloodwork and biometric screening each year.

Exhibit #5: SOP Op's 59: Community Risk Reduction

Exhibit #6: SOP Health and Safety 08: After the Fire Decontamination

Exhibit #7: Council Agenda on approval of Hospital Contract (physicals)

Changes to your annual budget

6. Describe any significant changes to your annual budget?

No changes.

a. If yes, provide description and exhibits

Accreditation Model Annual Compliance

A. Is your agency in compliance with all core competencies? Yes

See pages 14 and 15.

Savannah Fire & Emergency Services Compliancy Changes

Compliance		Core Competency		
IN	Out	No.	Description	Performance Change
X		1A.1	The agency is legally established.	
X		1B.3	The agency administration demonstrates compliance with legal	
X		2A.3	The agency analyzes by service area/population density for total response time standards	
X		2B.1	Each planning zone and population area is analyzed and evaluated	
X		2B.5	Agency baseline and benchmark travel time objectives for fire response conform to industry best practices industry best practices	
X		2B.6	Standards of response coverage strategy is established	
X		2B.8	Formal process to assess the balance between fire suppression capabilities and fire risks	
X		2C.1	Each fire management zone and population area is analyzed	
X		2C.5	travel time objectives for non fire incidents conforms to industry best	
X		2C.6	standards of response coverage strategy is established for each type of non fire risk(s) and service demand	
X		2D.1	Agency has a published strategic plan	Strategic plan 2016-2020
X		3A.1	General organizational goals and specific objectives are published	Published 2017 Goals
X		3B.1	Management process is identified to track goals and objectives	
X		3C.1	Organizational goals and specific objectives are examined and modified at least annually	
X		4A.2	Policies, guidelines and processes for developing the annual budget	
X		4B.5	Independent financial audits are conducted annually for the prior fiscal	
X		4C1	Programs are based on anticipated revenues	
X		5A.1	Agency meets its deployment objectives in fire suppression Incidents	
X		5A.4	Current standard operating procedures in place for fire suppression	
X		5A.5	Agency uses an Incident command/management system	
X		5A.7	Annual appraisal is conducted to determine the effectiveness of the fire suppression program	
X		5B.1	Agency has adopted adopted a fire prevention code	
X		5B.2	Code is to ensure compliance with applicable fire protection law	
X		5B.3	Agency has adequate staff with specific expertise to meet fire prevention	
X		5B.8	Annual appraisal is conducted to determine the effectiveness of the fire prevention program	
X		5C.4	Public education program targets specific risks and risk audiences	
X		5C.5	Current standard operating procedures in place to direct the public education program	
X		5C.7	Annual appraisal is conducted to determine the effectiveness of the public education program	
X		5D.1	The agency's fire investigation program is authorized by code or statute	
X		5D.2	A scientific method is utilized to determine fire origin or cause	
X		SD.3	Fire Investigations program has adequate staff with specific expertise	
X		5D.6	Current standard operating procedures in place to direct the fire investigations program	
X		5D.8	Annual appraisal is conducted to determine the effectiveness of the fire investigations program	
X		5E.1	Agency meets its deployment objectives in Technical Rescue Incidents	
X		5E.4	Current standard operating procedures in place for Technical Rescue	
X		5E.7	Annual appraisal is conducted to determine the effectiveness of the Technical Rescue program	
X		5F.1	Agency meets its deployment objectives in Hazardous Materials Incidents	
X		5F.4	Current standard operating procedures in place for Hazardous Materials	
X		5F.7	Annual appraisal is conducted to determine the effectiveness of the Hazardous Materials program	

