



# Kingman FIRE DEPARTMENT

## Monthly Performance Report January 2019



The start of 2019 signifies a change of year and the opportunity to start a new calendar year at zero for the sake of measurement and performance. This also signifies the implementation of the revised Kingman Fire Department Monthly Performance Report. This report is designed to be comprehensive of performance and provide a realistic snapshot of service delivery as well as the ability to provide information that is more readily analyzed in comparison to timeframes, locations, and other pertinent comparisons. The foundation of the Kingman Fire Department is service delivery and the leadership of the organization is “committed” to ensuring that the service level of both proactive and reactive services is continuously improving and innovative in process implementation and service delivery. This report identifies distinguishable data in each division of the department allowing for a comprehensive look at the organization regardless of area of interest as obviously one division reflects the others as well as the organization as a whole.

### PERSONNEL INFORMATION

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#### FIRE DEPARTMENT ADMINISTRATION & OPERATIONS STAFF

Department/Shift	A	B	C	ADMIN	TOTAL	Haz Mat	Paramedic	TRT
Command Staff	-	-	-	4	4	2	-	-
BC—Operations	1	1	1	-	3	3	3	1
Captain	3	3	3	-	12	5	8	3
Engineer	4	4	4	-	12	7	9	1
Firefighter	6	6	6	-	18	6	5	3
Part Time FF/POC	-	-	-	12	12	-	2	-
<b>TOTAL</b>	<b>15</b>	<b>15</b>	<b>15</b>	<b>16</b>	<b>61</b>	<b>21</b>	<b>27</b>	<b>8</b>

#### FY 2019 POSITIONS—Authorized / Actual

KFD Personnel	Authorized	Actual
Fire Chief	1	1
Assistant Chief	2	2
Battalion Chief-Administration	2	1
Battalion Chief-Operations	3	3
Fire Captain	12	12
Fire Engineer	12	12
Firefighter	18	18
POC (Part Time) Firefighter	25	12
Fire Prevention Specialist	2	2
Administrative Assistant	2	1
Building Official	1	1
Sr. Building Inspector	2	2
Building & Life Safety Inspector	2	2
Permit Technician	1	1
Crew Leader	1	1
Fire Maintenance Worker	2	2
Communications Manager	1	1
Communications Supervisor	4	4
Public Safety Telecommunicator	11	8
<b>TOTAL</b>	<b>104</b>	<b>86</b>

#### FIRE DEPARTMENT

Fire Chief	1
Assistant Chief	2
Battalion Chief—Administration	1
Battalion Chief—Operations	3
Fire Captain	12
Fire Engineer	12
Firefighter	18
POC	12
Administrative Assistant	1
<b>TOTAL</b>	<b>62</b>

#### BUILDING & LIFE SAFETY DEPARTMENT

Building Official	1
Building Inspector	2
BLS Inspector	2
Fire Prevention Specialist	2
Permit Technician	1
<b>TOTAL</b>	<b>8</b>

#### 9-1-1 COMMUNICATIONS DEPARTMENT

Communications Manager	1
Communication Supervisor	4
Telecommunicator	8
<b>TOTAL</b>	<b>13</b>



# Kingman FIRE DEPARTMENT

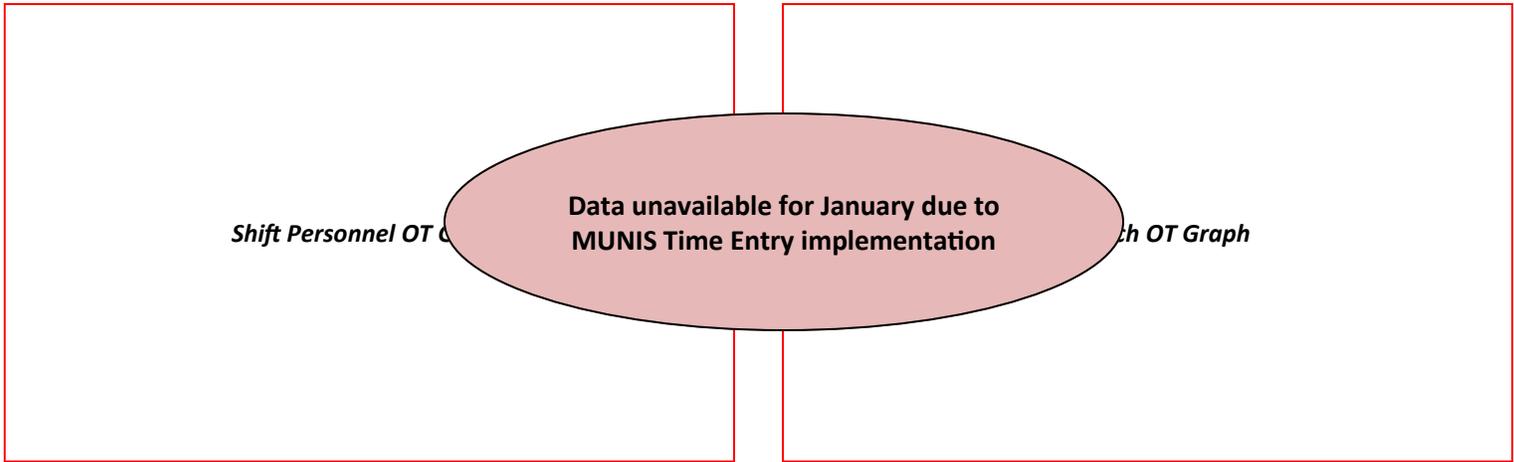
## Monthly Performance Report January 2019



### PERSONNEL INFORMATION

Breakdown of Hours	A-Shift	B-Shift	C-Shift	POC	Dispatch	Fire Admin	BLS	Total by Hour
Working Hours								
OT Hrs—Reg Sched								
OT Hrs—Shift Cover								
OT Hours—Mandatory								
OT Hours—Comm Trng								
OT Hours—FLSA								
Working Shift (POC)								
Working Squad (POC)								
Vacation Hours								
Sick Hours								
Light Duty Hours								

**Data unavailable for January due to  
MUNIS Time Entry implementation**



#### The Mission of the Kingman Fire Department

- ◆ To provide the highest level of emergency response and effective prevention to preserve the life, property, and well-being of our community.

#### The Vision of the Kingman Fire Department

- ◆ To become widely recognized as a department which demonstrates excellence in the delivery of its services.
- ◆ Honor our community's trust by demonstrating our commitment to duty.
- ◆ Strive to continually improve services and programs to the community, ensuring they are made available and are clearly understood by our stakeholders.
- ◆ Proactively identify and analyze our community's risks, thereby maintaining an efficient response model.
- ◆ Continue to build strong relationships and consistent collaboration with our regional partners and support agencies.
- ◆ Maintain an internal culture that reflects a diverse, respectful and professional atmosphere, nurtured by transparency as well as cooperative and evolving internal communication processes.
- ◆ To develop comprehensive training, professional development and succession planning to ensure the future success of Kingman Fire Department.



# Kingman FIRE DEPARTMENT Monthly Performance Report January 2019



## OPERATIONS REPORT

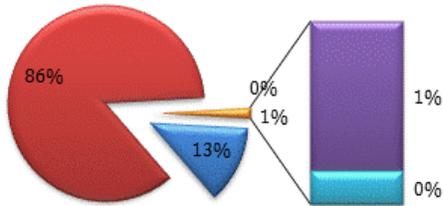
3

### INCIDENT BREAKDOWN

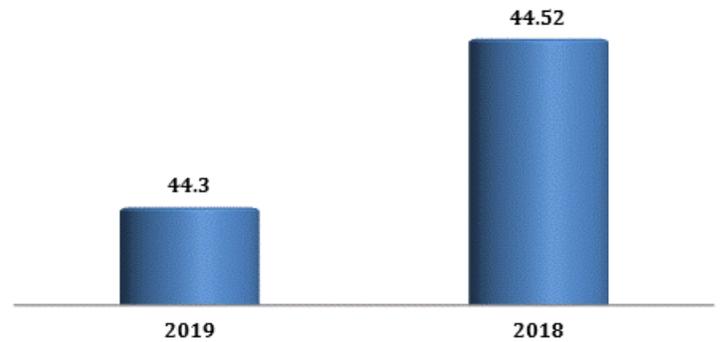
Incident Type	Jan 2019	Jan 2018	% of Chg	2019 YTD	2018 YTD	% of Chg
<b>Total FIRE Incidents</b>	<b>81</b>	<b>88</b>	<b>↓9%</b>	<b>81</b>	<b>88</b>	<b>↓9%</b>
EMS Response	543	543	0%	543	543	0%
Residential Structure Fire	5	1	↑80%	5	1	↑80%
Commercial Structure Fire	2	1	↑50%	2	1	↑50%
Other Structure Fire	0	0	0%	0	0	0%
Vehicle Fire	3	4	↓33%	3	4	↓33%
Brush Fire	5	5	0%	5	5	0%
Dumpster Fire	2	0	↑100%	2	0	↑100%
Other Fire	64	77	↓20%	64	77	↓20%
False Alarm Response	0	0	0%	0	0	0%
Hazardous Condition	9	7	↑29%	9	7	↑29%
Other Resp/Admin	2	0	↑100%	2	0	↑100%
<b>Total Incidents</b>	<b>635</b>	<b>638</b>	<b>0%</b>	<b>635</b>	<b>638</b>	<b>0%</b>

