



Kingman FIRE DEPARTMENT

Monthly Performance Report September 2019



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. The level of calls that the Kingman Fire Department handles in any given day is that testament to the concept and the change in service delivery that must be increased within the city to ensure the level of service to the community.

PERSONNEL INFORMATION

1

FIRE DEPARTMENT ADMINISTRATION & OPERATIONS STAFF

Department/Shift	A	B	C	ADMIN	TOTAL	Haz Mat	Paramedic	TRT
Command Staff	-	-	-	5	5	2	2	-
BC—Operations	1	1	1	-	3	3	3	1
Captain	4	4	4	-	12	6	7	2
Engineer	4	4	4	-	12	6	9	3
Firefighter	6	6	6	-	18	6	6	8
Part Time FF/POC	-	-	-	15	15	-	2	-
TOTAL	15	15	15	20	65	23	29	14

FY 2019 POSITIONS—Authorized / Actual

KFD Personnel	Authorized	Actual
Fire Chief	1	1
Assistant Chief	2	2
Battalion Chief-Administration	2	2
Battalion Chief-Operations	3	3
Fire Captain	12	12
Fire Engineer	12	12
Firefighter	18	18
POC (Part Time) Firefighter	25	15
Administrative Assistant	2	2
Building Official	1	1
Building & Life Safety Inspector	6	5
Permit Technician	1	1
Crew Leader	1	-
Fire Maintenance Worker	2	2
Communications Manager	1	1
Communications Supervisor	4	4
Public Safety Telecommunicator	11	5
TOTAL	104	86

FIRE DEPARTMENT

Fire Chief	1
Assistant Chief	2
Battalion Chief—Administration	2
Battalion Chief—Operations	3
Fire Captain	12
Fire Engineer	12
Firefighter	18
POC	15
Administrative Assistant	2
TOTAL	67

BUILDING & LIFE SAFETY DEPARTMENT

Building Official	1
Bldg & Life Safety Inspector	5
Permit Technician	1
TOTAL	7

9-1-1 COMMUNICATIONS DEPARTMENT

Communications Manager	1
Communication Supervisor	4
Telecommunicator	5
TOTAL	10



Kingman FIRE DEPARTMENT

Monthly Performance Report September 2019

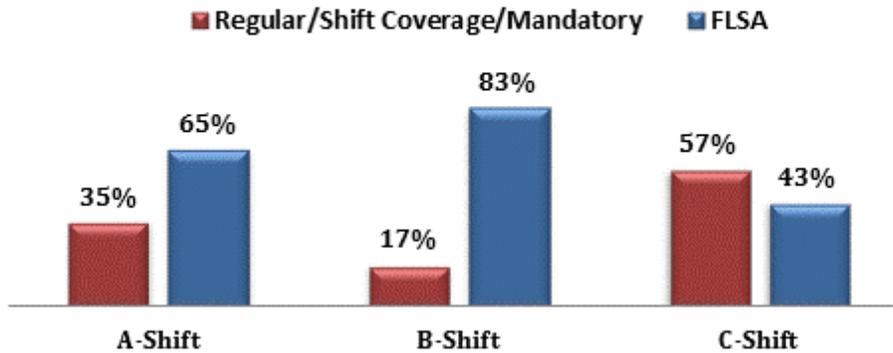


PERSONNEL INFORMATION

2

09/01/19—09/28/19	A-Shift	B-Shift	C-Shift	POC	Dispatch	Fire Admin	BLS	Total by Hour
Working Hours	1202	1165	1526	n/a	no data	152	597.5	4642.5
OT Hrs—Reg Sched	36	51	65	n/a	no data	-	28	180
OT Hrs—Shift Cover	13	24	48	n/a	no data	-	-	85
OT Hours—Mandatory	1	-	31	n/a	no data	-	-	32
OT Hours—Dispatch	n/a	n/a	n/a	n/a	no data	n/a	n/a	n/a
OT Hours—FLSA	94	360	109	n/a	no data	-	-	563
Working Shift (POC)	n/a	n/a	n/a	207	no data	n/a	n/a	207
Working Squad (POC)	n/a	n/a	n/a	170.5	no data	n/a	n/a	170.5
Vacation Hours	127	113	59	n/a	no data	-	28	327
Sick Hours	56	96	8	n/a	no data	-	42.5	202.5
Light Duty Hours	-	-	-	n/a	no data	-	-	-

Shift Personnel Overtime Total OT Hours: 832.00



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 September 2019



OPERATIONS REPORT

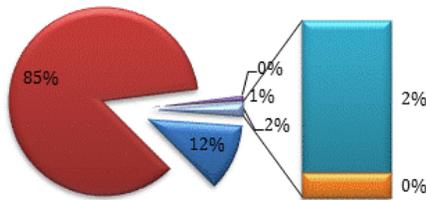
3

INCIDENT BREAKDOWN

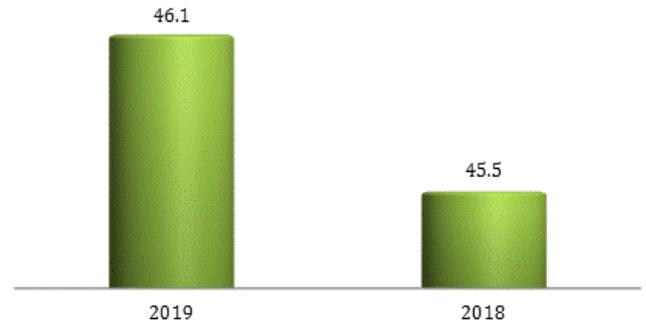
Incident Type	Sep 2019	Sep 2018	% of Chg	2019 YTD	2018 YTD	% of Chg
Total FIRE Incidents	74	84	↓12%	807	859	↓6%
EMS Response	551	555	↓1%	4935	5001	↓1%
Residential Structure Fires	-	3	-	41	37	↑10%
Commercial Structure Fires	1	4	↓75%	16	16	-
Vehicle Fires	1	3	↓67%	29	34	↓17%
Brush Fires	8	4	↑50%	73	72	↑1%
Dumpster Fires	1	2	↓50%	34	15	↑56%
Other Fire	63	68	↓7%	614	685	↓12%
False Alarm Response	-	-	-	-	-	-
Hazardous Condition	6	10	↓67%	78	56	↑12%
B&LS	12	no data	-	104	no data	-
Other Resp/Admin	2	1	↑100%	8	5	↑38%
Total Incidents	645	650	↓5%	5932	5921	0%

Incident Breakdown by %
Total Incidents: 645

- Fire Incident Total ■ EMS Response ■ False Alarm Response
- Hazardous Condition ■ B&LS ■ Other Resp/Admin



Total Average Calls - 14 FF per Shift



Performance by Shift	All Incidents	Dispatch		Turnout		Travel		Total Response	
		90th%	Comp%	90th%	Comp%	90th%	Comp%	90th%	Comp%
BENCHMARKS		1:30	90%	1:00	90%	4:00	90%	8:00	90%
A-Shift	219	1:01	97%	1:06	84%	6:59	48%	8:46	82%
B-Shift	205	1:16	94%	1:12	84%	7:13	43%	9:37	77%
C-Shift	221	1:17	92%	1:18	79%	8:23	38%	10:18	69%
Total	645	1:08	94%	1:12	82%	7:22	43%	9:35	76%

Shift	Total Calls Sept 2019	Total Calls Sep 2018	Calls/FF Sep 2019	Calls/FF Sep 2018	% Change YTD	YTD
A (14)	219	211	15.64	15.07	0%	2037
B (14)	205	237	14.64	16.93	↓5%	1865
C (14)	221	202	15.79	13.47	↑6%	2030
Total	645	650	46.1	45.5	0%	5932



Kingman FIRE DEPARTMENT Monthly Performance Report September 2019



OPERATIONS REPORT

Total Calls for the month of September 2019: 645

YTD: 5932

Total AMR Calls for the month of September 2019: 151

YTD: 1088

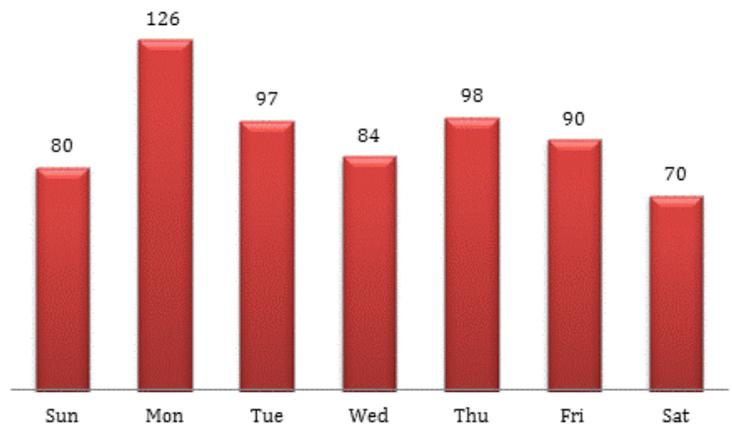
Squad 2 Calls for the month of September 2019: 27

July 1, 2019 to date: 53

TOTAL INCIDENTS BY DISTRICT						
District	Sep 2019	Sep 2018	% Change	2019 YTD	2018 YTD	% Change
21	102	91	↑11%	74	809	↓8%
21A	1	no data	-	3	157	↓98%
21B	6	no data	-	10	no data	-
21C	4	no data	-	8	no data	-
TOTAL	113	91	↑19%	765	966	↓21%
22	82	227	↓64%	646	2149	↓70%
22A	125	no data	-	1005	803	↑25%
22B	23	no data	-	196	74	↑62%
22C	-	no data	-	12	8	↑33%
22D	2	no data	-	51	43	↑19%
TOTAL	232	227	↑2%	1910	3077	↓61%
23	153	226	↓48%	1251	1907	↓52%
23A	39	no data	-	479	385	↑20%
23B	-	no data	-	2	6	↓67%
TOTAL	192	226	↓18%	1732	2298	↓33%
24	81	79	↑2%	641	737	↓13%
25	17	16	↑6%	125	203	↓38%
Out District	10	11	↓10%	103	116	↓11%
Total	645	650	↓1%	5276	7397	↓40%