Compliance		Core Competency		
IN	Out	No.	Description	Performance Change
X		5H.1	Agency publishes an all-hazards plan appropriate and a multi-agency organizational structure is identified	
X		5H.4	Current standard operating procedures in place for Domestic Preparedness incidents	
X		5H.5	Domestic Preparedness includes interoperability with other public safety agencies	
X		5J.1	Agency meets its deployment objectives in Marine Firefighting Incidents	
X		5J.4	Current standard operating procedures in place for Marine Firefighting incidents	
X		5J.6	Annual appraisal is conducted to determine the effectiveness of the Marine Firefighting program	
X		6A.2	Governing body and administration are involved in the planning for physical facilities	
X		6B.3	Physical facilities are adequate and distributed to meet the SOC	
X		6B.4	Facilities comply with local, state and federal codes	
X		6C.1	Apparatus are located strategically to accomplish the stated standards	Receiving two Pumpers in 2017
X		6D.1	Agency has established a maintenance program	
X		6D.5	Current standard operating procedures in place for the apparatus maintenance program	
X		6E.3	Maintenance, testing, and inspections are conducted by Qualified Personnel with records	
X		6F.1	Safety equipment is identified and distributed	
X		7A.1	Human resources manager is designated	
X		7B.3	Processes and screening/qualifying devices used for recruitment and selection are job related and comply with local state and federal laws	
X		7B.6	Probationary process is used to evaluate new and promoted members	
X		7C.1	Personnel policies are current and communicated to all personnel	
X		7C.2	Policy defines and prohibits harassment, bias, and unlawful discrimination	
X		7D.1	Position classification system process by which jobs are audited and modified are in place	
X		7E.1	Rates of pay and compensation are published	
X		7F.5	Occupational health and safety training program is established	
X		7G.1	Agency provides for initial, regular, and rehabilitative medical and physical fitness evaluations	
X		7G.5	Current policies in direct the wellness and fitness program	
X		8A.1	Agency has a process in place to identify training needs	
X		8B.4	Agency provides evaluation through performance-based measurements	
X		8C.1	Training facilities and apparatus are provided	Training facility Completed 2017
X		8C.7	Training materials are evaluated and current	
X		9A.1	The agency establishes minimum fire flow requirements	
X		9A.2	An adequate and reliable fixed or portable water supply is available	
X		9B.1	A system is in place to ensure communications with portable, mobile and fixed communications systems in the field	
X		9B.5	Standard operating procedures in place for dispatching services	
X		9C.1	Administrative support services are appropriate for the agency's size, function, complexity, and mission, and are adequately staffed and managed	
X		10A.1	The Agency develops and maintains outside relationships	
X		10B.1	External agreements are current and support organizational objectives	

Performance Monitoring

Are you currently meeting the following performance indicators? Yes

If yes, please provide the exhibit. If no, describe your plan for doing so in the future.

2D.8 On at least an annual basis, the agency formally notifies the authority having jurisdiction (AHJ) of any gaps in the operational capabilities and capacity of its current delivery system to mitigate the identified risks within its service area, as identified in its standards of cover.

Identify and explain:

Each year SFES conducts annual appraisals to identify gaps in operational capabilities and capacity of our current delivery system to mitigate identified risks within our current response area as outlined in the Standards of Cover. Moreover, utilizing the records management system, incident response data is extracted on a quarterly basis to identify issues in the following categories: Call processing, turnout and travel times. At the end of the year, a comprehensive analysis is conducted on the incident response data at the 90th percentile and compared to our benchmark standards.

Plan for improvement:

Any gaps in capabilities or in our service delivery system that identified are reviewed and addressed in either the strategic plan or by a policy change.

Exhibit #8: 2017 Quarterly Response report (2D.8)

2D.9 On at least an annual basis, the agency formally notifies the AHJ of any gaps between current capabilities, capacity, and the level of service approved by the AHJ.

Identify and explain:

In 2016 SFES responded to 8,447 incidents that ranged from low to special risks. All of the incidents were classified by their associated risk and analyzed for response time requirements, location of the incident and frequency of incidents within a particular fire management zone. This information was then geocoded and projected onto a Heat Map.

The outcome of the annual analysis found that incidents located in the northwest and southwest quadrants of the response area had service delivery gaps pertaining to the Effective Response Force (ERF).