**Incident Breakdown by %  
Total Incidents: 635**

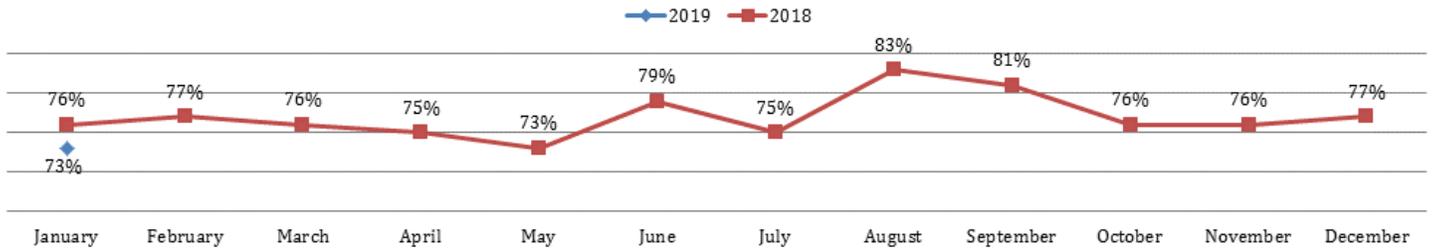
■ Fire Incident Total   
 ■ EMS Response   
 ■ False Alarm Response  
■ Hazardous Condition   
 ■ Other Resp/Admin



**Total Average Calls for the Month of January  
15 FF per Shift**



**Total Response Time Compliance%- ALL CALLS**



Shift	Total Calls Jan 2019	Total Calls Jan 2018	Calls/FF Jan 2019	Calls/FF Jan 2018	% Change	Calls/FF 2019 YTD
A (15)	196	205	13.00	14.64	↓5%	196
B (15)	208	213	14.79	15.21	↓2%	208
C (15)	231	220	16.50	14.67	↑5%	231
<b>Total</b>	<b>635</b>	<b>638</b>	<b>44.30</b>	<b>44.52</b>	<b>0%</b>	<b>635</b>



# Kingman FIRE DEPARTMENT Monthly Performance Report January 2019

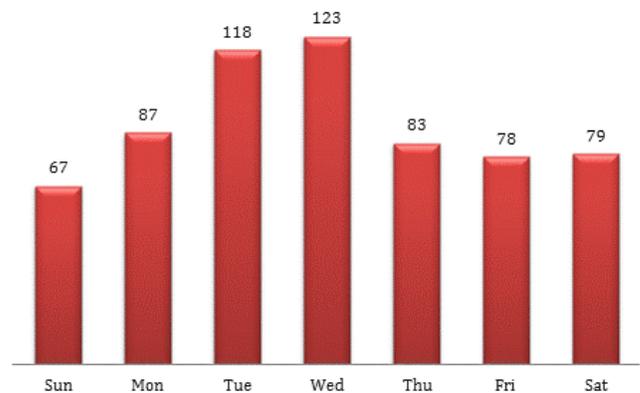


## OPERATIONS REPORT

TOTAL INCIDENTS BY DISTRICT						
District	Jan 2019	Jan 2018	% Change	2019 YTD	2018 YTD	% Change
21	78	84	↓8%	78	84	↓8%
21A	0	0	0%	0	0	0%
<b>TOTAL</b>	<b>78</b>	<b>84</b>	<b>↓8%</b>	<b>78</b>	<b>84</b>	<b>↓8%</b>
22	71	83	↓17%	71	83	↓17%
22A	132	137	↓4%	132	137	↓4%
22B	19	11	↑42%	19	11	↑42%
22C	0	4	↓100%	0	4	↓100%
22D	8	5	↑38%	8	5	↑38%
<b>TOTAL</b>	<b>230</b>	<b>240</b>	<b>↓4%</b>	<b>230</b>	<b>240</b>	<b>↓4%</b>
23	156	119	↑24%	156	119	↑24%
23A	71	76	↓5%	71	76	↓5%
23B	1	0	↑100%	1	0	↑100%
<b>TOTAL</b>	<b>228</b>	<b>195</b>	<b>↑14%</b>	<b>228</b>	<b>195</b>	<b>↑14%</b>
24	86	88	↓2%	86	88	↓2%
25	8	22	↓64%	8	22	↓64%
Out District	5	9	↓80%	5	9	↓80%
<b>Total</b>	<b>635</b>	<b>638</b>	<b>0%</b>	<b>635</b>	<b>638</b>	<b>0%</b>

CALLS BY DAY OF WEEK				
Day	Jan 2019	Jan 2018	% by Day	2019 YTD
Sunday	67	61	11%	67
Monday	87	115	14%	87
Tuesday	118	121	19%	118
Wednesday	123	92	19%	123
Thursday	83	95	13%	83
Friday	78	86	12%	78
Saturday	79	68	12%	79
<b>TOTAL</b>	<b>635</b>	<b>638</b>	<b>100%</b>	<b>635</b>

**Total Incidents by Day of the Week**



AUTOMATIC AID BREAKDOWN					
Mutual Aid	Dept.	Jan 2019	2019 YTD	2018 YTD	% YTD Change
Given	NACFD	3	3	No data	Unavailable
Received	NACFD	5	5	No data	Unavailable
Received	PPFD	1	1	No data	Unavailable

Fire Incidents by Category	Jan 2019	% All Incidents	2019	2018	YTD % Chang
EMS	543	86%	543	543	0%
Fire	81	13%	81	88	↓8%
HazMat	9	1%	9	7	↑29%
Tech Rescue	-	-	-	-	-
Other	2	0%	2	-	↑100%
<b>Total</b>	<b>635</b>	<b>100%</b>	<b>635</b>	<b>638</b>	<b>0%</b>

**Total Calls for the month of January 2019: 635 .....2019 YTD: 635**

**Total AMR Calls for the month of January 2019: 107.....2019 YTD: 107**

**Squad 2 Calls for the month of November: 59.....July 1, 2018 to date: 178**



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### OPERATIONS REPORT

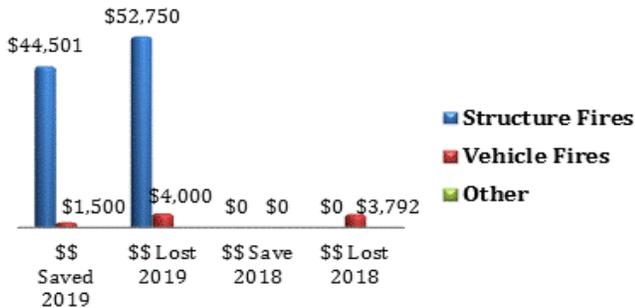
#### Total Responses by KFD Apparatus *(does not include canceled calls)*

Unit	Jan 2019	2019 YTD	% Per Unit
E211	65	65	13%
E221	143	143	28%
E231	155	155	31%
E241	76	76	15%
Squad 2	59	59	12%
L234	3	3	1%
R215	2	2	0%
216	0	0	0%
BC2	1	1	0%
AMR	107	107	
Other/Admin			

#### 504 Total Incidents Responded to by Apparatus



#### (2) Structure Fires - (2) Vehicle Fires - (0) Other Value Saved vs. Loss



Confined vs. Non-Confined Fires	Confined	Non-Confined
Residential Fires	2	0
Commercial Fires	3	0

Fire Outcomes	Benchmark	Jan 2019
Water on Fire	-	0:25
Primary All Clear	-	-
Secondary All Clear	-	38:37
Lost Stopped	-	63:30
Fire Out	-	65:48

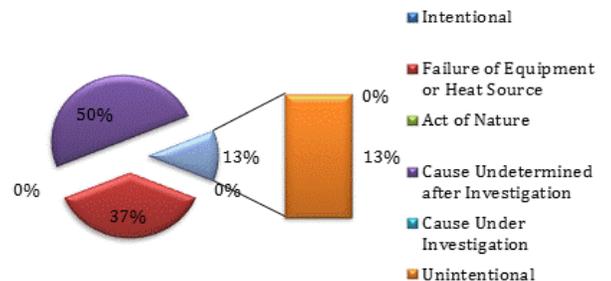
Property Value—Fire Incidents	Jan 2019	Jan 2018	% Change
Fire Incidents Total	8	No data	-
Fire Incidents with Property Damage	4	No data	-
Total Dollar Value of Property	102,751	No data	-
Total Dollar Amount of Property Saved	46,001	No data	-
Total Property Saved	2	No data	-

Cause of Ignition	# of Incidents	% of Total
Intentional	0	0%
Failure of Equipment or Heat Source	3	38%
Act of Nature	0	0%
Cause Undetermined after Investigation	4	50%
Cause Under Investigation	0	0%
Unintentional	1	13%

#### Presence and Operation of Detectors

Detector Presences Status	Count	Detector Operation Status	Count
Present	1	No Data	3
Undetermined	1	Fire Too Small to Activate Detector	n/a
		Detector Operated	1
		Undetermined	n/a

#### Cause of Ignition Breakdown - January 2019





# Kingman FIRE DEPARTMENT

## Monthly Performance Report January 2019



### OPERATIONS REPORT

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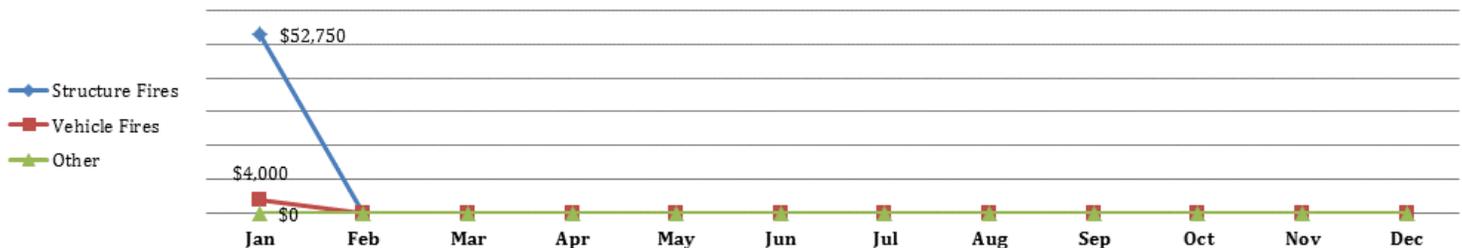
#### Structure Fires by Alarm Date/Time

