

North Fort Myers Fire Control & Rescue Service District

2024/2025 Performance Measures

Fire Suppression:

- Ensure Effective and efficient operations with benchmarks for turnout, travel and total response times.

Achieved: From the time a unit is notified of an incident, apparatus are arriving on scene ten seconds faster than the prior year. This is due to an upgraded dispatch system through Lee Control and notification apps on our phones.

- Ensure training standards meet and/or exceed ISO requirements.

Achieved: The District added an Assistant Chief of Training, and one of the responsibilities of this position is to implement, monitor and track the training needs pertinent not only to national and state standards, but also to our individual District and region in order to ensure our personnel can serve the District's citizens needs as best as possible and to improve our ISO rating which could improve home insurance rates as well.

- All personnel will fulfill EVOC and Pump Ops class requirements in the first year of employment.

Achieved: It is District policy that all personnel who operate fire apparatus, must complete a driving course according to EVOC guidelines annually, and attend classes in order to fulfill Pump Ops state certification requirements in their probationary year of employment. This policy is meant to ensure safety is our number one concern and help keep the District's insurance costs down.

- All personnel will be knowledgeable and trained on the National Incident Management System (NIMS), Incident Command System (ICS) and Mutual aid emergencies.

Achieved: All incident response training throughout the year is based off the framework of NIMS and ICS, and portions of monthly training pertain to NIMS and ICS in order to keep personnel up to date at all times. Also, the District takes part in regular training with outside departments to ensure professional and efficient working relationships due to the number of incidents that we receive/give through mutual aid agreements with neighboring departments.

- All fire pumps, hoses and ladders will be tested and maintained annually, with outdated and damaged equipment being replaced as needed.

Achieved: It is department policy that all pumps, hoses and ladders will be tested annually by certified technicians to ensure the District's equipment and apparatus is in proper working condition. In order to replace damaged or substandard equipment, the District budgets annually for such occurrences. The District frequently achieves the life span of equipment and apparatus due weekly and daily maintenance and proper cleaning schedules.

- Comprehensive guidelines/procedures will be adopted and trained on to ensure the safety of personnel and the public for specialized operations.

Achieved: The district has a comprehensive and thorough employee manual which is policy oriented along with standard operating procedures/guidelines. These documents are reviewed annually and updated if needed. Due to the District's addition of a dive team and special operations team, the District has just adopted several new operating procedures/guidelines as well as a thorough review and update to the employee manual.

Rescue and EMS:

- The Safety and Health Officer will ensure the safety and health of all personnel through programs such as a safety committee – meeting every 3 months.

Achieved: The Assistant Chief of Training oversees quarterly Safety Committee meetings with discussions pertaining to workplace accidents within or from outside departments and methods to mitigate and/or reduce the likelihood of occurring within our District. Discussions also pertaining to chronic conditions such as cancer reduction and mental health and ways to mitigate these by way of updating policies, adding new equipment, and/or creating an avenue for personnel to obtain assistance.

- Members will be provided with annual training on radio communications.

Achieved: All newly hired personnel are thoroughly trained in the usage of the District's communication equipment. Regular training throughout the year with all personnel includes the use of emergency radio operations. This is highly beneficial and needed due to the high hazard aspect of firefighting and the possibility of becoming lost/trapped.

- All suppression personnel will be trained at the awareness level for rope rescue incidents.

Achieved: All rescue situations are unique, and a rescue plan must be decided upon quickly and safely. Rescue rope is an efficient and effective rescue tool but must be trained on regularly due to its complexities. Furthermore, with the District's addition of a special operations team, all personnel who are not specialized rope rescue trained must still be able to assist the special operations team, which being awareness level rope rescue certified allows personnel to "hands-on" assist.

- All personnel will be knowledgeable and trained in water rescue emergencies.

Achieved: The District has added on a dive team, which has certified several suppression personnel. This certification allows for surface water rescues and dive rescues. It is also the District's policy to train all personnel on surface water rescues, pertaining to entering the water and/or assisting a rescue from the shore.

- All firefighters will be certified in cardiopulmonary resuscitation (CPR).

Achieved: All 60 of our firefighters are certified in Basic Life Support (BLS) through the American Heart Association, ensuring they are fully trained to provide life-saving care in emergencies.

- To ensure BLS proficiency, all personnel will renew their Emergency Medical Technician (EMT) certification.

Achieved: The Assistant Chief of Training assigns and oversees the training needed for all personnel through the District's training program in order for all personnel to be up to date with their EMT licenses throughout the year.

All-Hazards:

- All disaster related equipment – including generators and chainsaws – will be inspected and maintained.

Achieved: It is the policy of the District that all powered rescue equipment is operated and maintained on Thursdays at a minimum including cleaned and fluids being checked as well as each time equipment is utilized. It is also policy that on Saturdays, station generators are operated and maintained including a power transfer in order to ensure proper working order.

- Comprehensive guidelines/procedures will be adopted and trained on to ensure the safety of personnel and the public for disaster operations including pre/post tropical storms/hurricanes.

Achieved: The District adopted a comprehensive hurricane/storm policy pertaining to preparation, response and mitigation, and has updated multiple times due to recent hurricane incidents. Additionally, the District has maintained a close working relationship with several local CERT teams and has helped outfit and train multiple new teams all within the District's response area.

- The CERT program will be enhanced through basic training events and regular meetings with CERT leadership to ensure an understanding of guidelines and expectations, while maintaining an effective and efficient process annually.

Achieved: The CERT program currently encompasses 16 communities, including 2 newly established teams, reflecting continued program growth.

Community Risk Reduction:

- An established standard will ensure that occupancies in the District comply with NFPA standards.

Achieved: The District's fire prevention division's main objective is to routinely conduct fire inspections throughout the District in order to maintain high safety standards to prevent loss of life.

- Continue with cooperative coordination with the county to provide uniform and consistent interpretation and effective enforcement of prevention items such as applicable standards and fire-flow requirements.

Achieved: The fire prevention division maintains a close working relationship with county plans reviewers in order to streamline projects as safely and efficiently as possible. Also, due to the amount of growth the District has seen, the prevention division personnel have been expanded to meet the demands.

- The ongoing tracking of planned construction projects, as well as current/ongoing construction projects, will ensure the District is knowledgeable of new growth and development.

Achieved: At least one member of the fire prevention division attends monthly meetings in the county in order to stay up to date within the county and the District. The Fire Marshal and inspectors also work closely with project managers dealing with fire protection in order to streamline projects in a safe and efficient manner. The District's inspectors also work very closely with suppression personnel pertaining to new projects and current buildings that may present high hazard situations by conducting walk-through trainings.

- Enhance district-wide fire safety by ensuring local organizations are educated on fire extinguisher operations and that high – risk homes have working smoke detectors through an installation program.

Achieved: Over the past year, 257 smoke alarms were installed, and 31 fire extinguisher training courses were delivered throughout the community.