Plan for improvement:

The improvement plan involves moving from a temporary station location to a permanent station location that allows for better access to our response area in the southwest quadrant. Station construction will begin in June of 2017 and will be completed by June 2018.

In the northwest quadrant, the improvement plan involves moving from a temporary station to a permanent station located at the current site. This new station will allow for additional resources to be allocated in this region and assist in meeting the ERF requirements outlined in the Standards of Cover.

Exhibit #9: 2016 Appraisal Manual (2D.9)

Exhibit #10: SFES 2016 Heat map showing all calls distribution

Exhibit #11: Station 15 Press Release

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

Identify and explain:

As outlined in the Community Risk Reduction program, units are required to complete an assigned number of Customer Service Surveys annually (a total 3,150 surveys). These surveys are then analyzed to identify external customer expectations and interactions. These results are then placed in the annual report and used to develop objectives under the strategic goals outlined in the Strategic Plan.

Plan for improvement:

The plan for improvement involves the continued integration of advanced education into our career development program; continue to provide advanced training from firefighting to executive training and improve our physical fitness program by revisiting the Peer Fitness program. Moreover, the external stakeholder has expressed continue improvement in incident response. Currently, the area of call process maintains the area of greatest improvement which is being improved by a pilot program involving MDT's.

Exhibit #12: 2016 Annual Report: Community Outreach Section

Exhibit #13: Customer Service Survey

Agency Performance Tracking

Please fill out the spreadsheets below to track and identify your performance in the programs identified below.

(Low Risk) Fire Suppression - 90th Percentile Times - Baseline Performance			2016-2020	2020	2019	2018	2017	2016
Alarm Handling 2:00	Pick-up to Dispatch	Urban	mm:ss	mm:ss	mm:ss	mm:ss	mm:ss	03:02
Turnout Time 1:20	Turnout Time 1st Unit	Urban	mm:ss	mm:ss	mm:ss	mm:ss	mm:ss	01:36
Travel Time 4:00	Travel Time 1st Unit Distribution	Urban	mm:ss	mm:ss	mm:ss	mm:ss	mm:ss	04:55
	Travel Time ERF Concentration	Urban	N/A	N/A	N/A	N/A	N/A	N/A
Total Response Time 7:20	Total Response Time 1st Unit on Scene Distribution	Urban	mm:ss	mm:ss	mm:ss	mm:ss	mm:ss	08:15
	Total Response Time ERF Concentration	Urban	NA	N/A	N/A	N/A	N/A	N/A

(Moderate and High Risks) Fire Suppression - 90th Percentile Times - Baseline Performance			2016-2020	2020	2019	2018	2017	2016
Alarm Handling 2:00 minutes	Pick-up to Dispatch	Urban	mm:ss	mm:ss	mm:ss	mm:ss	mm:ss	03:03
Turnout Time 1:20 minutes	Turnout Time 1st Unit	Urban	mm:ss	mm:ss	mm:ss	mm:ss	mm:ss	01:23
Travel Time FAU 4:00 ERF 8:00 minutes	Travel Time 1st Unit Distribution	Urban	mm:ss	mm:ss	mm:ss	mm:ss	mm:ss	03:56
	Travel Time ERF Concentration	Urban	mm:ss	mm:ss	mm:ss	mm:ss	mm:ss	08:56
Total Response Time FAU-7:20 ERF- 11:20 minutes	Total Response Time 1st Unit on Scene Distribution	Urban	mm:ss	mm:ss	mm:ss	mm:ss	mm:ss	07:02
	Total Response Time ERF Concentration	Urban	mm:ss	mm:ss	mm:ss	mm:ss	mm:ss	13:32