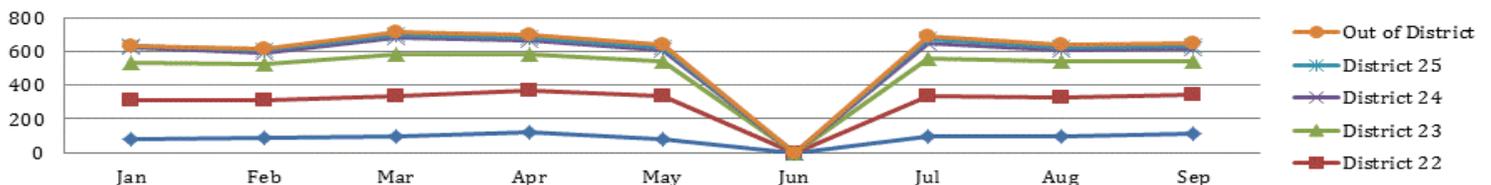
CALLS BY DAY OF WEEK				
Day	Sep 2019	Sep 2018	% by Day	YTD
Sunday	80	82	12%	672
Monday	126	99	20%	941
Tuesday	97	99	15%	927
Wednesday	84	97	13%	861
Thursday	98	90	15%	872
Friday	90	94	14%	872
Saturday	70	99	11%	787
TOTAL	645	650	11%	5932

Total Incidents by Day of the Week



Fire Incidents by Category	Sep 2019	% All Incidents	2019 YTD	2018 YTD	YTD % Chang
EMS	551	96%	4935	5001	↓1%
Fire	74	11%	807	859	↓6%
HazMat	6	1%	78	56	↑28%
Tech Rescue	12	25%	104	-	-
Other	2	0%	8	5	↑38%
Total	645	100%	5932	5921	0%

Incidents by District Trend for 2019





Kingman FIRE DEPARTMENT

Monthly Performance Report September 2019



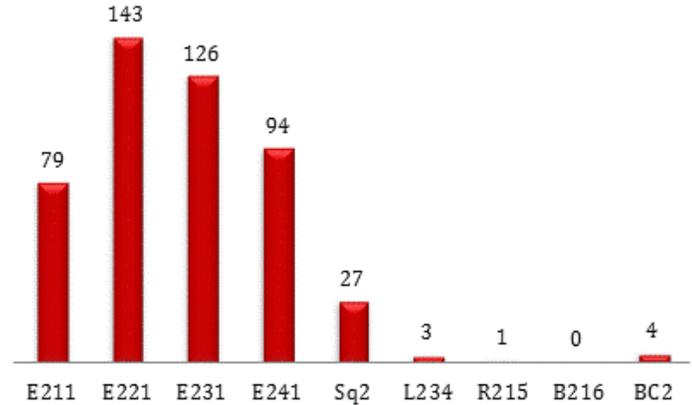
OPERATIONS REPORT

Total Responses by KFD Apparatus

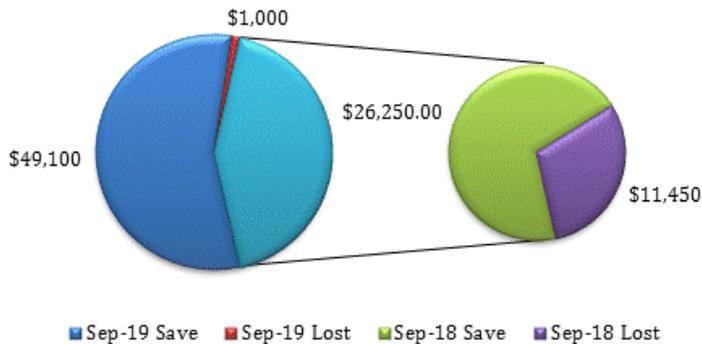
(does not include canceled calls)

Unit	Sep 2019	YTD	% Per Unit
E211	79	720	12%
E221	143	1417	22%
E231	126	1400	20%
E241	94	751	15%
Squad 2	27	304	4%
L234	3	12	0%
R215	1	14	0%
B216	0	2	0%
BC2	4	25	1%
AMR	151	1088	23%
Other/Admin	17	194	3%

645 Total Incidents Responded to by Apparatus



2019 vs. 2018 Save / Loss Fire Risk Value



Confined vs. Non-Confined Fires	Confined	Non-Confined
Residential Fires	-	-
Commercial Fires	-	-

Fire Outcomes	Benchmark	Sep 2019
Water on Fire	n/a	-
Primary All Clear	n/a	-
Secondary All Clear	n/a	-
Lost Stopped	n/a	-
Fire Out	n/a	-

Property Value—Fire Incidents	Sep 2019	Sep 2018	% Change
Total Fire Incidents Investigated	-	no data	n/a
Fire Incidents Total	1	no data	n/a
Fire Incidents with Property Damage	1	no data	n/a
Total Dollar Value of Property	\$50,100	\$37,700	↑24.8%
Total Dollar Amount of Property Saved	\$49,100	\$26,250	↑46.5%
Total Property Saved	98%	no data	n/a

Cause of Ignition	# of Incidents	% of Total
Intentional	-	-
Failure of Equipment or Heat Source	1	25%
Act of Nature	-	-
Cause Undetermined after Investigation	-	-
Cause Under Investigation	-	-
Unintentional	3	75%

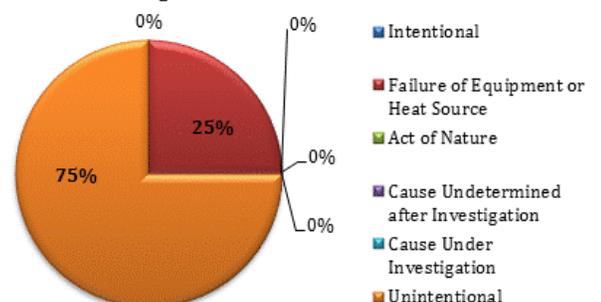
Working Smoke Detectors During Residential Structure Fires

Benchmark	Sep 2019
90%	n/a

Structure Smoke Detectors

Detector Presences Status	Count
Present	-
Not Present	-
Undetermined	-

Cause of Ignition Breakdown SEP 2019





Kingman FIRE DEPARTMENT

Monthly Performance Report September 2019



OPERATIONS REPORT

Number of Pre-Incidents	Total Pre-Incident Property Value	Total Pre-Incident Content Value	Total Pre-Incident Value	Average Value
4	\$50,000	\$100	\$50,100	\$12,525

Number of Loss Incidents	Total Property Loss	Total Content Loss	Total 2019 Losses	Average Loss
1	\$1,000	\$0	\$1,000	\$1,000

High Risk Fire—Fire Suppression (Commercial Structure/Residential Structure)

Incident Address	Date of Incident	DR #	Pre-Incident Property Value	Pre-Incident Content Value	Pre-Incident Total	Property Loss Value	Contents Loss Value	Loss Total
-	-	-	-	-	-	-	-	-

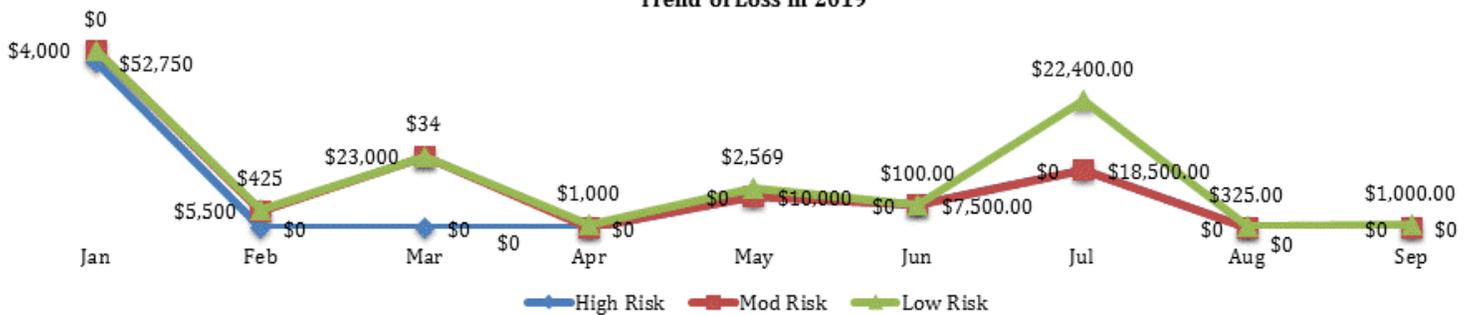
Moderate Risk Fire—Fire Suppression (Commercial Vehicle Fires)

Incident Address	Date of Incident	DR #	Pre-Incident Property Value	Pre-Incident Content Value	Pre-Incident Total	Property Loss Value	Contents Loss Value	Loss Total
-	-	-	-	-	-	-	-	-

Low Risk Fire—Fire Suppression (Brush, Dumpster, Passenger Vehicle Fires)

Incident Address	Date of Incident	DR #	Pre-Incident Property Value	Pre-Incident Content Value	Pre-Incident Total	Property Loss Value	Contents Loss Value	Loss Total
Andy Devine & Beale Street	09/11/19	19-5496	\$50,000	\$100	\$50,100	\$1,000	\$0	\$1,000
999 West Beale Street	09/08/19	19-5448	\$0	\$0	\$0	\$0	\$0	\$0
211 Gold Road Avenue	09/03/19	19-5353	\$0	\$0	\$0	\$0	\$0	\$0
Heffernan Avenue/Evelyn Avenue	09/03/19	19-5355	\$0	\$0	\$0	\$0	\$0	\$0