Incident ID	Alarm Date	Address	Pre-Incident Property	Pre-Incident Total	Property Loss	Total Loss
			19-00026		01/01/2019	
			Pre-Incident Contents	Contents Loss		
			\$250	\$250		
19-00163	01/08/2019	901 Center Street	Pre-Incident	\$87,000	Property Loss	\$52,500
			\$82,000		\$50,000	
			Pre-Incident Contents		Contents Loss	
			\$5,000	\$2,500		
19-00300	01/15/2019	Beverly	Pre-Incident Property	\$4,500	Property Loss	\$4,000
			\$3,000		\$1,500	
			Pre-Incident		Contents Loss	
			\$1,500	\$2,500		
19-00334	01/16/2019	4170 Pinal	Pre-Incident Property	\$1,000	Property Loss	\$1,000
			\$500		\$500	
			Pre-Incident		Contents Loss	
			\$500	\$500		

Number of Incidents	Total Pre-Incident Property Value	Total Pre-Incident Content Value	Total Pre-Incident Value	Average Value
4	\$95,500	\$7,250	\$101,250	\$25,312.75

Number of Incidents	Total Property Loss	Total Content Loss	Total 2019 Losses	Average Loss
4	\$52,000	\$4,750	\$56,750	\$14,187.50

Trend of \$\$ Loss in 2019





# Kingman FIRE DEPARTMENT Monthly Performance Report January 2019



## EMS REPORT

EMS Calls per Station	EMS	% for Month	2019 YTD
Station 1	56	13%	56
Station 2	175	40%	175
Station 3	139	32%	139
Station 4	63	15%	63

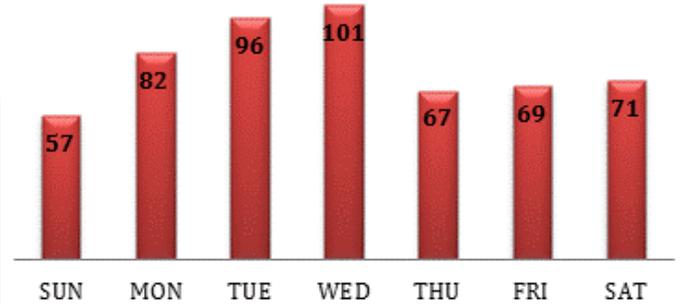
AMR Only Responses	CALLS	% YTD	2019 YTD
EMS Response—KFD	543	84%	543
EMS Response—AMR	107	16%	107

**KFD & AMR total Responses: 650    KFD responded to 84%**

### EMS TOP 10 DETERMINANTS

CALL TYPE	2019	2018	Variance %	2019 YTD
Breathing Problem—Delta	57	57	0%	57
Chest Pain—Delta	37	0	↑100%	37
Psychiatric—Bravo	31	30	↑3%	31
Sick Person—Charlie	28	35	↓25%	28
Falls—Bravo	26	26	0%	26
Sick Person—Alpha	25	41	↓64%	25
Unconscious/Fainting—Delta	21	18	↑14%	21
Breathing Problem—Charlie	21	17	↑19%	21
Falls—Alpha	19	0	↑100%	19
Unknown Problem—	284	22	↑92%	284

### EMS Incidents by Day of Week



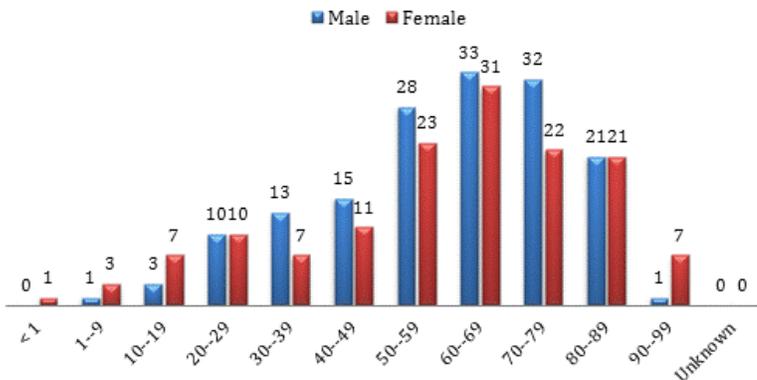
### EMS Supply Costs

Vendor	Jan 2019	YTD 2019
Bound Tree	\$0	\$0
Life-Assist	\$1,335.74	\$1,335.74

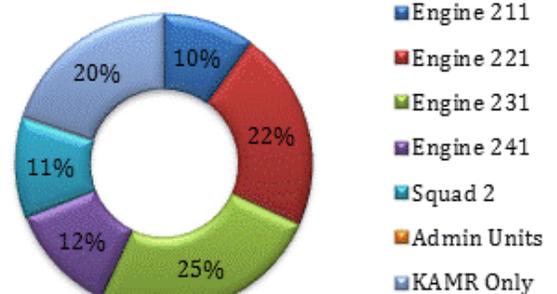
### EMS Incidents by Type

Type	KRMC Alert	Jan 2019	% of all EMS Incidents	2019 YTD
Cardiac Arrest	0	6	1%	6
STEMI	4	5	1%	5
Stroke	1	7	1%	7
Falls/Trauma	0	0	0%	0
Naloxone Usage	0	3	1%	3
Sepsis	0	5	1%	5

### Patients by Age Group and Gender - Jan 2019



### EMS Calls by Unit



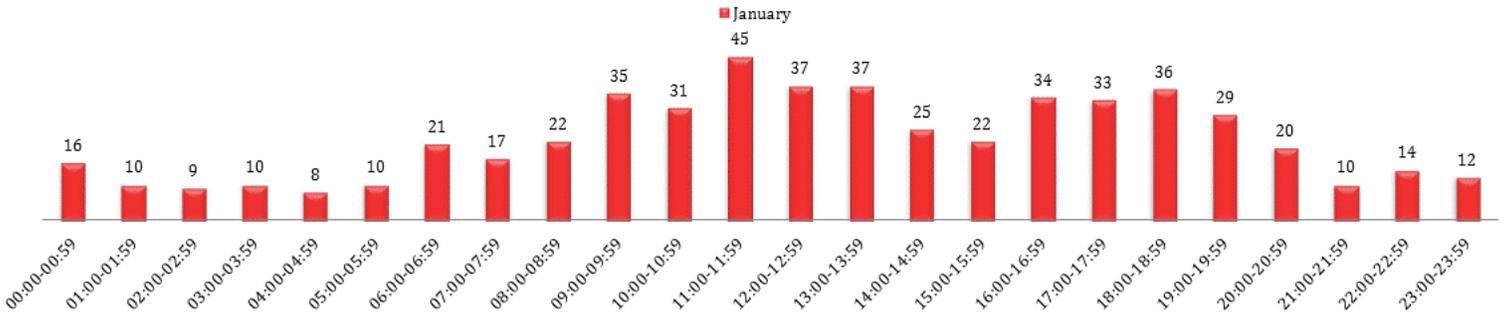


# Kingman FIRE DEPARTMENT Monthly Performance Report January 2019



## EMS REPORT

### EMS Incidents by Hour



### EMS PERFORMANCE by RISK

RISK	EMS Incidents	Dispatch		Turnout		Travel		Total Response	
		90th%	Comp%	90th%	Comp%	90th%	Comp%	90th%	Comp%
<b>BENCHMARKS</b>		1:30	90%	1:00	90%	4:00	90%	8:00	90%
HIGH-Charlie, Delta, & Echo	301	1:16	95%	0:55	95%	6:33	41%	8:56	80%
MODERATE-Bravo	115	1:13	95%	1:04	87%	8:05	35%	10:27	62%
LOW-Alpha, Omega, & Public Assist	127	1:10	96%	0:54	92%	9:55	31%	12:02	54%
<b>Total</b>	<b>543</b>	<b>1:15</b>	<b>95%</b>	<b>0:57</b>	<b>93%</b>	<b>7:09</b>	<b>39%</b>	<b>9:05</b>	<b>74%</b>