(Low Risk) Hazardous Materials - 90th Percentile Times - Baseline Performance			2016- 2020	2020	2019	2018	2017	2016
Alarm Handling 2:00	Pick-up to Dispatch	Urban	mm:ss	mm:ss	mm:ss	mm:ss	mm:ss	03:07
Turnout Time 1:20	Turnout Time 1st Unit	Urban	mm:ss	mm:ss	mm:ss	mm:ss	mm:ss	01:14
Travel Time 4:00	Travel Time 1st Unit Distribution	Urban	mm:ss	mm:ss	mm:ss	mm:ss	mm:ss	04:03
ERF 8:00 minutes	Travel Time ERF Concentration	Urban	mm:ss	mm:ss	mm:ss	mm:ss	mm:ss	07:44
Total Response Time FAU-7:20	Total Response Time 1st Unit on Scene Distribution	Urban	mm:ss	mm:ss	mm:ss	mm:ss	mm:ss	08:24
ERF- 11:20	Total Response Time ERF Concentration	Urban	mm:ss	mm:ss	mm:ss	mm:ss	mm:ss	12:05

(Moderate and High Risks) Hazardous Materials - 90th Percentile Times - Baseline Performance			2016- 2020	2020	2019	2018	2017	2016
Alarm Handling 2:00	Pick-up to Dispatch	Urban	mm:ss	mm:ss	mm:ss	mm:ss	mm:ss	03:19
Turnout Time 1:20	Turnout Time 1st Unit	Urban	mm:ss	mm:ss	mm:ss	mm:ss	mm:ss	01:09
Travel Time 4:00	Travel Time 1st Unit Distribution	Urban	mm:ss	mm:ss	mm:ss	mm:ss	mm:ss	03:49
ERF 8:00 minutes	Travel Time ERF Concentration	Urban	mm:ss	mm:ss	mm:ss	mm:ss	mm:ss	08:32
Total Response Time FAU- 7:20	Total Response Time 1st Unit on Scene Distribution	Urban	mm:ss	mm:ss	mm:ss	mm:ss	mm:ss	08:17
ERF- 11:20	Total Response Time ERF Concentration	Urban	mm:ss	mm:ss	mm:ss	mm:ss	mm:ss	13:00

(Low Risk) Technical Rescue - 90th Percentile Times - Baseline Performance			2016-2020	2020	2019	2018	2017	2016
Alarm Handling 2:00	Pick-up to Dispatch	Urban	mm:ss	mm:ss	mm:ss	mm:ss	mm:ss	03:06
Turnout Time 1:20	Turnout Time 1st Unit	Urban	mm:ss	mm:ss	mm:ss	mm:ss	mm:ss	01:13
Travel Time 4:00	Travel Time 1st Unit Distribution	Urban	mm:ss	mm:ss	mm:ss	mm:ss	mm:ss	03:34
ERF 8:00 minutes	Travel Time ERF Concentration	Urban	mm:ss	mm:ss	mm:ss	mm:ss	mm:ss	07:54
Total Response Time FAU- 7:20	Total Response Time 1st Unit on Scene Distribution	Urban	mm:ss	mm:ss	mm:ss	mm:ss	mm:ss	7:53
ERF- 11:20	Total Response Time ERF Concentration	Urban	mm:ss	mm:ss	mm:ss	mm:ss	mm:ss	12:13

(Moderate and High Risks) Technical Rescue- 90th Percentile Times - Baseline Performance			2016- 2020	2020	2019	2018	2017	2016
Alarm Handling 2:00	Pick-up to Dispatch	Urban	mm:ss	mm:ss	mm:ss	mm:ss	mm:ss	04:06
Turnout Time 1:20	Turnout Time 1st Unit	Urban	mm:ss	mm:ss	mm:ss	mm:ss	mm:ss	00:57
Travel Time 4:00	Travel Time 1st Unit Distribution	Urban	mm:ss	mm:ss	mm:ss	mm:ss	mm:ss	03:32
ERF 8:00 minutes	Travel Time ERF Concentration	Urban	mm:ss	mm:ss	mm:ss	mm:ss	mm:ss	07:40
Total Response Time FAU- 7:20	Total Response Time 1st Unit on Scene Distribution	Urban	mm:ss	mm:ss	mm:ss	mm:ss	mm:ss	08:49
ERF- 11:20	Total Response Time ERF Concentration	Urban	mm:ss	mm:ss	mm:ss	mm:ss	mm:ss	12:43

