



Kingman FIRE DEPARTMENT

Monthly Performance Report February 2020



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	5	2	1
BC—Operations	1	1	1	-	3	3	3	1
Captain	4	4	4	-	12	6	7	2
Engineer	4	4	4	-	12	7	9	4
Firefighter	6	6	6	-	18	4	5	6
POC/ PT Paramedic	-	-	-	17	17	1	6	-
TOTAL	15	15	15	22	67	26	32	14

FY 2020 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	13
Fire Engineer	12	12
Firefighter	18	18
POC/PT Paramedic	25	17
Administrative Assistant	2	2
Community Development Manager	1	1
Building & Life Safety Inspector	6	6
Permit Technician	1	1
Community Development Admin Asst	1	1
Planning Services Manager	1	1
Planner	1	1
Crew Leader	1	1
Fire Maintenance Worker	2	1
Communications Manager	1	1
Communications Supervisor	4	4
Public Safety Telecommunicator	11	9
TOTAL	107	96

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/PT Paramedic	17
Administrative Assistant	2
TOTAL	69

COMMUNITY DEVELOPMENT

Community Development Mgr.	1
Planning Services Manager	1
Planner	1
Building & Life Safety Inspect	6
Permit Tech/Admin Asst	2
TOTAL	11

9-1-1 COMMUNICATIONS DEPARTMENT

Communications Manager	1
Communication Supervisor	4
Telecommunicator	9
TOTAL	14



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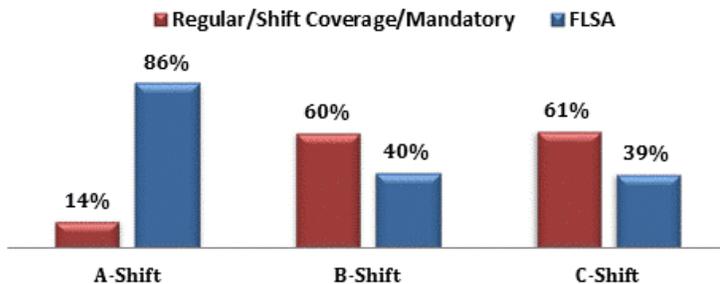


PERSONNEL INFORMATION

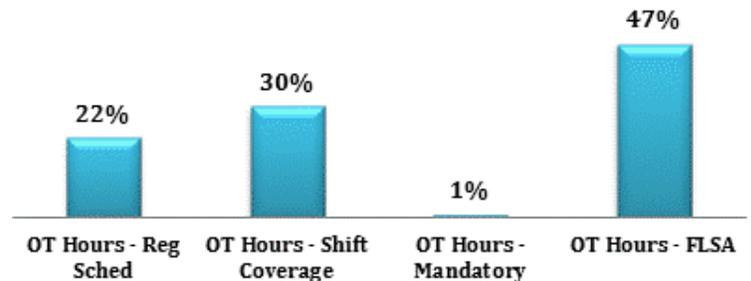
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February 2020	A-Shift	B-Shift	C-Shift	POC	Dispatch	Fire Admin	BLS	Total by Hour
Working Hours	3072	3198.5	2817	-	1804	304	1271.5	12467
OT Hrs—Reg Sched	45	87	126	-	6.5	-	1	265.5
OT Hrs—Shift Cover	8	49.5	36	-	231	-	-	324.5
OT Hours—Mandatory	-	2.5	-	-	24	-	-	26.5
OT Hours—FLSA	320	91	102.5	-	65	-	-	578.5
Working Shift (POC)	-	-	-	404	-	-	-	404
Working Squad (POC)	-	-	-	239	-	-	-	239
Vacation Hours	298.5	203	153	-	52	-	40	746.5
Sick Hours	40	176	80	-	8	-	56	360
Light Duty Hours	-	-	-	-	-	-	-	-

Shift Personnel Overtime
Total OT Hours: 867.5



9-1-1 Communications Overtime
Total Overtime Hours: 288.75



The Mission of the Kingman Fire Department

↪ TO ENHANCE THE LIFE, PROPERTY AND WELL-BEING OF OUR COMMUNITY ◀

The Vision of the Kingman Fire Department

- ◆ Continue to be a department which demonstrates excellence in the delivery of its own 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 community.
- ◆ Maintain an efficient and effective response by utilizing the Community Risk Reduction model.
- ◆ Strengthen our relationships through consistent collaboration with our partners and support agencies.
- ◆ Maintain an internal culture of diversity, respect and professionalism through transparency, cooperation and communication.
- ◆ To comprehensively train and develop our members to ensure the future success of the Kingman Fire Department.