#### EMS Performance by RISK

##### DISPATCH

Benchmarks: 90th% - 1:30 Comp% - 90%



● 95%

■ 1:15

Jan

#### EMS Performance by RISK

##### TRAVEL

Benchmarks: 90th% - 4:00 Comp% - 90%



● 39%

■ 7:09

Jan

#### EMS Performance by RISK

##### TURNOUT

Benchmarks: 90th% - 1:00 Comp% - 90%



● 93%

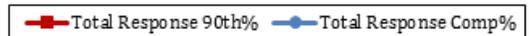
■ 0:57

Jan

#### EMS Performance by RISK

##### TOTAL RESPONSE

Benchmarks: 90th% - 8:00 Comp% - 90%



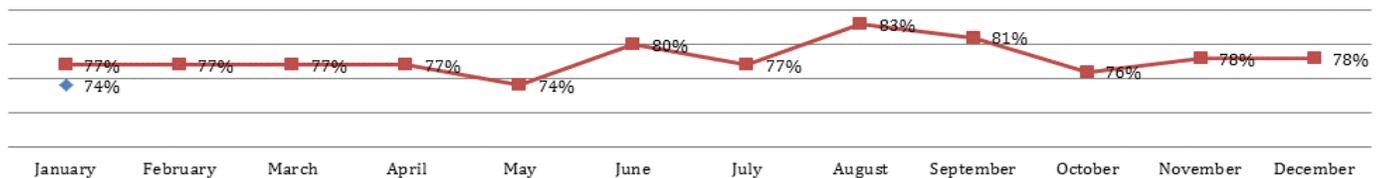
● 74%

■ 9:05

Jan

### Total Response Time Compliance%- EMS CALLS

● 2019 ■ 2018



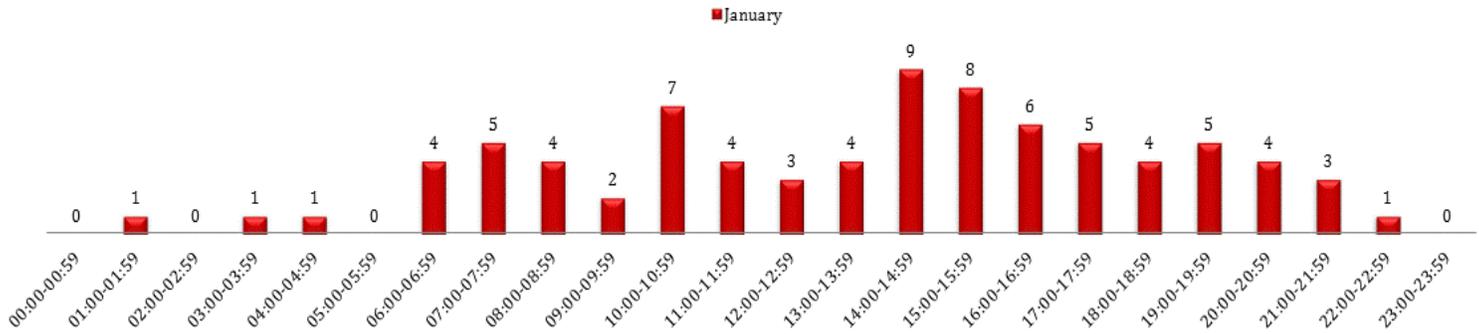


# Kingman FIRE DEPARTMENT Monthly Performance Report January 2019



## FIRE REPORT

### Fire Incidents by Hour



### FIRE PERFORMANCE by RISK

RISK	Fire Incidents	Dispatch		Turnout		Travel		Total Response	
		90th%	Comp%	90th%	Comp%	90th%	Comp%	90th%	Comp%
<b>BENCHMARKS</b>		1:30	90%	1:00	90%	4:00	90%	8:00	90%
HIGH-Charlie, Delta, & Echo	7	1:18	100%	1:12	71%	5:16	57%	7:18	100%
MODERATE-Bravo	1	1:29	100%	0:37	100%	4:14	0%	6:20	100%
LOW-Alpha, Omega, & Public Assist	73	1:26	92%	1:07	86%	7:36	29%	9:03	63%
<b>Total</b>	<b>81</b>	<b>1:26</b>	<b>93%</b>	<b>1:10</b>	<b>84%</b>	<b>7:27</b>	<b>34%</b>	<b>8:47</b>	<b>72%</b>

#### Fire Performance by RISK

##### DISPATCH

Benchmarks: 90th% - 1:30 Comp% - 90%



● 93%

■ 1:26

Jan

#### Fire Performance by RISK

##### TURNOUT

Benchmarks: 90th% - 1:30 Comp% - 90%



● 84%

■ 1:10

Jan

#### Fire Performance by RISK

##### TRAVEL

Benchmarks: 90th% - 1:30 Comp% - 90%



● 34%

■ 7:27

Jan

#### Fire Performance by RISK

##### TOTAL RESPONSE

Benchmarks: 90th% - 8:00 Comp% - 90%



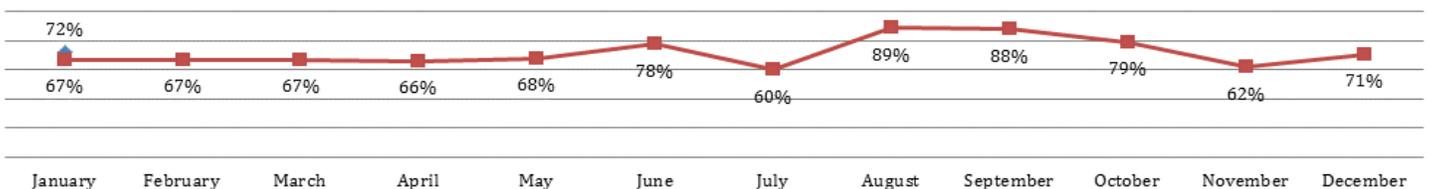
● 72%

■ 8:47

Jan

### Total Response Time Compliance%- FIRE CALLS

● 2019 ■ 2018





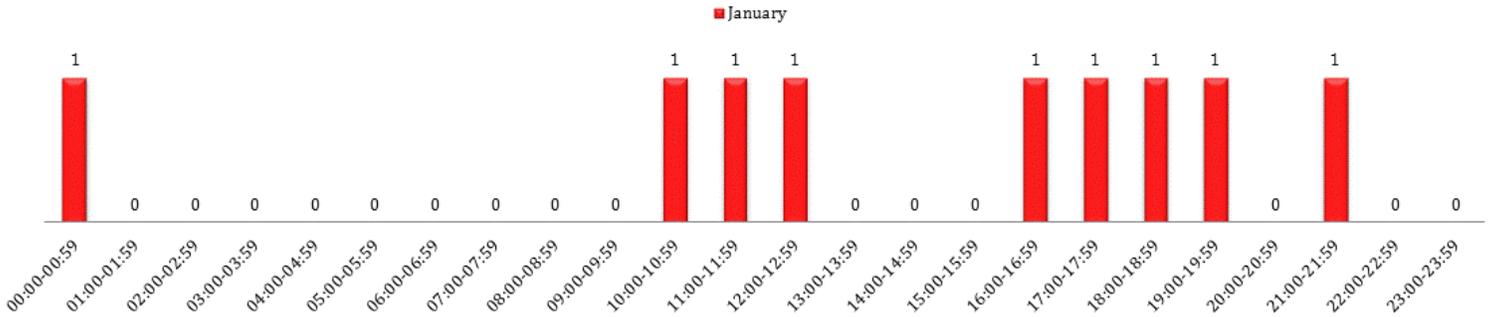
# Kingman FIRE DEPARTMENT

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### HAZMAT REPORT

**HazMat Incidents by Hour**



**HAZMAT PERFORMANCE by RISK**

RISK	HazMat Incidents	Dispatch		Turnout		Travel		Total Response	
		90th%	Comp%	90th%	Comp%	90th%	Comp%	90th%	Comp%
<b>BENCHMARKS</b>		<b>1:30</b>	<b>90%</b>	<b>1:00</b>	<b>90%</b>	<b>4:00</b>	<b>90%</b>	<b>8:00</b>	<b>90%</b>
HIGH-Charlie, Delta, & Echo	0	0:00	0%	0:00	0%	0:00	0%	0:00	0%
MODERATE-Bravo	9	2:01	78%	1:47	67%	8:53	33%	10:54	56%
LOW-Alpha, Omega, & Public Assist	0	0:00	0%	0:00	0%	0:00	0%	0:00	0%
<b>Total</b>	<b>9</b>	<b>2:01</b>	<b>78%</b>	<b>1:47</b>	<b>67%</b>	<b>8:53</b>	<b>33%</b>	<b>10:54</b>	<b>56%</b>

**HazMat Performance by RISK**

**DISPATCH**

Benchmarks: 90th% - 1:30 Comp% - 90%



● 78%

■ 2:01

Jan

**HazMat Performance by RISK**

**TRAVEL**

Benchmarks: 90th% - 4:00 Comp% - 90%



● 33%

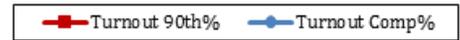
■ 8:53

Jan

**HazMat Performance by RISK**

**TURNOUT**

Benchmarks: 90th% - 1:00 Comp% - 90%



● 67%

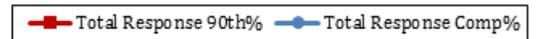
■ 1:47

Jan

**HazMat Performance by RISK**

**TOTAL RESPONSE**

Benchmarks: 90th% - 8:00 Comp% - 90%

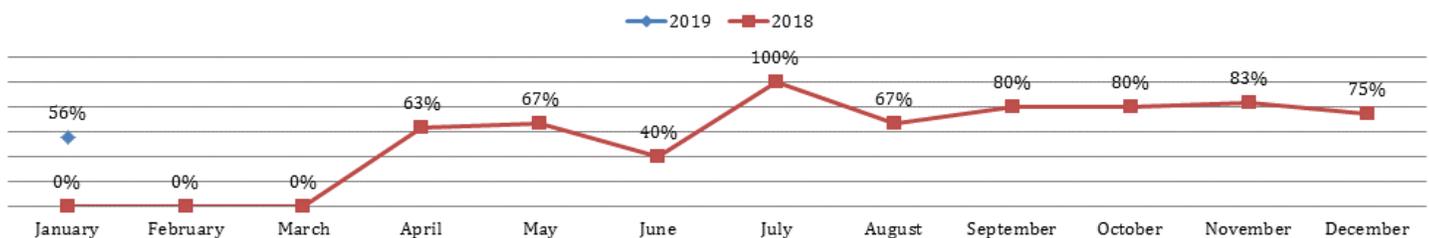


● 56%

■ 10:54

Jan

**Total Response Time Compliance%- HAZMAT CALLS**





# Kingman FIRE DEPARTMENT Monthly Performance Report January 2019



## UTSETIN—CARDIAC SURVIVABILITY REPORT

CARDIAC EVENT, WITNESSED	
Group Total	
Resuscitations Attempted	
Pre-Arrival CPR	
Initial Rhythm	Asystole
	VF/VT
	Other Rhythm
ROSC for Group	
ROSC % for Group	

**Complete Data  
Collection Unavailable**

Public Access Defibrillator (AED)	
Available	
Cardiac Arrest with Bystander CPR performed	3