(All Risks) Marine/ Shipboard Firefighting - 90th Percentile Times - Baseline Performance			2016- 2020	2020	2019	2018	2017	2016
Alarm Handling 2:00	Pick-up to Dispatch	Urban	mm:ss	mm:ss	mm:ss	mm:ss	mm:ss	No Data
Turnout Time 1:20	Turnout Time 1st Unit	Urban	mm:ss	mm:ss	mm:ss	mm:ss	mm:ss	No Data
Travel Time 4:00	Travel Time 1st Unit Distribution	Urban	mm:ss	mm:ss	mm:ss	mm:ss	mm:ss	No Data
ERF 8:00 minutes	Travel Time ERF Concentration	Urban	mm:ss	mm:ss	mm:ss	mm:ss	mm:ss	No Data
Total Response Time FAU-7:20	Total Response Time 1st Unit on Scene Distribution	Urban	mm:ss	mm:ss	mm:ss	mm:ss	mm:ss	No Data
ERF- 11:20	Total Response Time ERF Concentration	Urban	mm:ss	mm:ss	mm:ss	mm:ss	mm:ss	No Data

Strategic Recommendations

Recommendation	ACCEPTED	IMPLEMENTED	REJECTED
<p>It is recommended that the department stringently monitor the recently implemented improvements to alarm handling practices to identify positive outcomes and additional opportunities for further enhancements.</p>	2016	<p style="text-align: center;">2017</p> <p>The Communication's Liaison and the Assistant Chief Logistics meet with the Communications center on a monthly basis and provide additional annual training to improve call processing times.</p>	
<p>It is also recommended that the department immediately take action on any additional options identified through this monitoring process that cause alarm handling times to be reduced.</p>	2016	<p style="text-align: center;">2017</p> <p>Response times are analyzed on a quarterly basis and incident responses that are outside the 90th percentile are reported to the Communications Liaison for further inquiry.</p>	
<p>It is recommended that the department continue to work closely with the research and budget office to effectively plan for and allocate capital resources to address the performance gaps as identified in the standards of coverage process.</p>	2016	<p style="text-align: center;">2017</p> <p>Conducting an analysis to implement a Fire Assessment Fee to all parcels that receive emergency response services from SFES</p>	
<p>It is recommended that the Savannah Fire & Emergency Services establish a plan and structure for annual review of standard operating procedures (SOPs) and the documentation of this review process. The documentation of the review should be consistent and easy to locate. (This recommendation also applies to 5E.4 Technical Rescue, 5F.4 Hazardous Materials and 5H.4 Domestic Preparedness).</p>	2016	<p style="text-align: center;">2016</p> <p>The initial resolve for this strategic recommendation was to revise the current SOP template to reflect a created, reviewed and revised section within each SOP As stated in the resource section the Research and Planning Chief (a new position) is now responsible for the review and revision of bureau SOP's. The goal in 2017, is identify any SOP's that are outside the five review date and update those SOP's to reflect current policies and industry best practices.</p>	

Recommendation	ACCEPTED	IMPLEMENTED	REJECTED
<p>It is recommended that the department establish a format and schedule for an annual evaluation for the programs included in Category V. (This recommendation also applies to 5E.7 Technical Rescue and 5F.7 Hazardous Materials.)</p>	<p>2016</p>	<p>2016 An appraisal was conducted for each program that included a description of the program, program strengths and areas of improvement and a plan to address those areas of improvement. All appraisals are published on the intranet</p>	
<p>It is recommended that the department implement a system to increase the number of commercial properties inspected annually by identifying annual inspection goals and objectives.</p>	<p>2016</p>	<p>2017 The inspections department implemented a two-step program. First all Fire Marshals were assigned a geographical area of responsibility to ensure efficiency and training classes were given to operational personnel to the Inspector I level to assist with viewing of commercial properties .</p>	
<p>It is recommended that the Savannah Fire & Emergency Services divide the technical rescue call types and that an effective response force (ERF) be established for each of the levels of incidents that the department responds to. At this point the complex time chart should be used to show response times for each type.</p>	<p>2016</p>	<p>2017 Technical Rescue incidents were divided further into low, medium and high risk incidents to include the ERF associated with each risk. All Technical Rescue incidents will conduct a response and verification exercise to ensure the ERF and resources meet the benchmarks and tasks associated with a particular risk.</p>	