"Commitment to Community"



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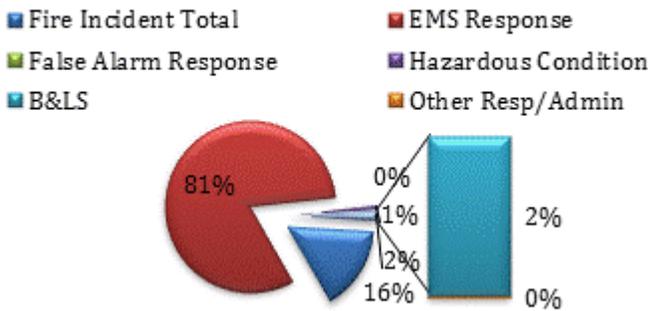
OPERATIONS REPORT

3

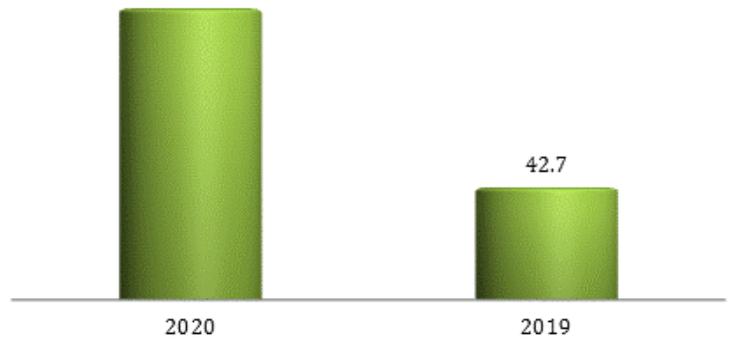
INCIDENT BREAKDOWN

Incident Type	Feb-20	Feb-19	% of Chg	2020 YTD	2019 YTD	% of Chg
Total FIRE Incidents	104	83	↑20%	179	164	↑8%
EMS Response	537	524	↑2%	1150	1067	↑7%
Residential Structure Fires	13	2	↑85%	19	7	↑63%
Commercial Structure Fires	3	2	↑33%	6	4	↑33%
Vehicle Fires	4	4	0%	9	7	↑22%
Brush Fires	4	1	↑75%	9	6	↑33%
Dumpster Fires	1	4	↓75%	4	6	↓33%
Other Fire	79	70	↑11%	132	134	↓2%
False Alarm Response	-	-	-	-	-	-
Hazardous Condition	5	4	↑20%	12	13	↓8%
B&LS	12	-	↑100%	17	-	↑100%
Other Resp/Admin	-	2	-	3	4	↓25%
Total Incidents	658	613	↑7%	1361	1248	↑8%

Incident Breakdown by %
Total Incidents: 658



Total Average Calls - 14 FF per Shift
47.0



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	230	0:53	98%	1:04	87%	6:49	41%	9:00	82%
B-Shift	178	0:56	99%	1:16	81%	6:31	38%	8:47	85%
C-Shift	250	0:47	97%	1:08	84%	7:31	38%	9:23	78%
Total	658	0:53	98%	1:08	84%	7:01	39%	9:07	81%

Shift	Total Calls Feb-20	Total Calls Feb-19	Calls/FF Feb-20	Calls/FF Feb-19	% Change YTD 2020 vs. 2019	YTD
A (14)	230	222	16.4	14.8	↑11%	468
B (14)	178	192	12.7	13.71	↑4%	418
C (14)	250	199	17.9	14.21	↑9%	475
Total	658	613	47.0	42.7	↑8%	1361



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OPERATIONS REPORT

Total Calls for the month of February: 658

YTD: 1361

Total AMR Calls for the month of February: 125

YTD: 262

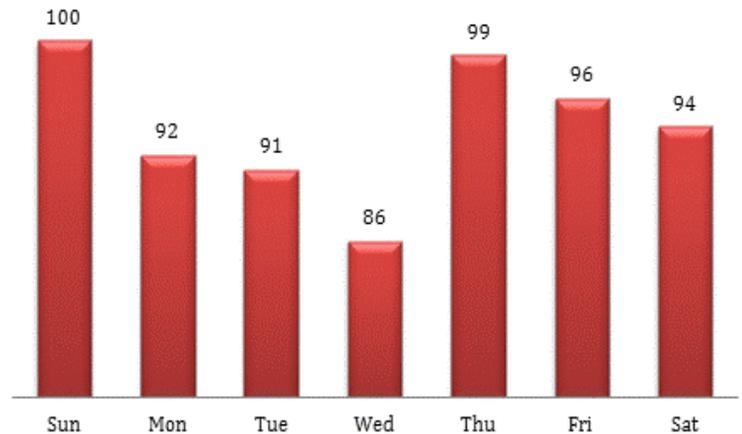
Squad 2 Calls for the month of February: 51

July 1, 2019 to date: 196

TOTAL INCIDENTS BY DISTRICT						
District	Feb-20	Feb-19	% Change	2020 YTD	2019 YTD	% Change
21	70	84	↓20%	165	162	↑2%
21A	1	1	0%	1	1	0%
21B	2	-	-	4	-	-
21C	1	-	-	2	-	-
TOTAL	74	85	↓15%	172	163	↑5%
22	76	58	↑31%	167	129	↑29%
22A	124	134	↓8%	249	266	↓7%
22B	24	23	↑4%	46	42	↑9%
22C	2	1	↑50%	2	1	↑50%
22D	3	10	↓70%	10	18	↓44%
TOTAL	229	226	↑1%	474	456	↑4%
23	168	152	↑10%	335	308	↑8%
23A	56	59	↓5%	120	130	↓8%
23B	1	-	↑100%	3	1	↑67%
TOTAL	225	211	↑6%	458	439	↑4%
24	83	69	↑17%	172	155	↑11%
25	16	14	↑13%	33	22	↑33%
Out District	31	8	↑74%	52	13	↑75%
Total	658	613	↑7%	1361	1248	↑8%