CARDIAC EVENT, NOT WITNESSED	
Group Total	
Resuscitations Attempted	
Pre-Arrival CPR	<b>ROSC</b>
Initial Rhythm	Asystole
	VF/VT
	Other Rhythm
ROSC for Group	
ROSC % for Group	

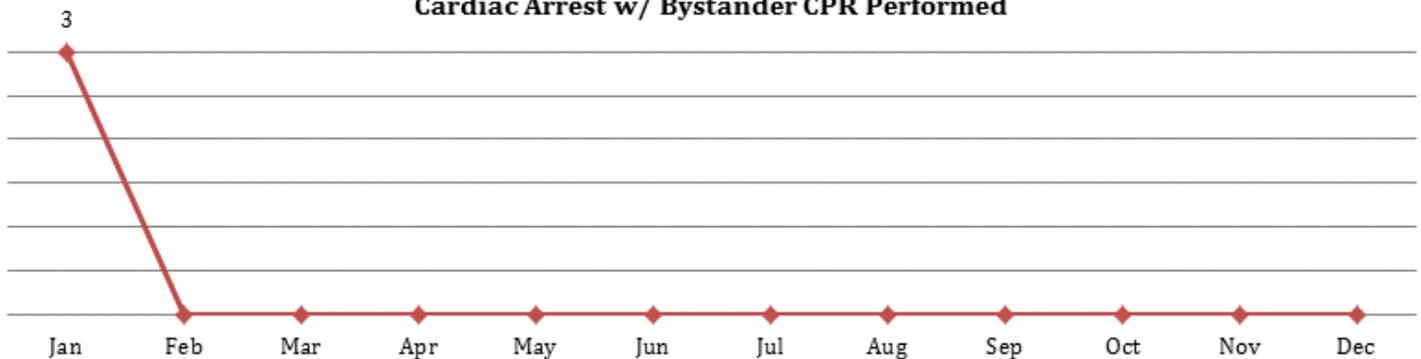
Cardiac Arrest Calls	
Cardiac Arrest - Cardiac Event	
Cardiac Arrest - Trauma Event	
Resuscitations Attempted	

CPR CERTIFICATIONS ISSUED JAN 2019	
BLS	30
Heartsaver	2
AED	32
Friends & Family	-
Hands Only	25
<b>Total</b>	<b>89</b>

CARDIAC EVENT, WITNESSED by EMS	
Group Total	
Resuscitations Attempted	
Bystander CPR	<b>ROSC</b>
Initial Rhythm	Asystole
	VF/VT
	Other Rhythm
ROSC for Group	
ROSC % for Group	

Community Risk Reduction provides certification classes to the general public for Basic Life Support (BLS) CPR, Heartsaver CPR, Friends and Family CPR and Automated Electronic Defibrillator (AED) training and certification. During the month of January we were able to conduct and certify 30 people in BLS-CPR, 2 Heartsaver-CPR and 32 certifications for the use and implementation of an AED during the course of CPR. CRR conducted an open invitation at the City of Kingman Council Chambers providing non-certification Hand Only CPR to about 25 people. This is just a step toward our goal of increasing the amount of bystanders being able to perform live saving measures prior to the arrival of Emergency Medical Services.

**Cardiac Arrest w/ Bystander CPR Performed**





# Kingman FIRE DEPARTMENT Monthly Performance Report January 2019

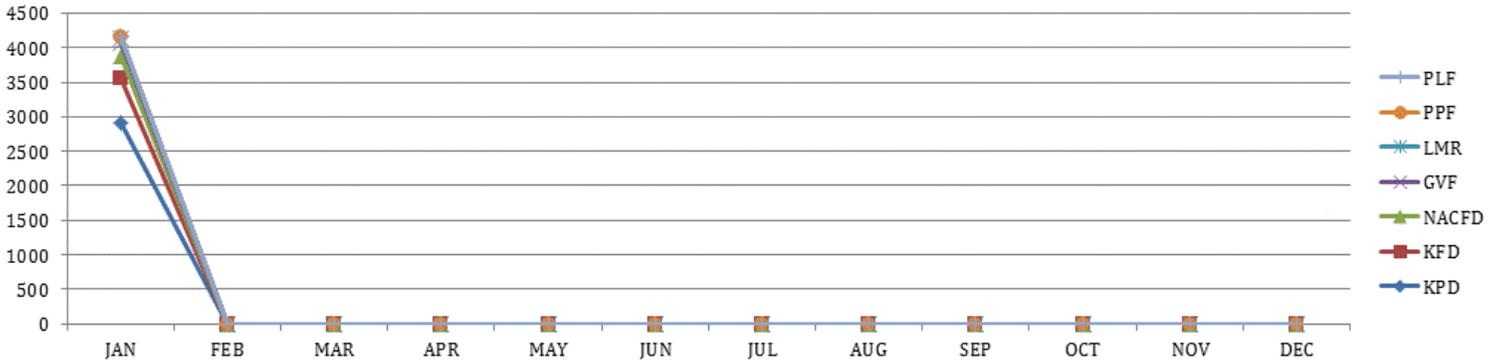


## COMMUNICATION CENTER REPORT

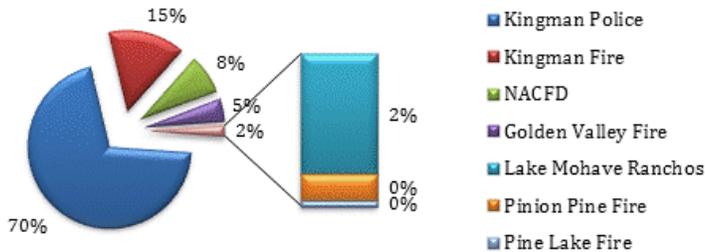
12

Communication Center Calls for Service by Agency	2019 YEAR-TO-DATE		POLICE	EMS	FIRE	HAZMAT	OTHER	2019 Total	2018 Total
	Count	Percentage							
City of Kingman Police	2917	70.2%	2917	-	-	-	-	2917	3377
City of Kingman Fire	635	15.3%	-	543	81	9	2	635	638
Northern Arizona Consolidated Fire	326	7.8%	-	277	42	7	-	326	346
Golden Valley Fire	187	4.5%	-	155	32	-	-	187	199
Lake Mohave Ranchos	71	1.7%	-	57	14	-	-	71	55
Pinion Pine Fire	16	0.4%	-	13	3	-	-	16	16
Pine Lake Fire	4	0.1%	-	4	-	-	-	4	1
<b>TOTAL</b>	<b>4156</b>	<b>100%</b>	<b>2917</b>	<b>1049</b>	<b>172</b>	<b>16</b>	<b>2</b>	<b>4156</b>	<b>4632</b>

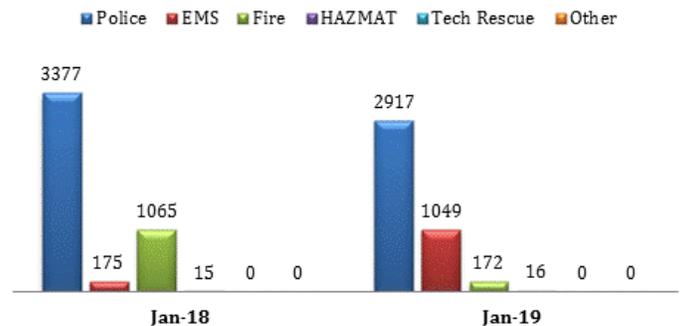
# of Agency Calls 2019 Trend



Percentage of Calls per Agency  
Total Calls for January: 4156



9-1-1 Communication Calls per Agency  
Jan 2019 down 12% from Jan 2018



Alarm Handling by Agency	Incidents	Handling Time	Dispatch Time	Alarm Handling	Compliance %
Kingman Fire	627	0:57	0:32	1:19	94%
Northern AZ Consolidated Fire	307	0:53	0:34	1:16	95%
Golden Valley Fire	158	1:07	0:40	1:38	87%
Lake Mohave Ranchos	61	1:12	0:34	1:41	87%
Pinion Pine Fire	14	1:11	1:05	1:55	57%
Pine Lake Fire	4	1:09	0:00	1:09	100%
<b>TOTAL</b>	<b>1171</b>	<b>1:00</b>	<b>0:34</b>	<b>1:23</b>	<b>93%</b>



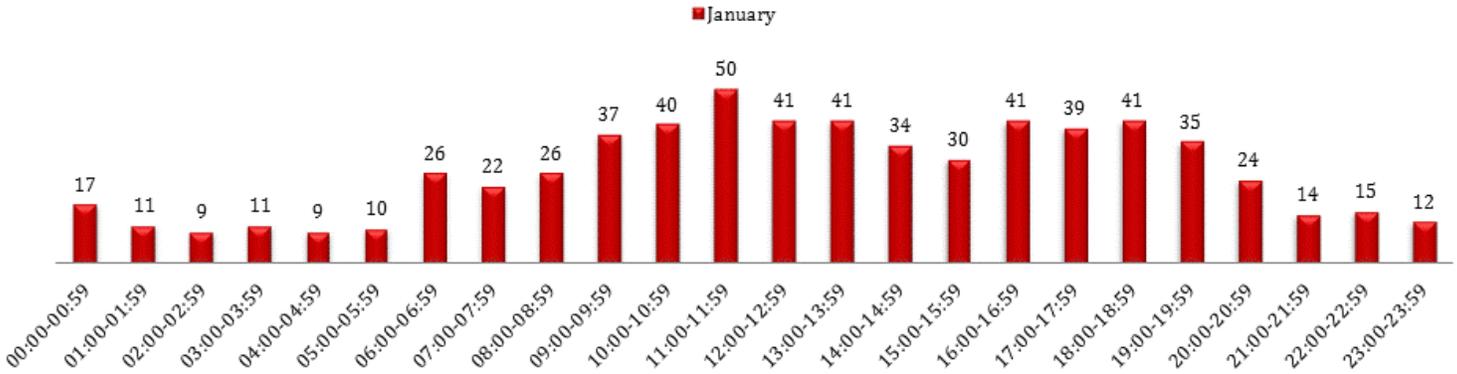
# Kingman FIRE DEPARTMENT Monthly Performance Report January 2019