<p>It is recommended that the department establish a set number of firefighters for an ERF for hazardous materials calls for service.</p>	<p>2016</p>	<p>2017 Assistant Chief Operations established the following ERF's for low- 7, Medium- 17 and High- 19. Each risk category has an assigned allocation of resources.</p>	
<p>It is further recommended that the ERF be established for each of the three levels of hazmat incidents that the department responds to. At this point the complex time chart should be used to show response times for each type.</p>	<p>2016</p>	<p>2017 Hazardous Material incidents were divided into low, medium and high risk incidents to include an ERF. All Haz Mat incidents will conduct a response and verification exercise to ensure the ERF and resources meet the benchmarks and tasks associated with a particular risk.</p>	
<p>It is recommended that the department more closely align with <i>National Fire Protection Association (NFPA) 1582: Standard on Comprehensive Occupational Medical Program for Fire Departments</i> by offering a complete medical evaluation on an annual basis to all sworn personnel, regardless of age.</p>	<p>2016</p>	<p>2016 All personnel were given a medical exam and physical to meet the requirements outlined in NFPA 1582.</p>	
<p>It is recommended that the department consider implementation of both automatic vehicle location and mobile data terminals on its apparatus to enhance the accuracy of data transfer and communications between dispatchers and units in the field.</p>	<p>2016</p>	<p>2016 A Mobile Data Terminal pilot program was established which outfitted 5 apparatus with MDT's. 2017 two battalions will outfitted with MDT's and 2018 the last battalion will be outfitted to complete the departments MDT implementation.</p>	

<p>It is recommended that the department develop a formal quality assurance program in conjunction with the dispatch center to evaluate performance relating to adopted alarm processing standards and adherence to the departments standard operating procedures.</p>	<p>2016</p>	<p>2017 A quarterly Quality and Control check was established in the second quarter to analyze Response times and incident responses that are outside the 90th percentile. Those incidents are reported to the Communications Liaison for further inquiry.</p>	
<p>It is recommended that the department assess the appropriateness of its ERF by conducting related training sessions with operations personnel at the training center to regularly verify and validate the number of personnel and the timeline required to accomplish the goal.</p>	<p>2016</p>	<p>2017 Created and conducted a response and validation form to provide a baseline for the establishment of the tasks and ERF associated with each risk within Fire, Hazardous Materials and Technical Rescue which will assist with the allocation of resources.</p>	
<p>It is recommended that the department develop a replacement schedule specific for each vehicle in the fleet based on industry recommended best practices to more accurately predict future budget needs.</p>	<p>2016 Assistant Chief Logistics and Fleet developed a new 10/15 replacement schedule</p>	<p>2017 The new schedule was utilized in the purchase for newest apparatus and currently waiting a signature and publishing.</p>	
<p>It is recommended that the department create a standard operating procedure for alternative water supply operations, including the use of industrial firefighting equipment, to improve the performance and safety of these disciplines by operations personnel.</p>	<p>2016</p>	<p>2016 The Assistant Chief Operations with the approval of the Fire Chief place into effect SOP Operations 10 Alternate Water Supply and IFE Equipment.</p>	