CALLS BY DAY OF WEEK				
Day	Feb-20	Feb-19	% by Day	YTD
Sunday	100	68	15%	167
Monday	92	85	14%	184
Tuesday	91	102	14%	183
Wednesday	86	92	13%	192
Thursday	99	109	15%	239
Friday	96	86	15%	216
Saturday	94	71	14%	180
TOTAL	658	613	48%	1361

Total Incidents by Day of the Week



Fire Incidents by Category	Feb-20	% All Incidents	2020 YTD	2019 YTD	YTD % Chang
EMS	537	82%	1150	2060	↓44%
Fire	104	16%	179	362	↓51%
HazMat	5	1%	12	25	↓52%
Tech Rescue	12	2%	17	-	↑100%
Other	-	-	3	2	↑33%
Total	658	100%	1361	2449	↓44%

Incidents by District Trend for 2020





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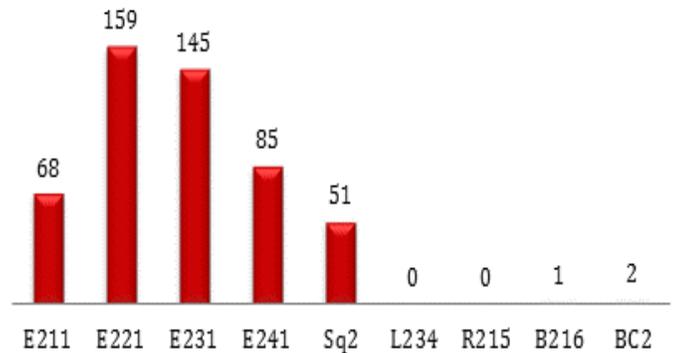


OPERATIONS REPORT

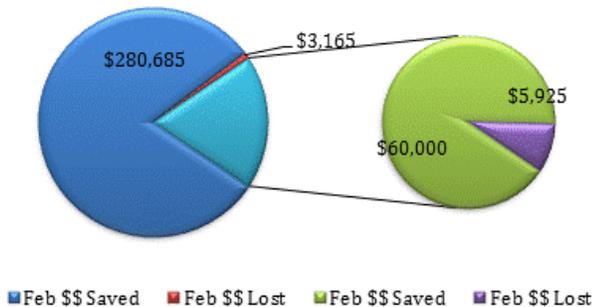
Total Responses by KFD Apparatus
(does not include canceled calls)

Unit	Feb-20	YTD	% Per Unit
E211	68	162	10%
E221	159	321	24%
E231	145	312	22%
E241	85	184	13%
Squad 2	51	80	8%
L234	-	-	-
R215	-	-	-
B216	1	2	0%
BC2	2	7	0%
AMR	125	262	19%
Other/Admin	21	29	3%

657 Total Responses by Apparatus



2020 vs. 2019 Save / Loss Fire Risk Value



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

Fire Outcomes	Benchmark	Feb-20
Water on Fire		
Primary All Clear		
Secondary All Clear		
Lost Stopped		
Fire Out		

No Data

Property Value—Fire Incidents	Feb-20	Feb-19	% Change
Total Fire Incidents Investigated	5	4	↑20%
Fire Incidents Total	2	7	↓29%
Fire Incidents with Property Damage	2	4	↓50%
Total Dollar Value of Property	\$283,850	\$65,500	↑77%
Total Dollar Amount of Property Saved	\$280,685	\$59,575	↑79%
Total Property Saved	99%	91%	↑8%

Cause of Ignition	# of Incidents	% of Total
Intentional	-	-
Failure of Equipment or Heat Source	-	-
Act of Nature	-	-
Cause Undetermined after Investigation	1	20%
Cause Under Investigation	-	-
Unintentional	4	80%

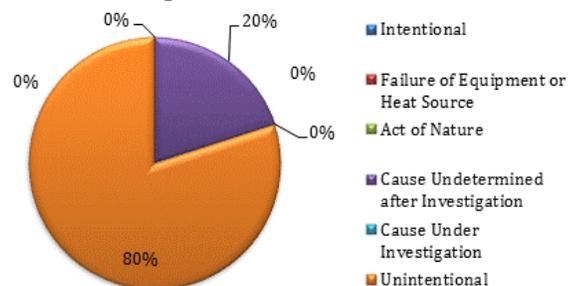
Working Smoke Detectors During Residential Structure Fires

Benchmark	Feb-20
90%	0%

Structure Smoke Detectors

Detector Presences Status	Count
Present	3
Not Present	-
Undetermined	-

Cause of Ignition Breakdown FEB 2020





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Number of Pre-Incidents	Total Pre-Incident Property Value	Total Pre-Incident Content Value	Total Pre-Incident Value	Average Value
5	\$282,600	\$1,550	\$284,150	\$56,830

Number of Loss Incidents	Total Property Loss	Total Content Loss	Total 2019 Losses	Average Loss
5	\$1,950	\$1,215	\$3,165	\$633

