

# ACCREDITATION TIPS

## Performance Statements

A tool for communities to articulate response capabilities and performance



Performance statements are used to illustrate what your department is delivering with its existing resources. They must be created for each of the programs provided to the community, including fire suppression, emergency medical services, technical rescue, hazardous materials and, if applicable, aviation rescue and firefighting, marine and shipboard rescue and firefighting and wildland fire services.

The performance statement brings together elements found in the Community Risk Assessment and their analysis, to tell your residents and policy-makers the type, depth and scope of services they receive. These elements include: resource deployment, fire and non-fire risk assessment, critical tasking and response data analysis. By showing the current performance (baseline) versus the target (benchmark) times, the reader can understand the difference or "GAP" between the two measures.

Remember the word "BASIC"

**B**aseline and Benchmark measures are developed through analysis of response data and policy decisions.

**A**ssists in identifying gaps in performance between the current emergency response and the target performance.

**S**upports firefighter safety through the critical task analysis.

**I**nforms the AHJ and community of the level of performance they can expect from the fire department.

**C**reates the framework for measuring current and future performance

The establishment of the baseline and benchmark measures is a combination of the technical knowledge of the department staff and the political judgement of the AHJ. It is important that these measures, once established, be communicated in a transparent manner to the residents protected by the fire department.

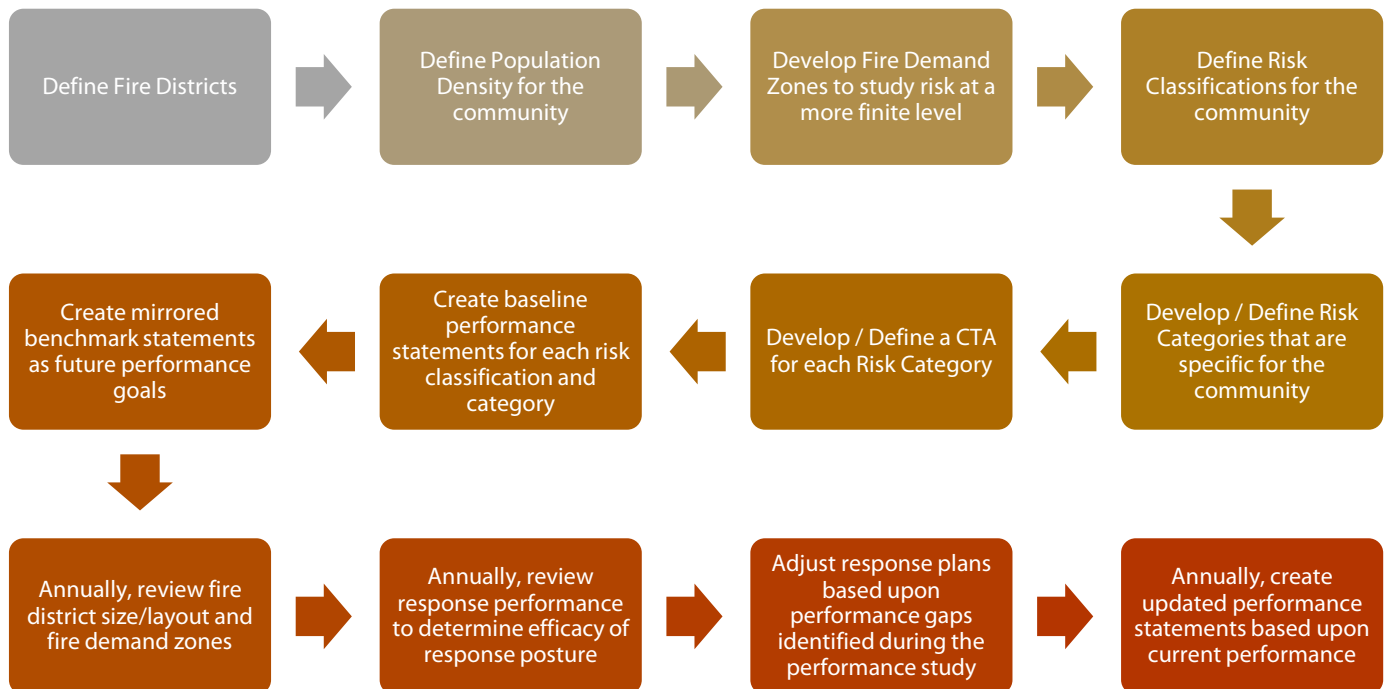
Critical task analysis is, in its essence, designed to ensure that those tasks deemed critical to the successful mitigation of an incident are performed safely by identifying the type and number of resources that are needed on the scene. This analysis requires the department to set aside its current practices and carefully examine what is needed based on the identified level of risk associated with a particular incident or structure type.

The performance statement can be a powerful tool to easily communicate current performance to its external stakeholders. It also tracks a department's efforts to narrow the GAP between what it is doing today vs the adopted performance target. Additionally, it quantifies what it takes to protect the residents and businesses from the fire and non-fire risk within its borders and, when presented to the AHJ can result in an open and transparent discussion about the impact that risk has upon the community.