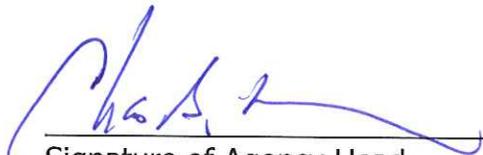
Other Information

Exhibit List

- Exhibit #1: SFES Organizational Chart
- Exhibit #2: Training Center Press Release
- Exhibit #3: Station 15 Press Release
- Exhibit #4: Council Agenda on approval of new apparatus
- Exhibit #5: SOP Op's 59: Community Risk Reduction
- Exhibit #6: SOP Health and Safety 08: After the Fire Decontamination
- Exhibit #7: Council Agenda on approval of Hospital Contract (physicals)
- Exhibit #8: 2017 Quarterly Response report
- Exhibit #9: 2016 Appraisal Manual
- Exhibit #10: SFES 2016 Heat map showing all calls distribution
- Exhibit #11: Station 15 Press Release
- Exhibit #12: 2016 Annual Report: Community Outreach Section (Green tab)
- Exhibit #13: Customer Service Survey
- Exhibit #14: Updated Strategic Plan (Strategic Recommendation, purple tab)
- Exhibit #15: Response Verification Form (Strategic Recommendation)

Verification

I verify that the information contained in this report is complete and true to the best of my knowledge.



Signature of Agency Head

FIRE CHIEF

Title

6/15/17

Date



Image

THE ORIGINAL DOCUMENT HAS A WHITE REFLECTIVE WATERMARK ON THE BACK. HOLD AT AN ANGLE TO VIEW. DO NOT CASH IF NOT PRESENT.

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 AP Disbursement Account
 PO Box 1027
 Savannah, Georgia 31402

Wells Fargo Bank, NA
 Savannah, GA 31402

64-22/610 144324

Check Date	Number	Amount
05/12/2017	144324	\$ *****1,660.00

PAY *One Thousand Six Hundred Sixty and 00/100 Dollars*

PAY TO THE ORDER OF
CENTER FOR PUBLIC SAFETY EXCELLENCE, INC
 4501 SINGER CT SUITE 180
 CHANTILLY VA 20151-1734
 (1700)

James B. McFarrell

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⑈00144324⑈ ⑆061000227⑆ 2020020011443⑈

Seq: 5
 Dep: 000052
 Date: 05/19/17

01095
 Deposited by: _____
 Master _____
 Center For Public Safety/ Excellence, Inc
 Center For Public Safety/ Excellence, Inc
 For Deposit Only to

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Amount: 1,660.00
 Check #: 144324
 Posting Date: 05/19/2017
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4501 Singer Court, Suite 180
Chantilly, VA 20151
(703) 691-4620
info@cpse.org
www.cpse.org

INVOICE

BILL TO

Savannah Fire & Emergency
Services
Attn: Jeff Alberts, Research
and Planning Chief
121 East Oglethorpe Avenue
Savannah, GA 31401-3799

INVOICE # 05-11960
DATE 04/13/2017
DUE DATE 05/13/2017
TERMS Net 30 Days

ACTIVITY	QTY	RATE	AMOUNT
2017 Annual Accreditation Fee - Population 100,000 - 199,999 (1/5 Application fees)	1	1,660.00	1,660.00

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703-691-4620 and ask for Katie Jones. Thank you.

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\$1,660.00

Jeff Alberts

From: Curtis Wallace
Sent: Tuesday, June 20, 2017 12:10 PM
To: Jeff Alberts
Cc: Chevas Stewart
Subject: Submission of Annual Compliance Report

Chief Alberts,

Please include a copy of the paid invoice for our annual accreditation fee. According to the CPSE website <http://www.cpse.org/agency-accreditation/the-process.aspx> we are to submit to the commission our Annual Compliance Report (ACR) along with the annual accreditation fee we paid on 12 May 2017 (Check #144324). See excerpt below.

Maintaining Accreditation

At least 45 days prior to the anniversary date of accreditation, an Accredited Agency must submit to the commission an Annual Compliance Report (ACR) with the annual accreditation fee.

Respectfully, Curtis L. Wallace

Assistant Chief, Logistics
Savannah Fire & Emergency Services
Office (912) 651-6755 / Cell (912) 210-6741