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
2721 Lillie	2/26/20	20-1280	\$130,000	\$700	\$130,700	\$150	\$650	\$800
966 Astor	2/22/20	20-1197	\$300	\$300	\$600	\$0	\$300	\$300
3750 Evans	2/26/20	20-1294	\$150,000	\$300	\$150,300	\$0	\$15	\$15

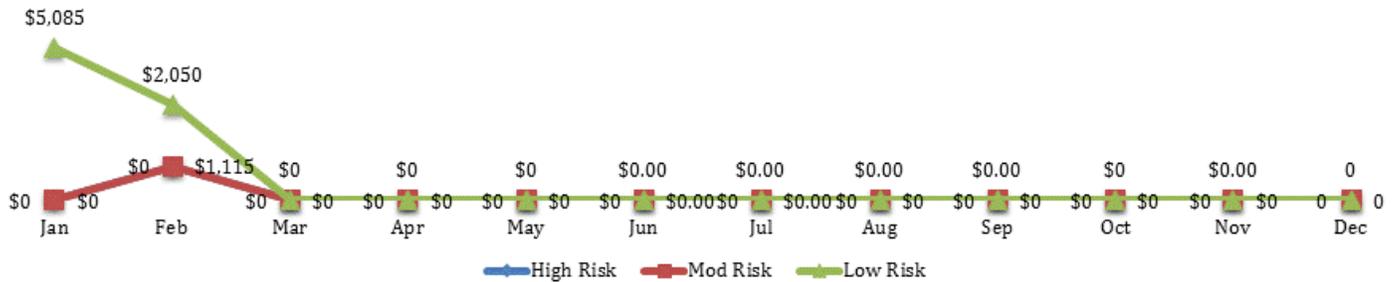
Moderate Risk Fire—Fire Suppression (Commercial Vehicle Fires)

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
None to report								

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
3629 Stockton Hill Road	2/1/20	20-0711	\$500	\$250	\$750	\$0	\$250	\$250
1919 Hope	2/13/20	20-0982	\$1,800	\$0	\$1,800	\$1,800	\$0	\$1,800

Trend of Loss in 2020



AUTOMATIC AID BREAKDOWN

Mutual Aid	Dept.	Feb-20	2020 YTD	2019 YTD	% YTD Change
Given	NACFD	24	42	10	↑76%
Given	GVFD	2	3	1	↑67%
Given	PPFD	1	1	-	↑100%
Given	LMRFD	-	-	-	-
Received	NACFD	11	17	12	↑42%
Received	GVFD	2	3	1	↑67%
Received	PPFD	1	1	2	↓50%



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EMS REPORT

EMS Calls per Station	Feb-20	% for Month	YTD
Station 21	54	13%	130
Station 22	177	44%	350
Station 23	109	27%	247
Station 24	65	16%	151

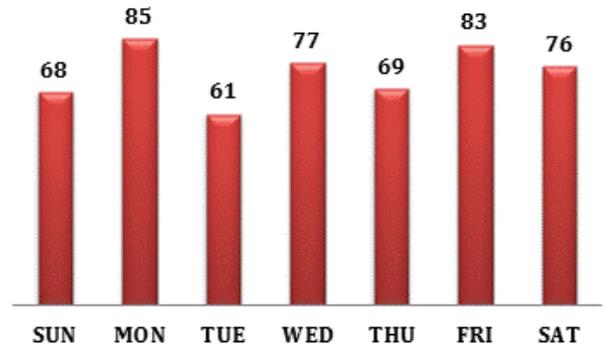
AMR Only Responses	CALLS	% YTD	YTD
EMS Response—KFD	412	46%	887
EMS Response—AMR	125	48%	262

KFD & AMR total Responses: 537 KFD responded to 77%

EMS TOP 10 DETERMINANTS

CALL TYPE	Feb-20	Feb-19	Variance %	YTD
Breathing Problem—Delta	53	47	↑11%	111
Chest Pain—Delta	18	29	↓61%	50
Psychiatric—Bravo	15	20	↓33%	39
Sick Person—Charlie	28	19	↑32%	50
Falls—Bravo	36	26	↑28%	74
Sick Person—Alpha	44	20	↑55%	100
Unconscious/Fainting—Delta	16	16	0%	44
Falls—Alpha	27	17	↑37%	52
Unknown Problem—Bravo	22	16	↑27%	35
Advanced SEND—Alpha	21	24	↓14%	42
Traffic Accident—Bravo	20	27	↓35%	36

EMS Incidents by Day of Week



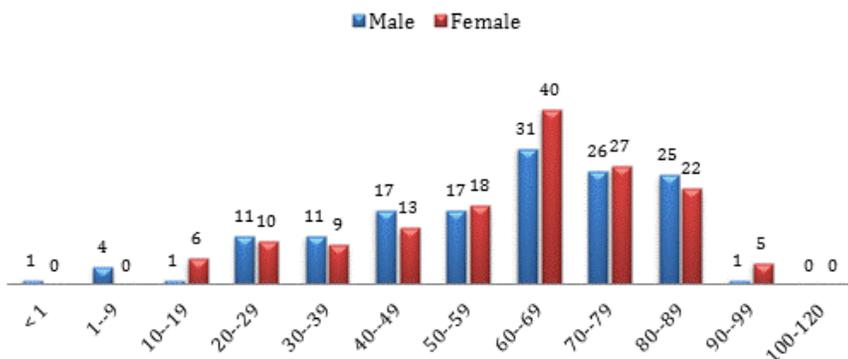
EMS Supply Costs

Vendor	Feb-20	FYTD 2020
Life-Assist	\$113.14	\$6,049.50
BoundTree	\$1,243.34	\$4,619.02