Trend of Loss in 2019



AUTOMATIC AID BREAKDOWN

Mutual Aid	Dept.	Sep 2019	2019 YTD	2018 YTD	% YTD Change
Given	NACFD	7	42	No data	No data
Given	GVFD	2	20	No data	No data
Received	NACFD	7	51	No data	No data
Received	GVFD	4	6	No data	No data
Received	PPFD	-	10	No data	No data



Kingman FIRE DEPARTMENT Monthly Performance Report September 2019



EMS REPORT

EMS Calls per Station	EMS	% for Month	YTD
Station 21	69	17%	598
Station 22	152	38%	1479
Station 23	105	26%	1157
Station 24	72	18%	593

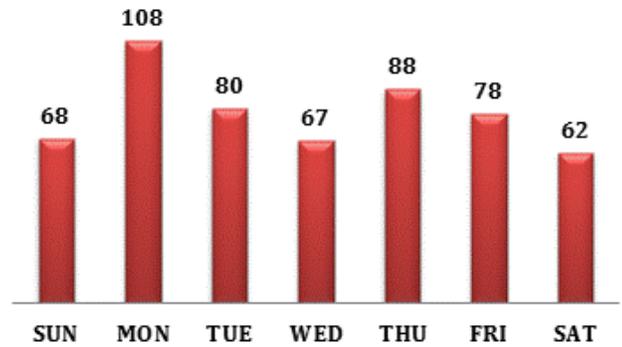
AMR Only Responses	CALLS	% YTD	YTD
EMS Response—KFD	400	9%	4543
EMS Response—AMR	151	14%	1088

KFD & AMR total Responses: 398 KFD responded to 73%

EMS TOP 10 DETERMINANTS

CALL TYPE	2019	2018	Variance %	YTD
Breathing Problem—Delta	28	45	↓61%	389
Chest Pain—Delta	24	27	↓13%	236
Psychiatric—Bravo	16	29	↓45%	191
Sick Person—Charlie	25	-	-	228
Falls—Bravo	27	28	↓4%	271
Sick Person—Alpha	40	21	↑48%	342
Unconscious/Fainting—Delta	22	-	-	170
Breathing Problem—Charlie	28	29	↓4%	155
Falls—Alpha	21	27	↓29%	214
Unknown Problem—Bravo	19	20	↓5%	155

EMS Incidents by Day of Week



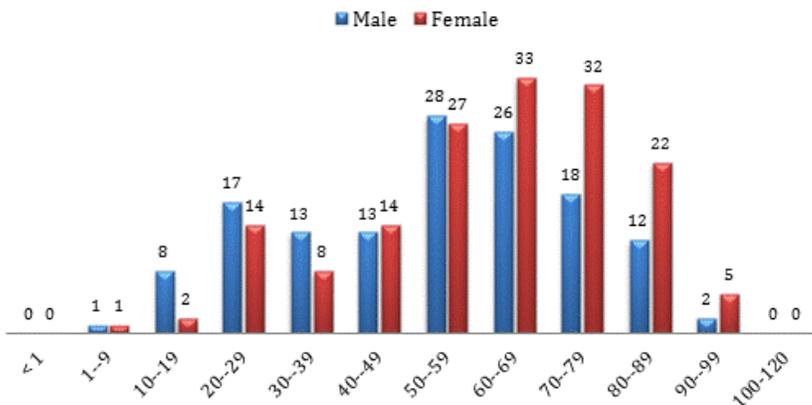
EMS Supply Costs

Vendor	Sep 2019	FYTD 2020
Life-Assist	\$2,049.51	\$3,698.68
BoundTree	\$0	\$782.52

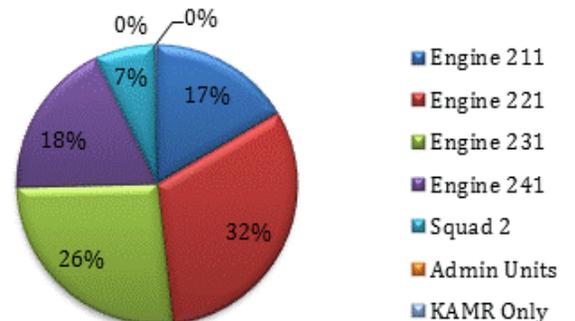
EMS Incidents by Type

Type	KRMC Alert	Sep 2019	% of all EMS Incidents	YTD
Cardiac Arrest	-	4	0.7%	71
STEMI	1	1	0.2%	28
Stroke	5	10	1.8%	77
Falls/Trauma	2	51	9.3%	441
Naloxone Usage	-	3	0.5%	32
Sepsis	-	1	0.2%	28

Patients by Age Group and Gender September 2019



EMS Calls by Unit





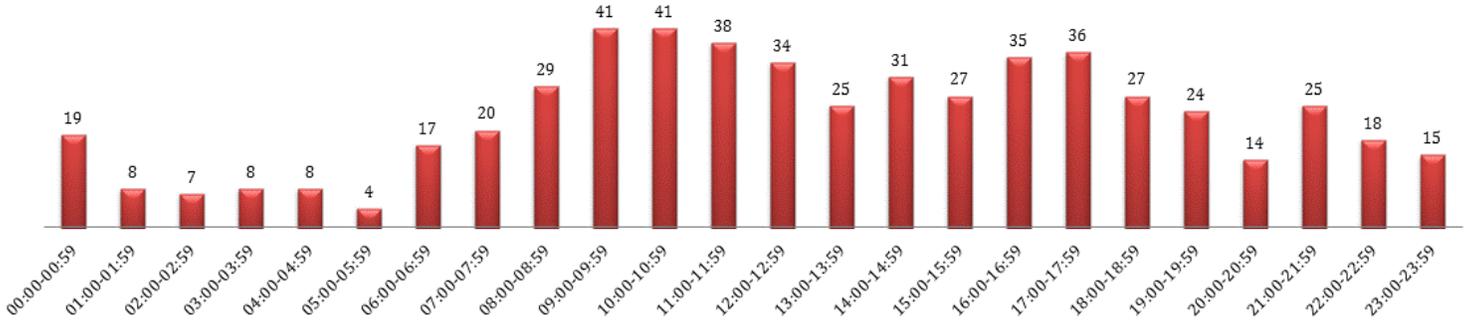
Kingman FIRE DEPARTMENT

Monthly Performance Report September 2019



EMS REPORT

EMS Incidents by Hour



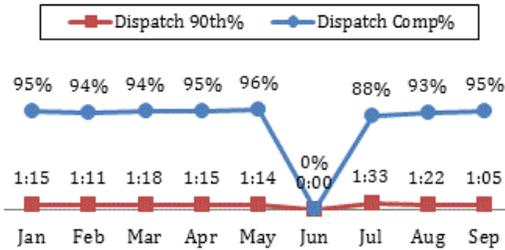
EMS PERFORMANCE by RISK

RISK	EMS Incidents	Dispatch		Turnout		Travel		Total Response	
		90th%	Comp%	90th%	Comp%	90th%	Comp%	90th%	Comp%
BENCHMARKS		1:30	90%	1:00	90%	4:00	90%	8:00	90%
HIGH-Charlie, Delta, & Echo	292	1:05	95%	1:09	84%	6:45	49%	9:01	83%
MODERATE-Bravo	101	1:21	93%	1:17	81%	7:48	32%	10:16	66%
LOW-Alpha, Omega, & Public Assist	158	0:59	96%	1:05	82%	7:07	30%	9:13	50%
Total	551	1:05	95%	1:10	83%	7:13	44%	9:16	78%