## COMMUNICATION CENTER REPORT

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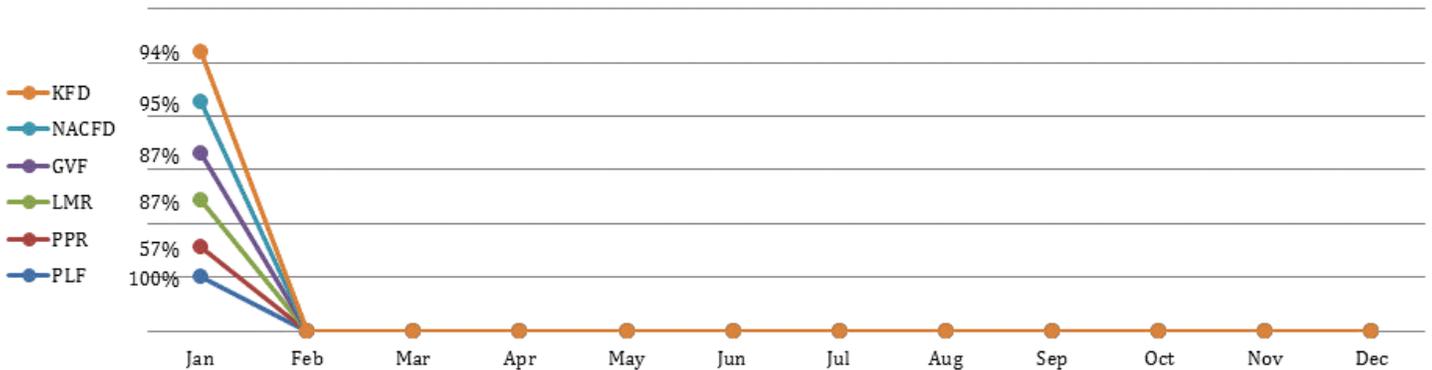
**Total Incidents by Alarm Hour**



### COMMUNICATIONS CENTER STANDARDS PERFORMANCE

STANDARD	Incidents	Benchmark	Reliability	Baseline	Compliance %
9-1-1 Call Answering	2248	0:10	95%	0:10	95%
AGENCY	INCIDENTS	BENCHMARK		DISPATCH TIME	
Kingman Fire	627	1:30	90%	1:19	94%
Northern AZ Consolidated Fire	307	1:30	90%	1:16	95%
Golden Valley Fire	158	1:30	90%	1:38	87%
Lake Mohave Ranchos	61	1:30	90%	1:41	87%
Pinion Pine Fire	14	1:30	90%	1:55	57%
Pine Lake Fire	4	1:30	90%	1:09	100%
<b>TOTAL</b>	<b>1171</b>	<b>1:30</b>	<b>90%</b>	<b>1:23</b>	<b>93%</b>

**Benchmark Compliance Trend by Agency - 2019**



### TELEPHONY BREAKDOWN

Call Type	Jan 2019	2019 YTD	2018 YTD	% YTD Change
Emergency	2248	2248	2244	↑0.2%
Non-Emergency	8397	8397	8033	↑4.3%
<b>TOTAL</b>	<b>10645</b>	<b>10645</b>	<b>10277</b>	<b>↑4.5%</b>



# Kingman FIRE DEPARTMENT Monthly Performance Report January 2019



## COMMUNICATION CENTER REPORT

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Performance by Time Block	All Incidents	Dispatch		Turnout		Travel		Total Response	
		90th%	Comp%	90th%	Comp%	90th%	Comp%	90th%	Comp%
<b>BENCHMARKS</b>		<b>1:30</b>	<b>90%</b>	<b>1:00</b>	<b>90%</b>	<b>4:00</b>	<b>90%</b>	<b>8:00</b>	<b>90%</b>
0000-0500	67	1:12	95%	1:30	59%	6:35	27%	9:36	74%
0600-1100	201	1:15	96%	0:55	92%	7:00	37%	9:08	71%
1200-1700	226	1:17	94%	0:48	99%	6:39	46%	9:12	78%
1800-2300	141	1:21	93%	0:57	94%	7:34	36%	10:00	71%
<b>Total</b>	<b>635</b>	<b>1:19</b>	<b>94%</b>	<b>0:59</b>	<b>91%</b>	<b>7:14</b>	<b>39%</b>	<b>9:35</b>	<b>73%</b>

Performance by Shift	All Incidents	Dispatch		Turnout		Travel		Total Response	
		90th%	Comp%	90th%	Comp%	90th%	Comp%	90th%	Comp%
<b>BENCHMARKS</b>		<b>1:30</b>	<b>90%</b>	<b>1:00</b>	<b>90%</b>	<b>4:00</b>	<b>90%</b>	<b>8:00</b>	<b>90%</b>
A-Shift	196	1:14	96%	0:55	93%	7:20	40%	9:20	76%
B-Shift	208	1:22	93%	0:59	90%	7:12	42%	10:00	74%
C-Shift	231	1:09	95%	0:59	91%	7:07	34%	9:20	70%
<b>Total</b>	<b>635</b>	<b>1:19</b>	<b>94%</b>	<b>0:59</b>	<b>91%</b>	<b>7:14</b>	<b>39%</b>	<b>9:35</b>	<b>73%</b>

### 9-1-1 COMMUNICATIONS CENTER PERFORMANCE BY SHIFT

Shift	Incidents	%	Dispatch Time	Compliance %
Shift 1—Days	255	22%	0:27	95%
Shift 2—Nights	229	20%	0:33	93%
Shift 3—Days	250	21%	0:38	92%
Shift 4—Nights	218	19%	0:32	93%
Wed 1-3	111	9%	0:37	91%
Wed 2-4	108	9%	0:35	88%
<b>TOTAL</b>	<b>1171</b>	<b>100%</b>	<b>0:34</b>	<b>93%</b>

### 9-1-1 Communications Center Shift Compliance % 2019 YTD





# Kingman FIRE DEPARTMENT Monthly Performance Report January 2019

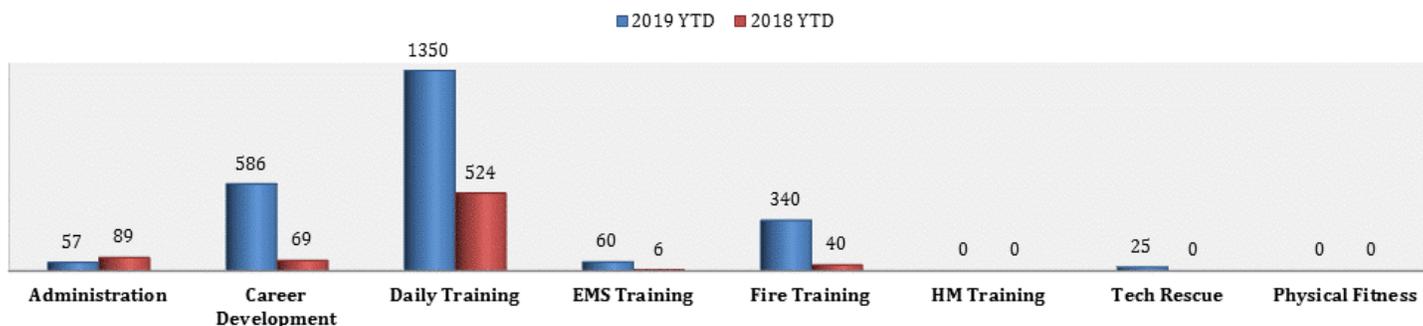


## TRAINING REPORT

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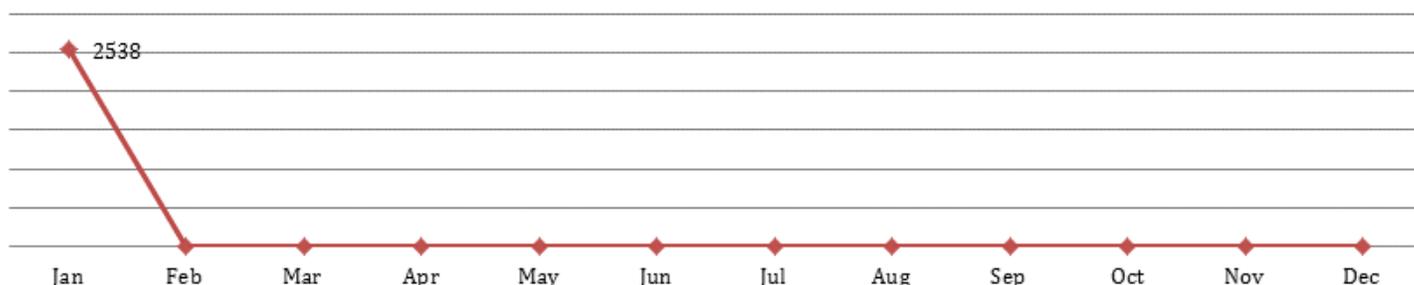
ImageTrend Training Hours					
Training Type	Hours	% for Month	2019 YTD	2018 YTD	Variance %
Administration	57	2%	57	89	↓56%
Career Development	586	23%	586	69	↑88%
Daily Training	1350	53%	1350	524	↑61%
EMS Training	60	2%	60	6	↑90%
Fire Training	340	13%	340	40	↑88%
HM Training	0	0%	0	0	0%
Tech Rescue	25	1%	25	0	↑100%
Physical Fitness	0	0%	0	0	0%
9-1-1 Communications	120	5%	120	-	↑100%
Building & Life Safety	0	0%	0%	-	↑100%
<b>Total</b>	<b>2538</b>	<b>100%</b>	<b>2538</b>	<b>728</b>	<b>↑71%</b>

**January 2019 vs. 2018 Total Training Hours  
Fire Only**



For the month of January 2019, the Kingman Fire Department engaged in a variety of training topics pertaining to Fire EMS services. Several firefighter personnel became newly certified National Registry Paramedics, including orientation for new Part Time Firefighters. The training division has implemented a new online platform called Target Solutions. Target Solutions enables the Kingman Fire Department and its training division to implement scheduled training deliveries electronically, and archive credentials. KFD members are now able store credentials that are at the core of our operational and response readiness, another mechanism for us to demonstrate our professional development as a leading fire agency. KFD station personnel for the month of January engaged in Fire Core exercises, in which they were assigned "Standpipe and automatic fire protection systems operation." - Fire companies selected and familiarized themselves with target hazards in their response territory utilizing a company level inspection form to record significant findings. Fire companies were able to choose a business, hotel, or multi-family dwelling for this assignment.