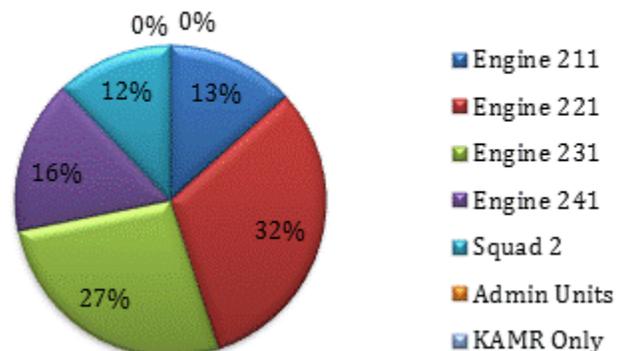
EMS Incidents by Type

Type	KRMC Alert	Feb-20	% of all EMS Incidents	YTD
Cardiac Arrest	-	8	1.5%	14
STEMI	-	1	0.2%	5
Stroke	2	6	1.1%	18
Falls/Trauma	1	53	9.9%	105
Naloxone Usage	-	1	0.2%	5
Sepsis	1	-	0%	4

Patients by Age Group and Gender February



EMS Calls by Unit





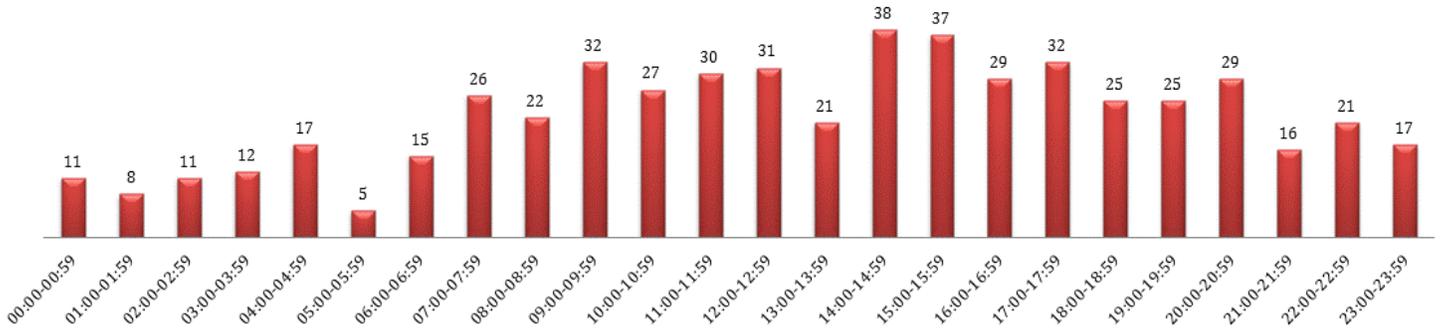
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EMS REPORT

EMS Incidents by Hour



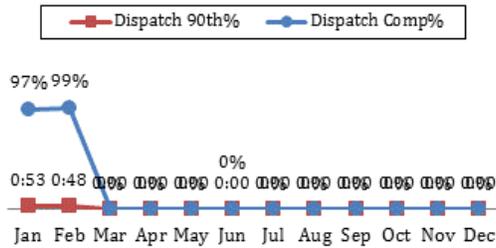
EMS PERFORMANCE by RISK

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	0:53	99%	1:03	88%	6:36	41%	8:31	87%
MODERATE-Bravo	116	0:42	99%	1:02	88%	8:07	36%	10:02	74%
LOW-Alpha, Omega, & Public Assist	129	0:38	98%	1:04	69%	6:17	27%	8:11	82%
Total	537	0:48	99%	1:03	88%	6:49	39%	8:47	83%