EMS Performance by RISK

DISPATCH

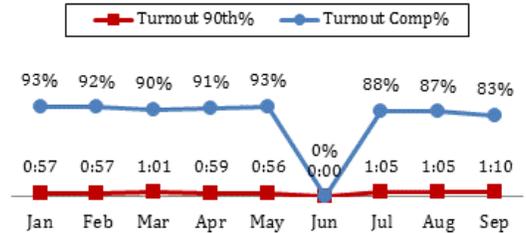
Benchmarks: 90th% - 1:30 Comp% - 90%



EMS Performance by RISK

TURNOUT

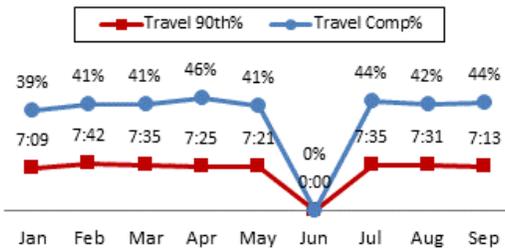
Benchmarks: 90th% - 1:00 Comp% - 90%



EMS Performance by RISK

TRAVEL

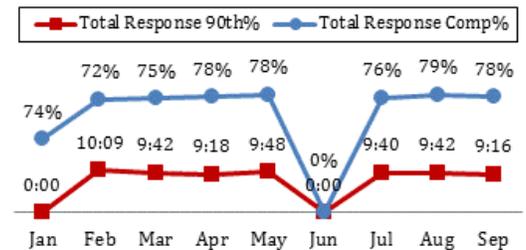
Benchmarks: 90th% - 4:00 Comp% - 90%



EMS Performance by RISK

TOTAL RESPONSE

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



Total Response Time Compliance%- EMS CALLS





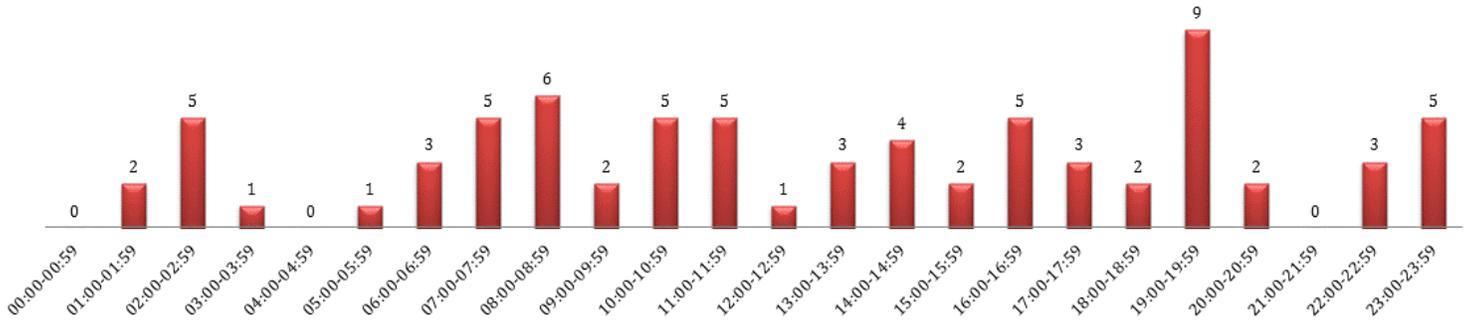
Kingman FIRE DEPARTMENT

Monthly Performance Report September 2019



FIRE REPORT

Fire Incidents by Hour



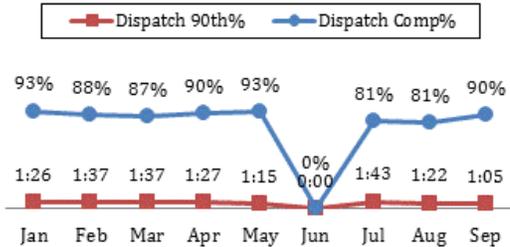
FIRE PERFORMANCE by RISK

RISK	Fire Incidents	Dispatch		Turnout		Travel		Total Response	
		90th%	Comp%	90th%	Comp%	90th%	Comp%	90th%	Comp%
BENCHMARKS		1:30	90%	1:00	90%	4:00	90%	8:00	90%
HIGH-Charlie, Delta, & Echo	1	1:05	0%	1:39	0%	4:24	0%	0:00	0%
MODERATE-Bravo	0	1:21	-	-	-	-	-	-	-
LOW-Alpha, Omega, & Public Assist	73	0:59	93%	1:43	74%	8:58	25%	0:00	54%
Total	74	1:05	90%	1:42	83%	8:54	24%	0:00	52%

Fire Performance by RISK

DISPATCH

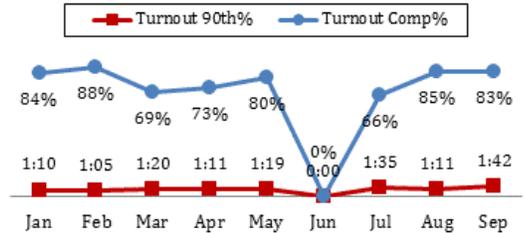
Benchmarks: 90th% - 1:30 Comp% - 90%



Fire Performance by RISK

TURNOUT

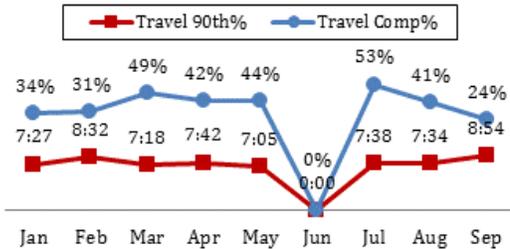
Benchmarks: 90th% - 1:30 Comp% - 90%



Fire Performance by RISK

TRAVEL

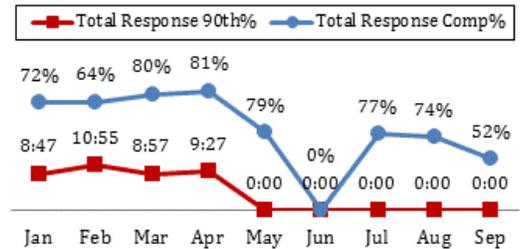
Benchmarks: 90th% - 1:30 Comp% - 90%



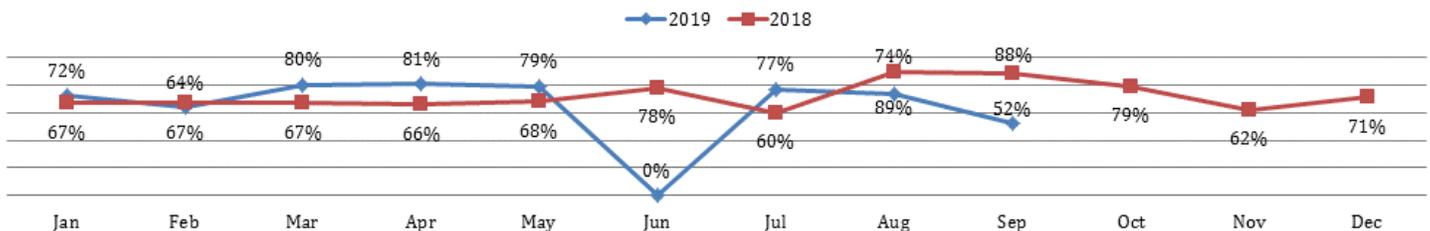
Fire Performance by RISK

TOTAL RESPONSE

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



Total Response Time Compliance%- FIRE CALLS





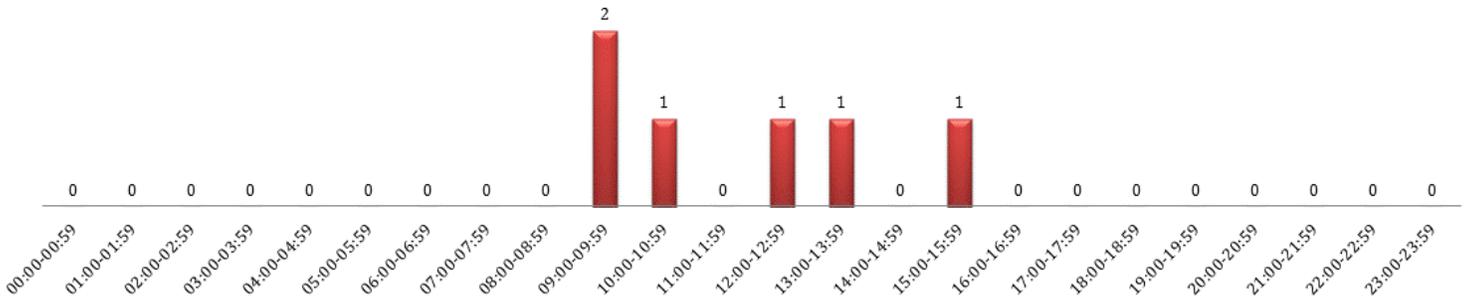
Kingman FIRE DEPARTMENT

Monthly Performance Report September 2019



HAZMAT REPORT

HazMat Incidents by Hour



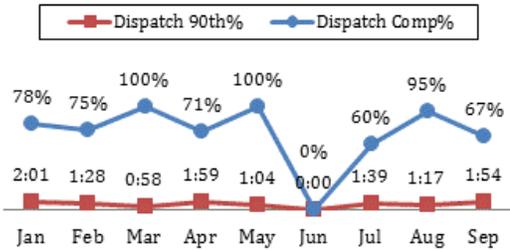
HAZMAT PERFORMANCE by RISK

RISK	HazMat Incidents	Dispatch		Turnout		Travel		Total Response	
		90th%	Comp%	90th%	Comp%	90th%	Comp%	90th%	Comp%
BENCHMARKS		1:30	90%	1:00	90%	4:00	90%	8:00	90%
HIGH-Charlie, Delta, & Echo	0	-	-	-	-	-	-	-	-
MODERATE-Bravo	5	1:55	80%	1:15	60%	5:14	40%	8:46	80%
LOW-Alpha, Omega, & Public Assist	1	1:34	0%	0:56	100%	-	-	-	-
Total	6	1:54	67%	1:14	67%	5:14	40%	8:46	80%