### Definitions

- Baseline – actual performance over a period of time
  - Must be five years for currently accredited agencies, or three years for new agencies
- Benchmark – goal for the agency; improvement opportunity
- Population Density – number of persons in the community, using the U.S. Census Bureau or equivalent
  - Rural (less than 2,500 persons) or urban (greater than 2,500 persons)
- Fire District – a first due area for a company
- Fire Demand Zone – a defined area within a fire district to study risk
- Risk Classification – a service provided, i.e. – Fire, EMS, Technical Rescue, etc.
- Risk Category – a level of risk; Low, Moderate, High, etc.
- Critical Task Analysis (CTA) – a measurement of the number of responders needed for an incident
- Effective Response Force (ERF) – the results of the critical task analysis
- Critical Resource Analysis – based on the CTA; the number of resources needed to bring the ERF to the scene

### Process



Each baseline statement must be written in the SMART format (Specific, Measurable, Achievable, Results-oriented and Time-bound), and must contain the following elements:

- Measurement (the model requires the use of the 90th percentile)
- Time element (including alarm handling, turnout time, and travel time)
- Number of responders
- Risk category (i.e. – low, moderate, high, all, etc.)
- Population density (rural, urban, or all areas)
- First due versus ERF (note: a separate statement is required for each)
- Representative tasks (what will the responders do upon their arrival?)
- Written in present or past tense (either is acceptable)

### **Sample Baseline Statements (initial and ERF)**

For 90 percent of all fire suppression incidents, the total response time for the arrival of the first due unit, staffed with 3 firefighters and 1 officer, is: 8 minutes and 20 seconds in urban areas; and 10 minutes and 55 seconds in rural areas. The first due unit is capable of: providing 500 gallons of water and 1,500 gpm pumping capacity; initiating command; requesting additional resources; establishing and advancing an attack line flowing a minimum of 150 gpm; establishing an uninterrupted water supply; containing the fire; rescuing at-risk victims; and performing salvage operations. These operations are done in accordance with departmental standard operating procedures while providing for the safety of responders and the general public.

For 90 percent of all fire suppression incidents, the total response time for the arrival of the ERF, staffed with 15 firefighters and officers, is: 12 minutes and 17 seconds in urban areas; and 20 minutes and 43 seconds in rural areas. The ERF is capable of: establishing command; providing an uninterrupted water supply; advancing an attack line and a backup line for fire control; complying with the OSHA requirements of two in and two out; completing forcible entry; searching and rescuing at-risk victims; ventilating the structure; controlling utilities; and performing salvage and overhaul. The ERF for high and special risk fires is also capable of placing elevated streams into service from aerial ladders. These operations are done in accordance with departmental standard operating procedures while providing for the safety of responders and the general public.

As a minimum; baseline statements must be written for the following:

- Initial (first due) for all risk classifications and population densities in the community
- ERF for all risk classifications and population densities in the community
- If your community has different response goals by risk category, those must also be represented as separate performance statements:
  - You can merge statements together if your response standard is the same, i.e. – moderate and high risk
  - If your response time standard is the same for all risk; a single baseline statement can be provided if the number of responders expected is represented in the statement
- If you have a statistically insignificant number of responses (initial or ERF), baseline statements cannot be developed, however, benchmark (goal) statements are still required
  - The commission has stated that ten or less responses during the study period are insignificant

For each risk classification and category, a “mirrored” benchmark (goal) statement must also be developed; this statement must be written in future tense.

#### **Sample Benchmark Statements (initial and ERF)**

For 90 percent of all fire suppression incidents, the total response time for the arrival of the first due unit, staffed with 3 firefighters and 1 officer, shall be: 7 minutes and 20 seconds in urban areas; and 12 minutes and 20 seconds in rural areas. The first due unit shall be capable of: providing 500 gallons of water and 1,500 gallons per minute (gpm) pumping capacity; initiating command; requesting additional resources; establishing and advancing an attack line flowing a minimum of 150 gpm; establishing an uninterrupted water supply; containing the fire; rescuing at-risk victims; and performing salvage operations. These operations shall be done in accordance with departmental standard operating procedures while providing for the safety of responders and the general public.

For 90 percent of all fire suppression incidents, the total response time for the arrival of the effective response force (ERF), staffed with 15 firefighters and officers, shall be: 12 minutes and 20 seconds in urban areas; and 16 minutes and 20 seconds in rural areas. The ERF shall be capable of: establishing command; providing an uninterrupted water supply; advancing an attack line and a backup line for fire control; complying with the Occupational Safety and Health Administration (OSHA) requirements of two in-two out; completing forcible entry; searching and rescuing at-risk victims; ventilating the structure; controlling utilities; and performing salvage and overhaul. The ERF for high and special risk fires shall also be capable of placing elevated streams into service from aerial ladders. These operations shall be done in accordance with departmental standard operating procedures while providing for the safety of responders and the general public.