EMS Performance by RISK

DISPATCH

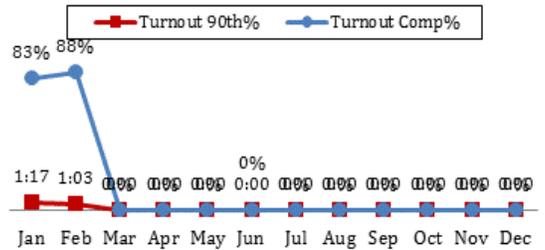
Benchmarks: 90th% - 1:30 Comp% - 90%



EMS Performance by RISK

TURNOUT

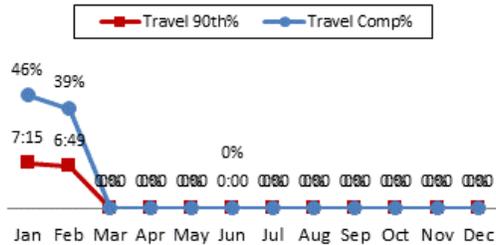
Benchmarks: 90th% - 1:00 Comp% - 90%



EMS Performance by RISK

TRAVEL

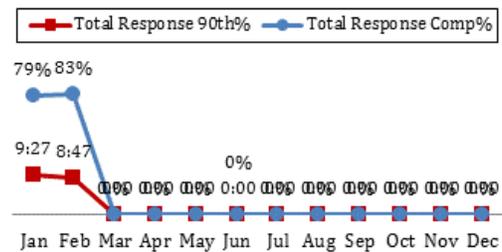
Benchmarks: 90th% - 4:00 Comp% - 90%



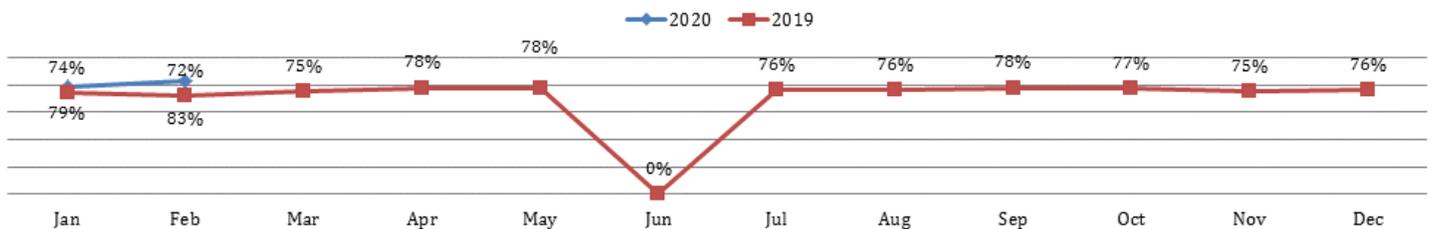
EMS Performance by RISK

TOTAL RESPONSE

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



Total Response Time Compliance%- EMS CALLS





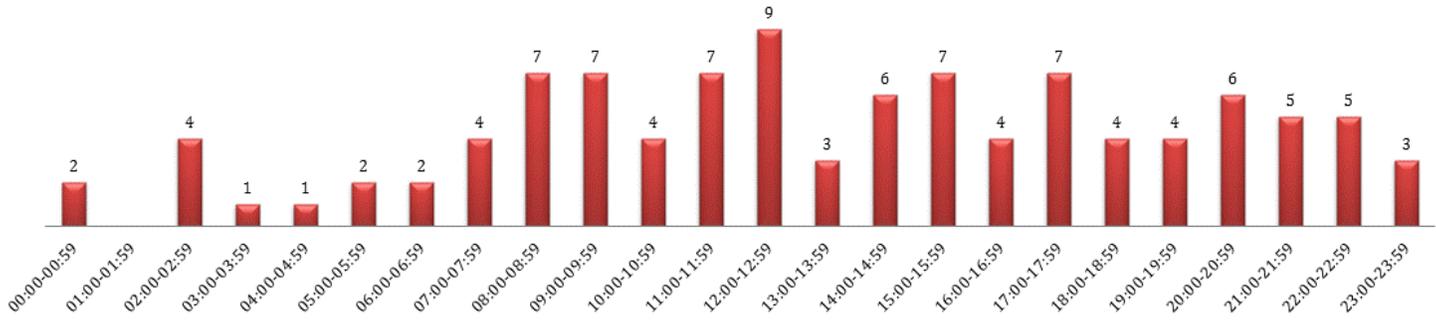
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FIRE REPORT

Fire Incidents by Hour



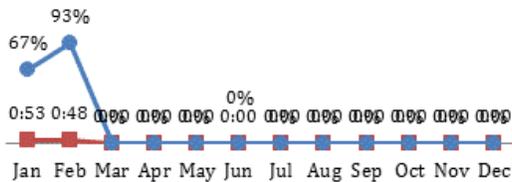
FIRE PERFORMANCE by RISK

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	17	0:53	82%	2:11	47%	4:57	47%	8:02	87%
MODERATE-Bravo	2	0:42	100%	1:49	50%	6:55	0%	8:26	50%
LOW-Alpha, Omega, & Public Assist	85	0:38	96%	1:24	71%	7:43	37%	9:58	63%
Total	104	0:48	93%	1:55	64%	7:26	38%	9:24	70%

Fire Performance by RISK

DISPATCH

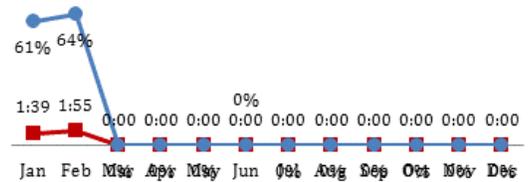
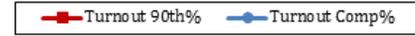
Benchmarks: 90th% - 1:30 Comp% - 90%