HazMat Performance by RISK

DISPATCH

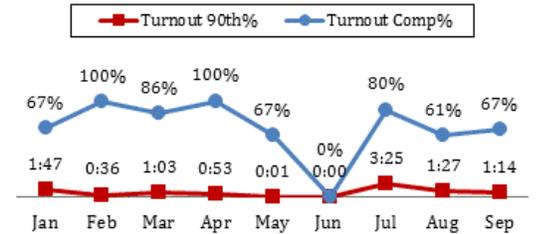
Benchmarks: 90th% - 1:30 Comp% - 90%



HazMat Performance by RISK

TURNOUT

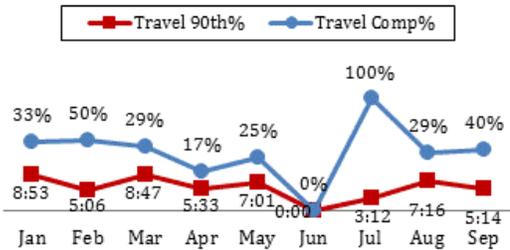
Benchmarks: 90th% - 1:00 Comp% - 90%



HazMat Performance by RISK

TRAVEL

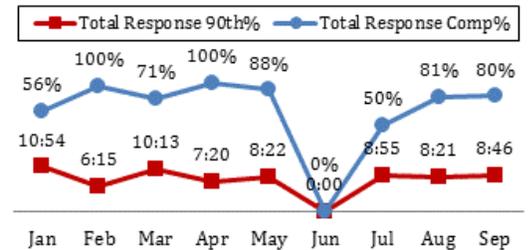
Benchmarks: 90th% - 4:00 Comp% - 90%



HazMat Performance by RISK

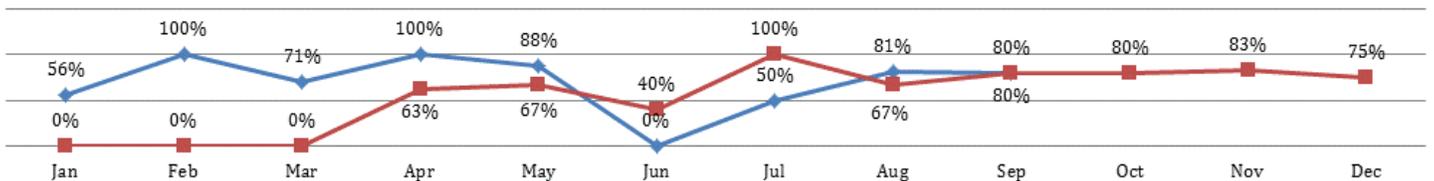
TOTAL RESPONSE

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



Total Response Time Compliance%- HAZMAT CALLS

—●— 2019 —■— 2018





Kingman FIRE DEPARTMENT

Monthly Performance Report September 2019



UTSETIN—CARDIAC SURVIVABILITY REPORT

CARDIAC SURVIVABILITY FOR SEPTEMBER 2019: 0%

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

CARDIAC EVENT, NOT WITNESSED			
Group Total		4	
Resuscitations Attempted		1	
Pre-Arrival CPR		-	ROSC
Initial Rhythm	Asystole	3	-
	VF/VT	1	-
	Other Rhythm	-	-
ROSC for Group		-	-
ROSC % for Group		-	-

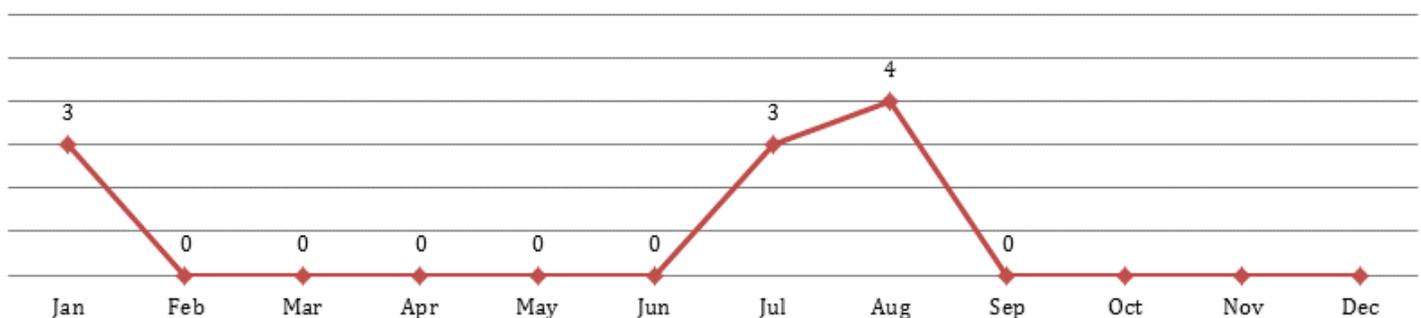
CARDIAC EVENT, WITNESSED by EMS			
Group Total		-	
Resuscitations Attempted		-	
Bystander CPR		-	ROSC
Initial Rhythm	Asystole	-	-
	VF/VT	-	-
	Other Rhythm	-	-
ROSC for Group		-	-
ROSC % for Group		-	-

Public Access Defibrillator (AED)	-
AED Available	-
AED Used	-
AED ROSC	-
Attempted Resuscitations	1
Cardiac Arrest with ROSC	-
Non-traumatic Cardiac Arrest with ROSC	-
Cardiac Arrest with Bystander CPR performed	-
Cardiac Arrest Calls	4
Cardiac Arrest - Cardiac Event	4
Cardiac Arrest - Trauma Event	-
Resuscitations Attempted	1

CPR CERTIFICATIONS ISSUED SEPTEMBER 2019	
BLS	19
Heartsaver	32
AED	51
Friends & Family	-
Hands Only	36
Total	138

Community Risk Reduction is continuing the increase the number of members of our community that are CPR certified. This month CRR issued 19 BLS certifications, 32 Heartsaver certifications and 36 individuals were taught Hands Only CPR. As we are moving forward in this trek to increase the cardiac arrest survival rates within our community the push for certifications and individuals learning Hands Only CPR is very vital.

Cardiac Arrest w/ Bystander CPR Performed





Kingman FIRE DEPARTMENT Monthly Performance Report September 2019

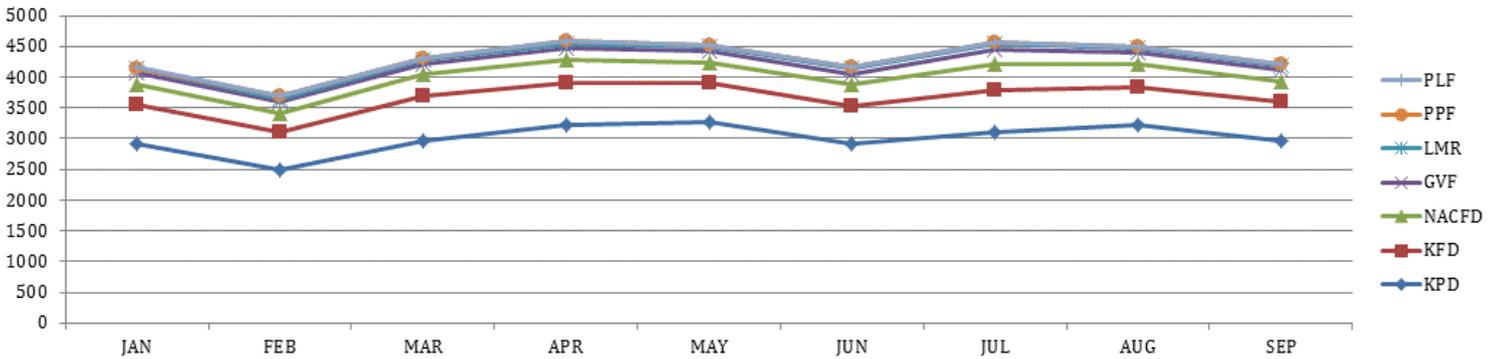


COMMUNICATION CENTER REPORT

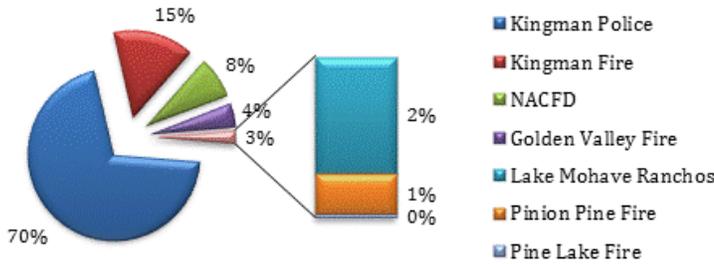
12

Communication Center Calls for Service by Agency	2019 YEAR-TO-DATE		POLICE	EMS	FIRE	HAZMAT	TECH RESCUE	OTHER	2019 Total	2018 Total
	Count	Percentage								
City of Kingman Police	27065	69.7%	2961	-	-	-	-	-	2961	3282
City of Kingman Fire	5932	15.3%	-	551	74	6	12	2	645	650
Northern Arizona Consolidated Fire	3192	8.2%	-	268	58	1	-	-	327	324
Golden Valley Fire	1681	4.35%	-	140	44	1	-	1	186	197
Lake Mohave Ranchos	670	1.7%	-	55	20	1	-	-	76	57
Pinion Pine Fire	241	0.6%	-	16	10	-	-	-	26	24
Pine Lake Fire	23	0.1%	-	16	10	-	-	-	2	1
TOTAL	38804	100%	2961	1032	206	9	12	3	4223	4535

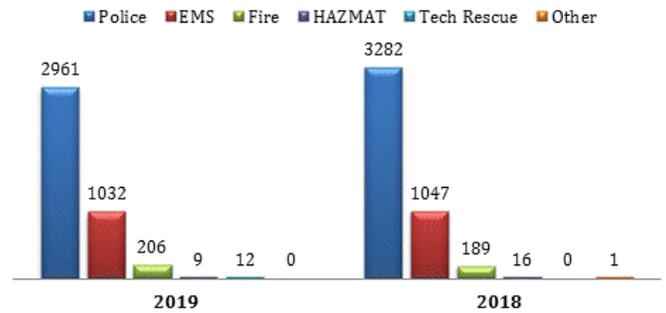
of Agency Calls 2019 Trend



Percentage of Calls per Agency
Total Calls for September: 4223



9-1-1 Communication Calls Per Agency
Sept 2019 DOWN 7% from Sept 2018



Alarm Handling by Agency	Incidents	Handling Time	Dispatch Time	Alarm Handling	Compliance %
Kingman Police	2961	-	-	5:14	51%
Kingman Fire	645	-	-	1:08	94%
Northern AZ Consolidated Fire	327	-	-	1:14	94%
Golden Valley Fire	186	-	-	1:26	90%
Lake Mohave Ranchos	76	-	-	2:33	75%
Pinion Pine Fire	26	-	-	2:07	73%
Pine Lake Fire	2	-	-	5:04	50%
TOTAL	4223	-	-	1:22	92%