### Total Training Hours by Month



January 2019		Year to Date 2019	
Total Monthly Training Hours	2538	YTD Training Hours	2538
Average Monthly Hours per person (86)	30	Average YTD Hours per person (86)	30



# Kingman FIRE DEPARTMENT Monthly Performance Report January 2019



## BUILDING & LIFE SAFETY REPORT

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### Top Violations

Violations	Fire Code	Violation
<i>No Data Available</i>		

Completed Monthly Fire Code Inspections			Monthly Fire Code Violations		
Fire Prevention	Completed	YTD	Fire Prevention	Violations	YTD
Re-Inspection	7	7	Re-Inspection	7	7
Annual Scheduled Inspection	90	90	Annual Scheduled Inspection	49	49
Remaining Inspections	0	0	Violations not corrected	5	5
<b>Total Inspections</b>	<b>97</b>	<b>97</b>	<b>Total Violations</b>	<b>61</b>	<b>61</b>

### Community Risk Reduction Activities

Activity	Jan 2019	# of Attendees	2019 YTD	2018 YTD
Smoke Alarm Maintenance/Calls	10	13	10	-
Smoke Alarm New Install (each alarm)	18	n/a	18	-
Child Safety Seat Checks	3	n/a	3	0
Child Safety Seats - Issued NEW	3	6	3	-
Public Education Classes	15	495	15	2
Public Education Outreach	7	388	7	1
Explorer Program Training	0	0	0	-
Knox Box	4	5	4	-
Citizens Fire Academy Training	0	0	0	-
CERT Training	0	0	0	-
Station Tours	2	23	2	2
<b>Total</b>	<b>62</b>	<b>930</b>	<b>62</b>	<b>5</b>

Community Risk Reduction conducted 15 Public Education Classes reaching approximately 495 students, faculty and staff members at our elementary schools. This month's topic focused on the importance of smoke alarms in the home. Smoke alarms are a key factor in early detection of fire so evacuation can occur within a successful lifesaving amount of time. The program also touched on always knowing 2 ways out. The approach for the program was a new approach where there was a minimal amount of classroom discussion. The main portion of the lesson was a video with a catchy song and dance driving home the points of the discussion. The video was turned into an interactive activity where CRR and the students and faculty learned the dance and at one school there was a dance off where CRR visited the school at recess and a large group of students participated. Overall the approach was well received and faculty advised the students were dancing and singing the song well after our visit. CRR was also able to take time and walk door to door canvassing a downtown neighborhood about 1 week after a structure fire had occurred. Approximately 50 residences were visited and advised of our Smoke Alarm Program. Many of the neighborhood residence had new smoke alarms installed in their homes. We were able to visit 10 homes within our community educating 13 citizens and installing 18 new smoke alarms, changing batteries, and troubleshooting many other existing alarms. CRR installed 4 Knox Boxes, conducted 7 outreach events reaching 388 members of the community. We conducted 3 child Safety Seat checks and also issued 3 new car seats. CRR gave 2 station tours reaching 23 members of our community.



# Kingman FIRE DEPARTMENT Monthly Performance Report January 2019



## BUILDING & LIFE SAFETY REPORT

### Building Review Activities

Review Types	Jan 2019	2019 YTD
Commercial Plans	0	0
Other Commercial Plans	15	15
Residential Plans	11	11
Other Residential Plans	19	19
Sign Review	1	1
Special Event Permit Review	8	8
Other Reviews	3	3
Building Safety Inspections	446	446
Business Licensing Bldg. Inspections	11	11
<b>Total</b>	<b>514</b>	<b>514</b>

### New Residential Permits Issued w/Valuation by Month

Month	2019 Permits	2019 Value	2018 Permits	2018 Value
January	12	\$2,098,437.12	25	\$4,150,990.26
February			31	\$4,632,639.58
March			19	\$3,265,851.47
April			31	\$5,154,348.09
May			35	\$5,931,017.54
June			29	\$4,754,471.61
July			23	\$3,812,373.62
August			15	\$2,613,249.29
September			25	\$3,986,705.39
October			12	\$2,146,465.83
November			16	\$2,350,177.23
December			16	\$3,036,520.84
<b>Total</b>	<b>12</b>	<b>\$2,098,437.12</b>	<b>277</b>	<b>\$45,834,810.75</b>

### Commercial—New/Under Review Permits

- ⇒ Mohave County Courthouse 401 Spring Street
- ⇒ Tuff Shed, Inc., 4325 Stockton Hill Road
- ⇒ Staybridge Suites 3443 Hotel Way
- ⇒ Desert King International 550 Topeka Street

### Commercial Permits Issued/Under Construction

- ⇒ One Hour Air Conditioning, 2604 Hualapai Mountain Road
- ⇒ KRMC Pharmacy TI, 3269 Stockton Hill Road
- ⇒ Planet Fitness, 3911 Stockton Hill Road
- ⇒ Canyon Storage Kiosk, 1212 E. Gordon Drive
- ⇒ Kokopelli TI Surgical Center, 2501 Stockton Hill Road, Suite 109
- ⇒ Canada Mart, 210 W. Andy Devine Avenue
- ⇒ Gas N Grub Hay Barn, 4549 N. Stockton Hill Road
- ⇒ KRMC Cancer Expansion, 1739 Beverly Avenue
- ⇒ Menchie's, 3535 Stockton Hill Road
- ⇒ Flying J/Pilot 3300 Andy Devine E
- ⇒ Dairy Queen, 3152 Stockton Hill Road

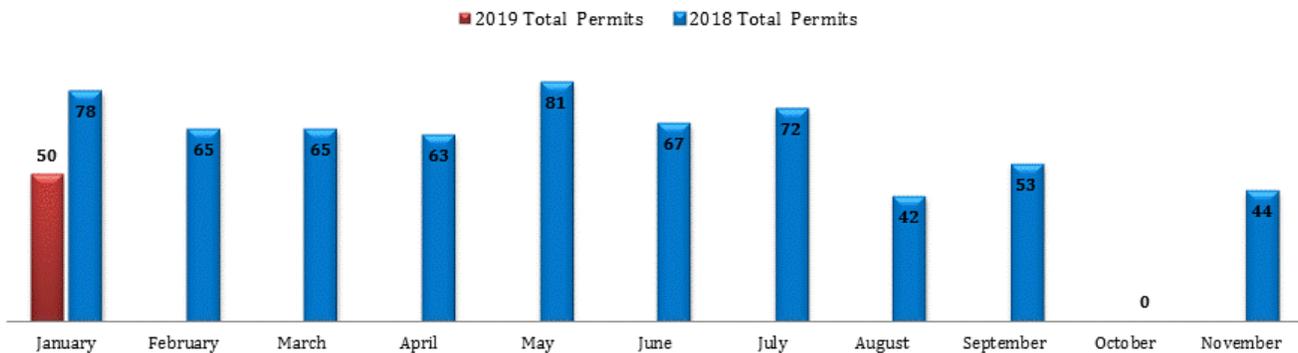
### Commercial Permits Ready to Issue

- ⇒ Black Bear Diner 946 Beale Street
- ⇒ Starbucks 3765 Stockton Hill Rd

### Commercial Permits Close-Out

- ⇒ MMHC TI, 1141 Sycamore Avenue
- ⇒ Human Bean, 2651 Stockton Hill Road
- ⇒ Wendy's, 920 W. Beale Street