Fire Performance by RISK

TURNOUT

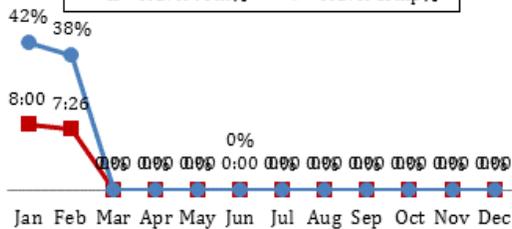
Benchmarks: 90th% - 1:30 Comp% - 90%



Fire Performance by RISK

TRAVEL

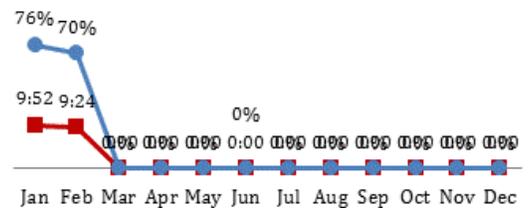
Benchmarks: 90th% - 1:30 Comp% - 90%



Fire Performance by RISK

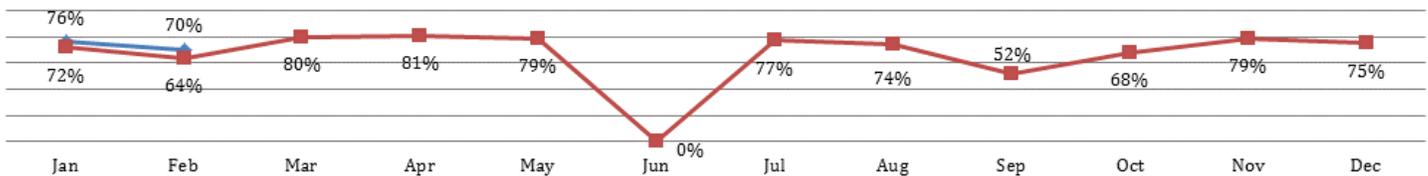
TOTAL RESPONSE

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



Total Response Time Compliance%- FIRE CALLS

—●— 2020 —■— 2019





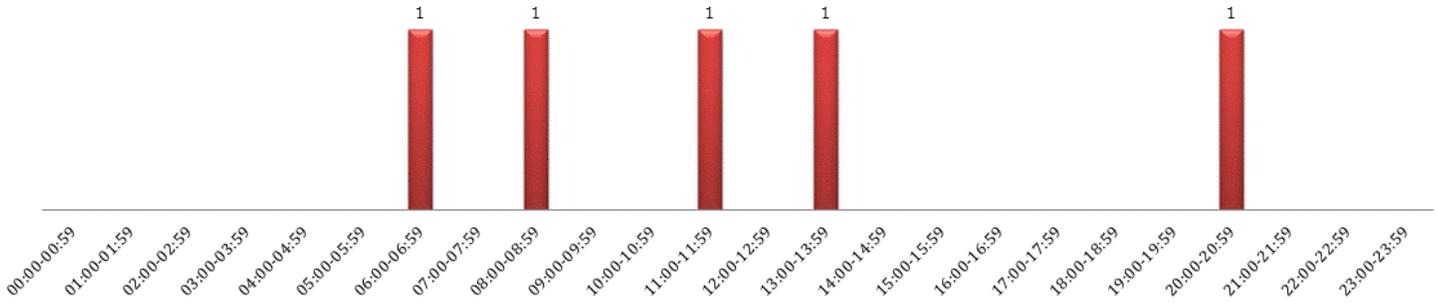
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HAZMAT REPORT

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HazMat Incidents by Hour



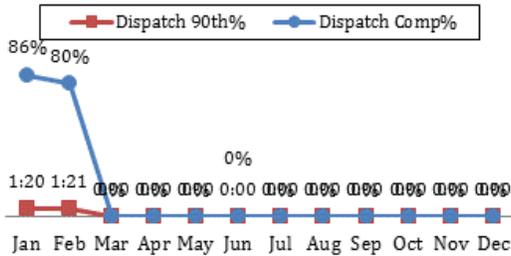
HAZMAT PERFORMANCE by RISK

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	-	-	-	-	-	-	-	-	-
MODERATE-Bravo	4	0:59	100%	1:20	50%	10:47	25%	12:40	50%
LOW-Alpha, Omega, & Public Assist	1	1:31	0%	0:47	100%	12:44	0%	15:02	0%
Total	5	1:21	80%	1:18	60%	12:12	20%	14:20	40%