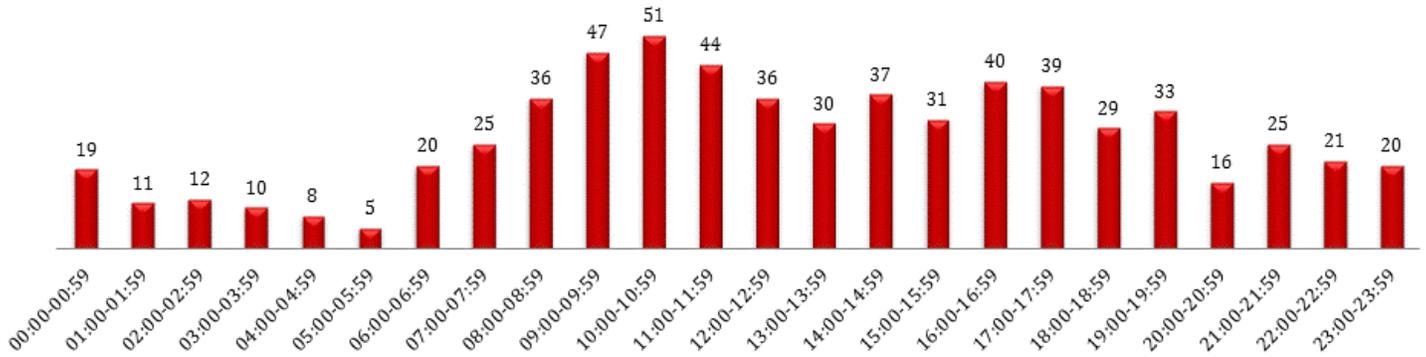
Kingman FIRE DEPARTMENT

Monthly Performance Report September 2019



COMMUNICATION CENTER REPORT

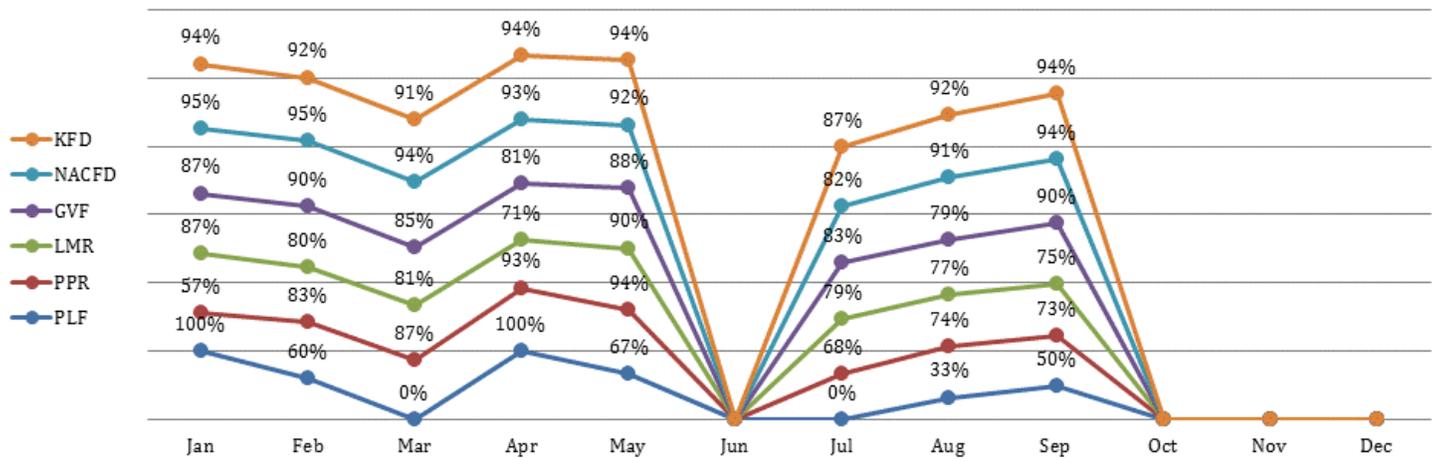
Total Incidents by Alarm Hour



COMMUNICATIONS CENTER STANDARDS PERFORMANCE

STANDARD	Incidents	Benchmark	Reliability	Baseline	Compliance %
9-1-1 Call Answering	2387	0:10	95%	0:10	94%
AGENCY	INCIDENTS	BENCHMARK		DISPATCH TIME	
Kingman Fire	645	1:30	90%	1:08	94%
Northern AZ Consolidated Fire	327	1:30	90%	1:14	94%
Golden Valley Fire	186	1:30	90%	1:26	90%
Lake Mohave Ranchos	76	1:30	90%	2:33	75%
Pinion Pine Fire	26	1:30	90%	2:07	73%
Pine Lake Fire	2	1:30	90%	5:04	50%
TOTAL	1262	1:30	90%	1:22	92%

Benchmark Compliance Trend by Agency - 2019



TELEPHONY BREAKDOWN

Call Type	Sep 2019	2019 YTD	2018 YTD	% YTD Change
Emergency	2387	21563	No data	n/a
Non-Emergency	8291	78708	No data	n/a
TOTAL	10678	100271	No data	n/a



Kingman FIRE DEPARTMENT

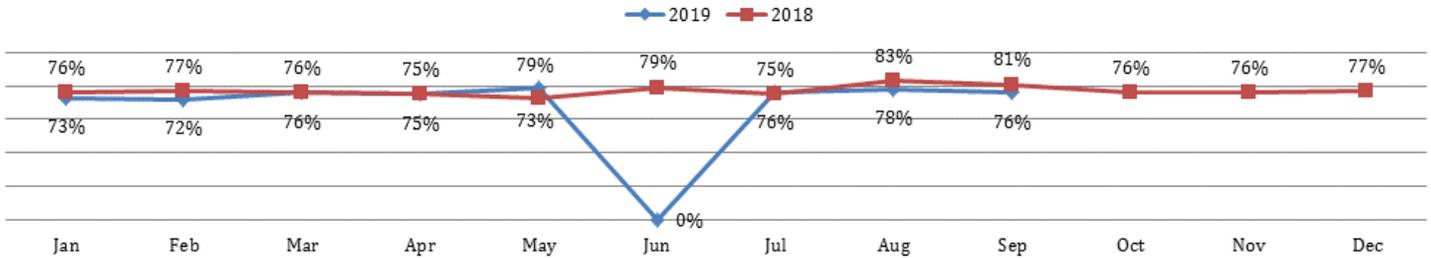
Monthly Performance Report September 2019



COMMUNICATION CENTER REPORT

All 90th Percentile Times by Month	All Incidents	Dispatch		Turnout		Travel		Total Response		
		90th%	Comp%	90th%	Comp%	90th%	Comp%	90th%	Comp%	
BENCHMARKS		1:30	90%	1:00	90%	4:00	90%	8:00	90%	
September 2019		645	1:08	94%	1:12	92%	7:22	43%	9:35	76%

Total Response Time Compliance % - ALL CALLS

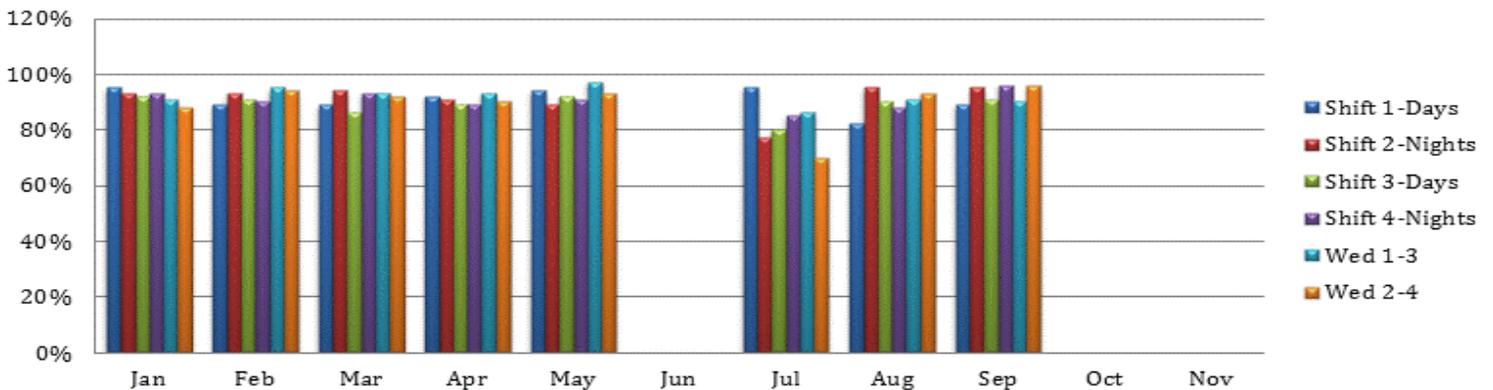


Performance by Time Block	All Incidents	Dispatch		Turnout		Travel		Total Response	
		90th%	Comp%	90th%	Comp%	90th%	Comp%	90th%	Comp%
BENCHMARKS		1:30	90%	1:00	90%	4:00	90%	8:00	90%
0000-0500	65	0:56	100%	1:30	37%	8:55	25%	11:14	65%
0600-1100	223	1:25	91%	1:22	81%	7:22	47%	9:39	74%
1200-1700	213	1:07	95%	0:51	96%	7:08	47%	9:30	81%
1800-2300	144	0:55	96%	1:04	84%	7:13	40%	8:54	75%
Total	645	1:08	94%	1:12	82%	7:22	43%	9:35	76%

9-1-1 COMMUNICATIONS CENTER PERFORMANCE BY SHIFT

Shift	Incidents	%	Dispatch Time	Compliance %
Shift 1—Days	377	30%	-	89%
Shift 2—Nights	208	16%	-	95%
Shift 3—Days	318	25%	-	91%
Shift 4—Nights	193	15%	-	96%
Wed 1-3	115	9%	-	90%
Wed 2-4	51	4%	-	96%
TOTAL	1262	100%	-	92%