**Commercial & Residential Permits Issued YTD**



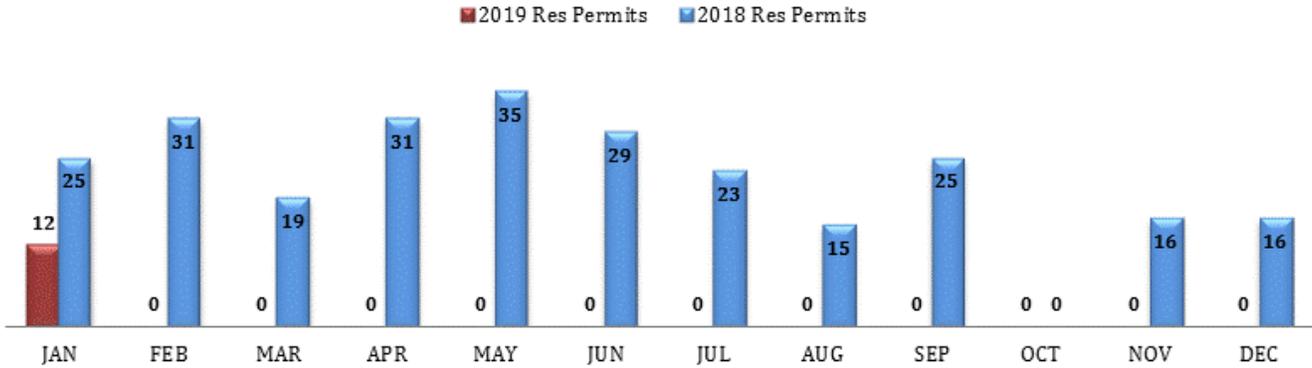


# Kingman FIRE DEPARTMENT Monthly Performance Report January 2019



## BUILDING & LIFE SAFETY REPORT

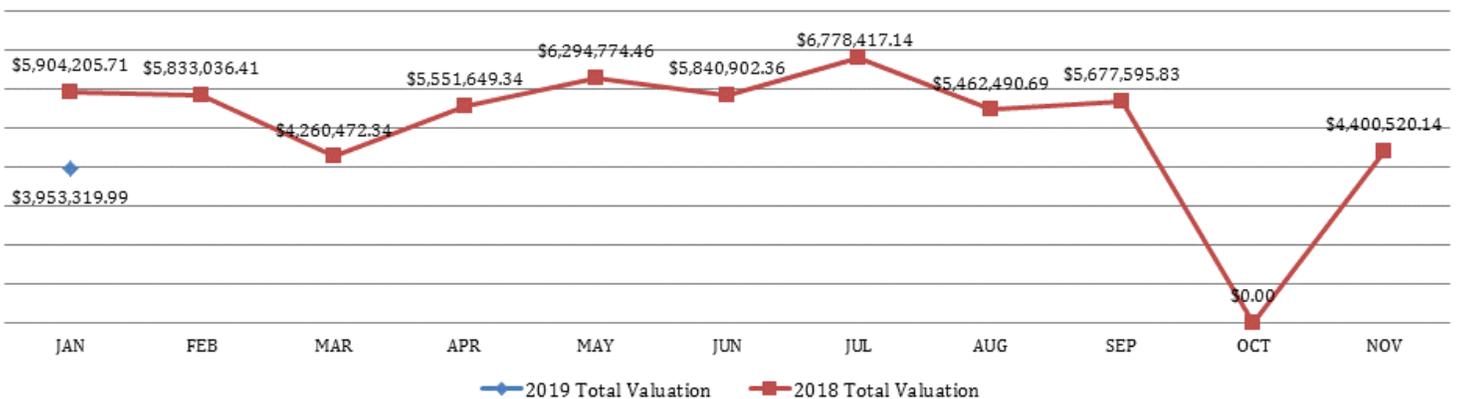
### New Residential Permits Issued



### New Commercial Permits Issued w/Valuation by Month

Month	2019 Permits	2019 Value	2018 Permits	2018 Value
January	2	\$785,939.70	1	\$713,552.00
February			1	\$508,128.64
March			0	\$0.00
April			0	\$0.00
May			2	\$222,108.54
June			1	\$45,337.05
July			2	\$1,619,062.14
August			1	\$2,628,360.00
September			0	\$0.00
October			0	\$0.00
November			0	\$0.00
December			0	\$0.00
<b>Total</b>	<b>2</b>	<b>\$785,939.70</b>	<b>8</b>	<b>\$5,736,548.37</b>

### Total Value of Commercial & Residential Permits Issued





# Kingman FIRE DEPARTMENT

## Monthly Performance Report January 2019



### BUILDING & LIFE SAFETY REPORT

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#### Total Permits Issued w/Valuation by Month

Month	2019 Permits	2019 Value	2018 Permits	2018 Value
January	50	\$3,953,319.99	78	\$5,904,205.71
February			65	\$5,833,036.41
March			65	\$4,260,472.34
April			63	\$5,551,649.34
May			81	\$6,294,774.46
June			67	\$5,840,902.36
July			72	\$6,778,417.14
August			42	\$5,462,490.69
September			53	\$5,677,595.83
October			49	\$2,593,290.74
November			44	\$4,400,520.14
December			50	\$3,285,094.08
<b>Total</b>	<b>50</b>	<b>\$3,953,319.99</b>	<b>729</b>	<b>\$61,882,449.24</b>

Permit Fees	Jan 2019	Jan 2018	Permits FINALED	Jan 2019	Jan 2018
Collected	\$47,913.00	-	Total #	43	259
Waived	\$6,652.00	-	Total Value	\$4,251,485.87	\$23,657,166.50

#### The Values of the Kingman Fire Department

- \* **Safety:** Members of the City of Kingman Fire Department believe our health and safety are essential for us to fulfill our Mission. We are committed to providing the most effective health and safety programs for our members' well-being and operational readiness.
- \* **Community:** Members of the City of Kingman Fire Department are committed to fulfilling our responsibility and deepening our involvement in the community we serve. Our responsibility is to protect life, property and the environment. No request or inquiry will go unanswered.
- \* **Professionalism:** Members of the City of Kingman Fire Department highly value being professionals at all times. As professionals, we are committed to providing the highest level of operational readiness through preparation, education and continual self-improvement.
- \* **Empowerment:** Members of the City of Kingman Fire Department value staff involvement in decision making and delegate authority to the most appropriate level. We believe that a united team can achieve far more than an individual effort. We hold ourselves to the highest standards and are accountable for our actions.
- \* **Efficiency/Effectiveness:** Members of the City of Kingman Fire Department understand the importance of organizational sustainability. Therefore, we value fiscal prudence and strive to be effective and efficient in the execution of our duties.
- \* **Integrity/Honesty:** Members of the City of Kingman Fire Department are honest, fair, and compassionate when dealing with members of our community and with each other. We are honorable to our profession and we inspire each other to maintain trustworthiness, openness, and sincerity.
- \* **Courage:** Members of the Kingman Fire Department will demonstrate the mental and moral strength to persevere in times of difficulty with conviction and strength.



# Kingman FIRE DEPARTMENT Monthly Performance Report January 2019



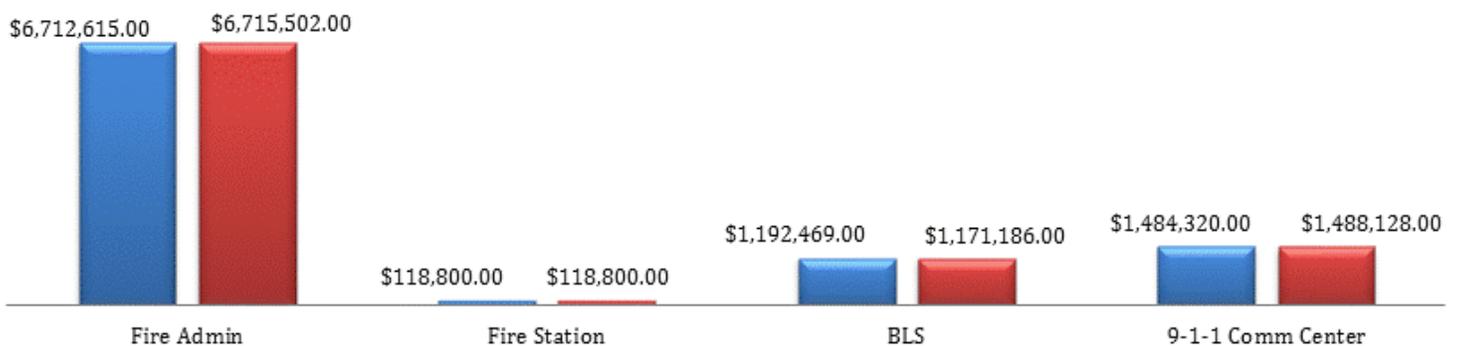
## FIRE ADMINISTRATION STRATEGIC HIGHLIGHTS

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**KINGMAN FIRE DEPARTMENT ADMINISTRATION PROVIDES LEADERSHIP, STRATEGIC MANAGEMENT, FISCAL ADMINISTRATION, LONG-RANGE PLANNING, INTER-DEPARTMENTAL COORDINATION, BUDGET DEVELOPMENT, GRANT MANAGEMENT, PAYROLL, AND ADMINISTRATIVE SUPPORT TO ALL DIVISIONS.**

### FY 2019 Approved vs. Revised Budget

■ Approved Budget ■ Revised Budget



#### Grants Submitted in Jan 2019

- Assistance to Firefighter Grant (AFG) for portable radios that are P25 compliant dual band in the amount of \$175,000.00 with 10% match. Funding award notifications estimated beginning summer 2019.

#### Grants Received YTD 2019

- WACEMS grant in the amount of \$1,300.00 for batteries and disposables for enhancement of the community AED Program. Zero Match.
- RAC Grant in the amount of \$40,472.62 for shared grant with Lake Havasu and Golden Valley Fire District for 16 sets of ballistic armor for firefighters. This is a zero match grant and will be funded October 1.

- ◆ KFD implemented revised standard operating procedures and is actively reviewing its promotional policies as well as its procedures for Part Time Firefighter training and staffing requirements
- ◆ KFD presented the annual performance report to city council and continues to develop the annual performance report.
- ◆ KFD continues to work on providing information to city council regarding the requested Management Agreement for NACFD

The monthly performance report ensures the department is meeting the established mission: *“To provide the highest level of emergency response and effective prevention to preserve the life, property, and well-being of our community”*. This report represents the commitment that the department has made to data analysis and data-based-decision-making in its philosophy of continuous improvement. Please contact me if you would like additional information or if you have any questions regarding the information provided with the Monthly Performance Report.

**Jake Rhoades, KFD Fire Chief**

**2019**

**JANUARY PERFORMANCE REPORT  
CITY OF KINGMAN—FIRE DEPARTMENT**

To request further information, contact:  
Jake Rhoades, Fire Chief  
Kingman (AZ) Fire Department  
412 East Oak Street, Kingman, AZ. 86401  
(928) 753-2891  
<http://www.kingmanfire.com>