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





Kingman FIRE DEPARTMENT

Monthly Performance Report September 2019



TRAINING REPORT

15

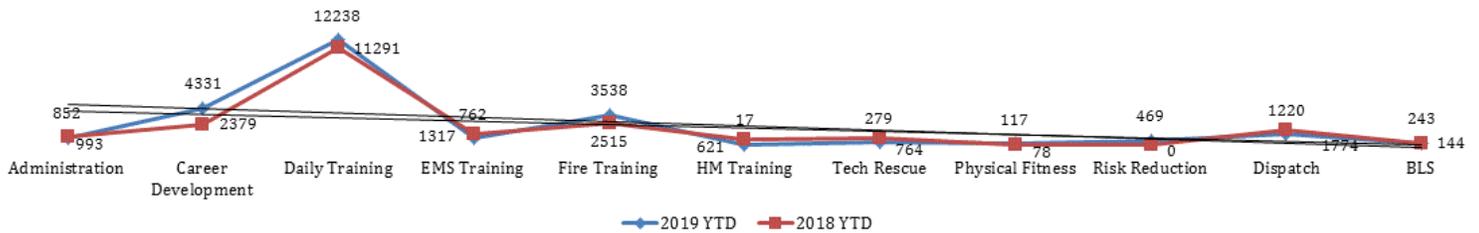
Training Hours

Training Type	Hours	% for Month	2019 YTD	2018 YTD	Variance %
Administration	59	2.2%	852	993	↓14%
Career Development	561	20.8%	4331	2379	↑45%
Daily Training	1233	45.7%	12238	11291	↑8%
EMS Training	107	4.0%	762	1317	↓42%
Fire Training	479	17.8%	3538	2515	↑29%
HM Training	5	0.2%	17	621	↓97%
Tech Rescue	2	0.1%	279	764	↓63%
Physical Fitness	-	0.0%	117	78	↑33%
Risk Reduction	135	5.0%	469	-	↑100%
9-1-1 Communications	116	4.3%	1220	1774	↓45%
Building & Life Safety	-	0.0%	243	144	↑41%
Total	2696	100%	24065	21876	↑95

Training Performance Compliance

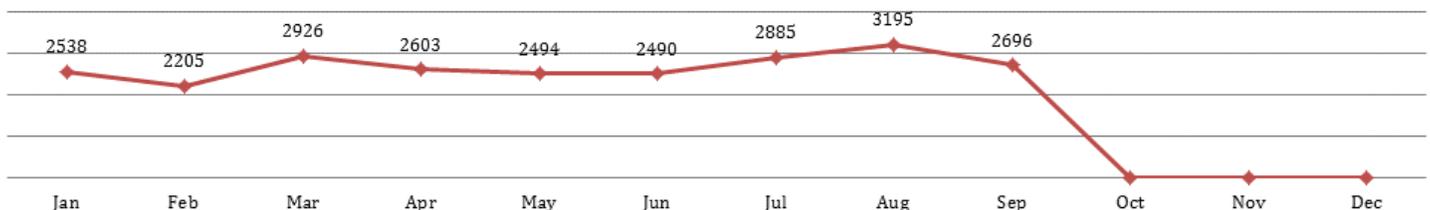
Benchmark	Officer Development	EMS	Fire	HazMat	Tech Rescue	Admin	Total
90%	100%	100%	100%	100%	0%	100%	84%

September 2019 vs. 2018 Total Training Hours



The Training and Safety division had a variety of internal and external training in the month of September 2019. Annual joint Rapid Intervention Training (RIT) was conducted by Kingman Fire Department. This was a joint area training that consisted of all shifts from Kingman Fire, Northern Arizona Consolidated Fire District #1, and Golden Valley Fire District. All agencies worked together in training to rescue a missing firefighter and bringing them to safety. This is a strenuous drill that requires a lot of resources to conduct in a real life event. The Training and Safety division conducted an "Incident Safety Officer" class for fifteen captains, engineers, and firefighters internally at KFD. This class was sixteen (16) hours in a classroom setting and utilized the Fire Department Safety Officers Associations (FDSOA) curriculum. This training emphasizes the recognition of "SAFETY" issues that may occur on the fire ground and the ability to stop operations at any time when deemed unsafe. Kingman Fire Department sent nine (9) personnel to the annual "Arizona State Fire School" in Mesa, Arizona. The Arizona State Fire School offers a variety of classes for all ranks in the fire service. Kingman's personnel attended a variety of classes that included leadership skills, apparatus operations, live fire operations, and fire investigations. Kingman Fire Department had one candidate graduate the National Fire Academies "Managing Officer Program" in Emmitsburg, Maryland. This is a comprehensive two (2) year program that introduces emerging emergency services leaders to personal and professional skills in change management, risk reduction and adaptive leadership. The Kingman Fire Department completed 2,696 training hours for the month of September 2019. The YTD training hours are at 24,065 which is increased by 95 hours from September 2018 training hours.

Total Training Hours by Month



Sep 2019	Year to Date		
Total Monthly Training Hours	2696	YTD Training Hours	24065
Average Monthly Hours per person (86)	31	Average YTD Hours per person (86)	280



Kingman FIRE DEPARTMENT

Monthly Performance Report September 2019



BUILDING & LIFE SAFETY REPORT

16

Top Violations

Inspection Type	Fire Code	Violation
Building	32	Foundations (6)
Fire	56	Extension Cords

Completed Monthly Fire Code Inspections			Monthly Code Violations		
Fire Prevention	Completed	YTD	Fire Prevention	Violations	YTD
Re-Inspection	11	376	Weeds	4	56
Annual Scheduled Inspection	89	1417	Fire	-	24
Remaining Inspections	10	36	Building	4	4
Total Inspections	110	1829	Total Violations	8	84

Target Hazard Commercial Occupancies			Code Violations			
Inspection Type	Sep 2019	YTD	Type	Sep 2019	Sep 2018	Variance %
Fire Inspections	89	267	Fire	-	n/a	-
Building Inspections	468	1469	Building	2	n/a	-

Business License Inspections	Sep 2019	YTD
	46	384

Community Risk Reduction Activities				
Activity	Sep 2019	# of Attendees	2019 YTD	2018 YTD
Smoke Alarm Maintenance/Calls	6	9	42	15
Smoke Alarm New Install (each alarm)	-	-	47	46
Child Safety Seat Checks	1	2	58	1
Child Safety Seats - Issued NEW	-	-	42	-
Public Education Classes	36	810	148	33
Public Education Outreach	10	5320	71	63
Explorer Program Training	14	-	21	3
Knox Box	1	2	26	8
Citizens Fire Academy Training	-	-	-	-
CERT Training	-	-	-	-
Station Tours	1	17	13	8
Total	69	6160	468	177

Community Risk Reduction made over 6000 in person contacts this month. These numbers are in part to the joint effort at the Mohave County Fair. This year our booth was right next to the front door. In cooperation with Mohave County Fairgrounds Management and Association we were able to park "The Frog" just inside the main entrance to the exhibit building. With the help of our Explorer's we were able to bring in approximately \$1200.00 in donations for the restoration project. The Explorer Academy Program is moving along. The Explorers learned about building construction and how it relates to the fire service, Fire Behavior, Firefighter Safety and Wellness. The group ended off the month with Fire Extinguisher training learning the types of extinguishers and extinguishing agents. CRR met with elementary schools throughout the month teaching fire and kitchen safety to 1st grade classes. CRR was able to teach the Clear Your Car presentation to 2 Drivers Education Classes at Lee Williams High School. We also presented it to Kingman Academy High School's Health classes. CRR worked to become Arizona Peace Officer Standards and Training instructors in order to assist Kingman Police Department with their semiannual in-service training. KPD officers and civilian staff were taught Heartsaver CPR, AED, First Aid and Stop the Bleed.



Kingman FIRE DEPARTMENT

Monthly Performance Report September 2019



BUILDING & LIFE SAFETY REPORT

Building Review Activities

Review Types	Sep 2019	YTD
Commercial Plans	1	6
Other Commercial Plans	6	82
Residential Plans	40	269
Other Residential Plans	11	167
Sign Review	1	20
Special Event Permit Review	6	56
Other Reviews	-	12
Building Safety Inspections	468	4302
Hydrant Activity (All)	102	2696
Total	635	7610

New Residential Permits Issued w/Valuation by Month

Month	2019 Permits	2019 Value	2018 Permits	2018 Value
January	12	\$2,098,437	25	\$4,150,990
February	24	\$3,612,916	31	\$4,632,640
March	29	\$5,319,757	19	\$3,265,851
April	21	\$3,170,535	31	\$5,154,348
May	22	\$3,662,853	35	\$5,931,018
June	50	\$4,421,333	29	\$4,754,472
July	25	\$4,630,422	23	\$3,812,374
August	38	\$5,900,434	15	\$2,613,249
September	22	\$3,923,443	25	\$3,986,705
October			0	\$0
November			16	\$2,350,177
December			16	\$3,036,520
Total	219	\$36,717,928	265	\$43,688,345

Commercial—New/Under Review Permits

- ⇒ Rilibertos 3123 Stockton Hill Road
- ⇒ Route 66 Stuff your Stuff 3645 E Andy Devine Avenue
- ⇒ Mohave County Library 33269 N Burbank Street

Commercial Permits Issued

Under Construction

- ⇒ Mohave County Courthouse 401 Spring Street
- ⇒ Canada Mart, 210 W. Andy Devine Avenue
- ⇒ Innovative Warehouse 1301 Andy Devine Avenue
- ⇒ Black Bear Dinner 946 Beale Street
- ⇒ DES 2400 Airway Avenue

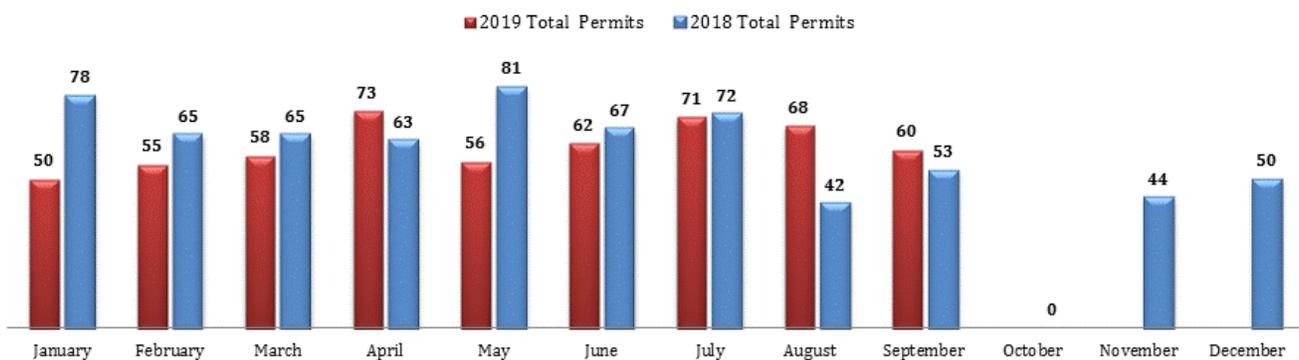
Commercial Permits Ready to Issue

- ⇒ Perkins 3123 Stockton Hill Rd

Commercial Permits Close-Out

- ⇒ Tuff Shed, Inc. 4325 Stockton Hill Road
- ⇒ Dairy Queen 3152 Stockton Hill Road

Commercial & Residential Permits Issued YTD



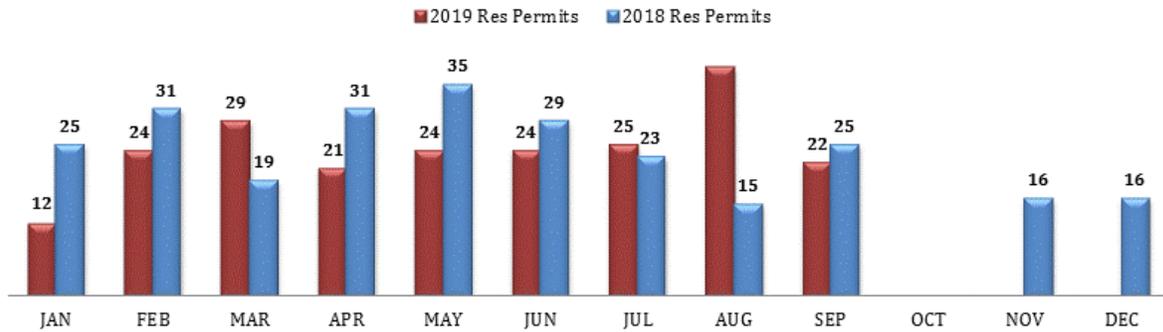


Kingman FIRE DEPARTMENT Monthly Performance Report September 2019



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	\$785,934	1	\$713,552
February	0	\$0	1	\$508,129
March	0	\$0	0	\$0.00
April	2	\$4,931,071	0	\$0.00
May	0	\$0	2	\$222,109
June	0	\$0	1	\$45,337
July	2	\$4,747,314	2	\$1,619,062
August	0	\$0	1	\$2,628,360
September	0	\$0	0	\$0.00
October	0	\$0	0	\$0.00
November	0	\$0	0	\$0.00
December	0	\$0	0	\$0.00
Total	6	\$10,464,325	8	\$5,736,548

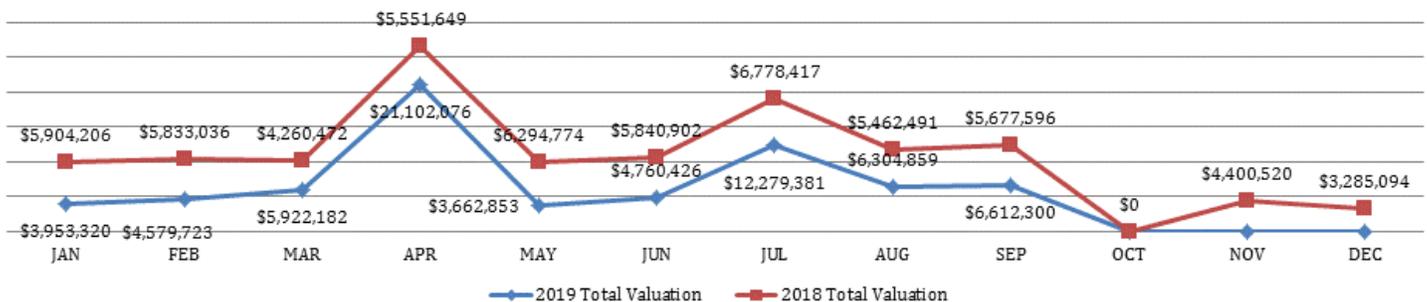
Commercial & Residential Plan Review Performance Compliance

Benchmark	Residential Review Complete within 5 Working Days	Commercial Review Complete within 14 Working Days
90%	70%	71%

Building & Life Safety Inspection Performance Compliance

Benchmark	FIRE: Scheduled Inspections Completed Same Day	BLDG: Scheduled Inspections Completed Same Day
90%	100%	100%

Total Value of Commercial & Residential Permits Issued





Kingman FIRE DEPARTMENT

Monthly Performance Report September 2019



BUILDING & LIFE SAFETY REPORT

19

Total Permits Issued w/Valuation by Month

Month	2019 Permits	2019 Value	2018 Permits	2018 Value
January	50	\$3,953,320	78	\$5,904,206
February	55	\$4,579,723	65	\$5,833,036
March	58	\$5,922,182	65	\$4,260,472
April	73	\$21,102,076	63	\$5,551,649
May	56	\$3,662,853	81	\$6,294,774
June	62	\$4,760,426	67	\$5,840,902
July	71	\$12,279,381	72	\$6,778,417
August	68	\$6,304,859	42	\$5,462,491
September	60	\$6,612,300	53	\$5,677,596
October			49	\$0
November			44	\$4,400,520
December			50	\$3,285,094
Total	553	\$69,177,120	729	\$59,289,159

Permit Fees	Sep 2019	Sep 2018	Permits FINALED	Sep 2019	Sep 2018
Collected	\$63,368	\$61,045	Total #	39	40
Waived	\$3,358	\$8,160	Total Value	\$2,986,116	\$4,288,513

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.



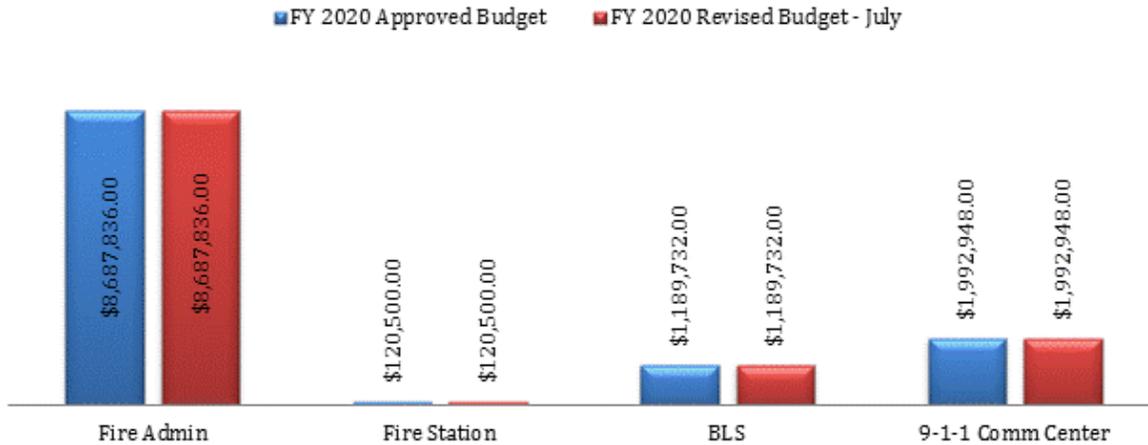
Kingman FIRE DEPARTMENT Monthly Performance Report September 2019



FIRE ADMINISTRATION STRATEGIC HIGHLIGHTS

The Kingman Fire Department administration provides support for the daily response to both emergency and non-emergency incidents within the city of Kingman and surrounding areas. This support comes in the form of leadership, strategic management, fiscal administration, long-range planning, inter-departmental coordination, budget development, grant management, payroll, and administrative support to all divisions. The professional service provided by the Department Administration is focused on the mission, vision, and values of the organization with a specific focus on safety and customer service.

FY 2020 Approved Budget vs. Current Revised Budget



Grant Information

The department received official notification that it received a FEMA Assistance to Firefighters grant for \$135,000.00 for portable radios. This is a welcome addition as a replacement program was funded in FY 2109-2020. The department is preparing for the purchase of these radios and implementation within the department.

The department is also preparing for the implementation of ballistic gear which was awarded in a regional homeland security grant allowing for this purchase to protect our responders in a variety of situations from active shooter to routine emergency response.

- ◆ The department has completed the bid process for diesel exhaust extractions systems for all fire stations as approved in the FY 2019-2020 capital improvement process.
- ◆ The department is currently performing the management services agreement for the Northern Arizona Consolidated Fire District #1 allowing the department to analyze airport and industrial complex response which will be comprised of both agencies.

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, Fire Chief

2019

SEPTEMBER 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>