HazMat Performance by RISK

DISPATCH

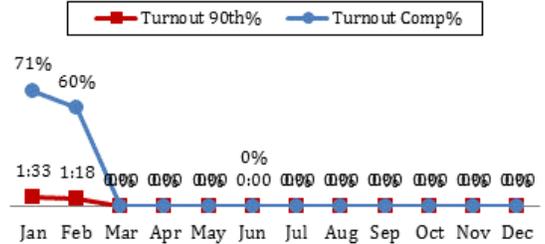
Benchmarks: 90th% - 1:30 Comp% - 90%



HazMat Performance by RISK

TURNOUT

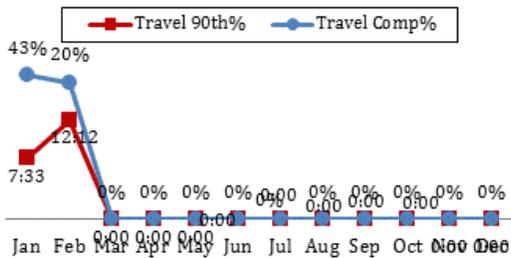
Benchmarks: 90th% - 1:00 Comp% - 90%



HazMat Performance by RISK

TRAVEL

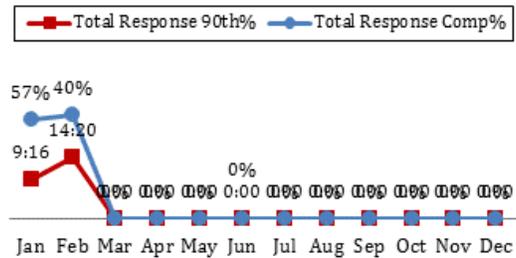
Benchmarks: 90th% - 4:00 Comp% - 90%



HazMat Performance by RISK

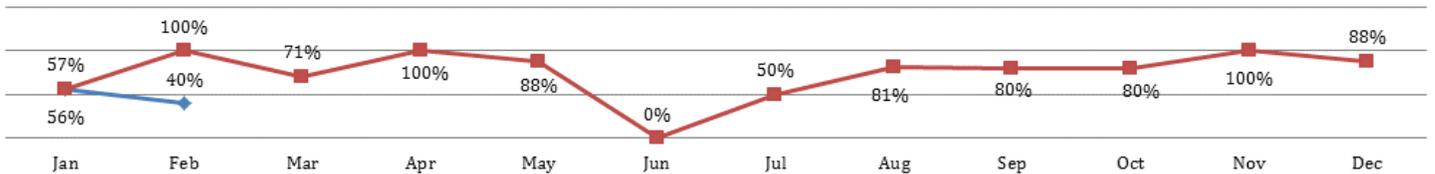
TOTAL RESPONSE

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



Total Response Time Compliance%- HAZMAT CALLS

—●— 2020 —■— 2019





Kingman FIRE DEPARTMENT Monthly Performance Report February 2020



UTSETIN—CARDIAC SURVIVABILITY REPORT

CARDIAC SURVIVABILITY FOR FEBRUARY: 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		8	
Resuscitations Attempted		3	
Pre-Arrival CPR		3	ROSC
Initial Rhythm	Asystole	6	-
	VF/VT	1	-
	Other Rhythm	1	-
ROSC for Group		-	-
ROSC % for Group		-	-

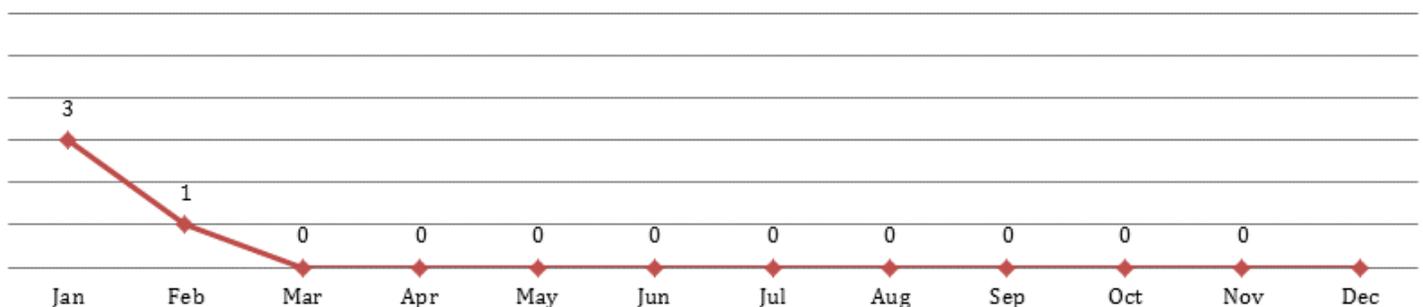
CARDIAC EVENT, WITNESSED by EMS			
Group Total		1	
Resuscitations Attempted		1	
Bystander CPR		-	ROSC
Initial Rhythm	Asystole	-	-
	VF/VT	-	-
	Other Rhythm	1	-
ROSC for Group		-	-
ROSC % for Group		-	-

Public Access Defibrillator (AED)	3
AED Available	3
AED Used	2
AED ROSC	-
Attempted Resuscitations	2
Cardiac Arrest with ROSC	-
Non-traumatic Cardiac Arrest with ROSC	-
Cardiac Arrest with Bystander CPR performed	1
Cardiac Arrest Calls	9
Cardiac Arrest - Cardiac Event	7
Cardiac Arrest - Trauma Event	2
Resuscitations Attempted	4

CPR CERTIFICATIONS ISSUED IN FEBRUARY	
BLS	-
Heartsaver	21
AED	16
Friends & Family	-
Hands Only	16
Stop the Bleed	15
Total	68

The CRR Team commenced CPR training for internal staff and has completed training for 21 city employees thus far. There were 3 Heartsaver classes conducted for 21 citizens and a Stop the Bleed class for 15 others for a total of 57.

Cardiac Arrest w/ Bystander CPR Performed





Kingman FIRE DEPARTMENT

Monthly Performance Report February 2020

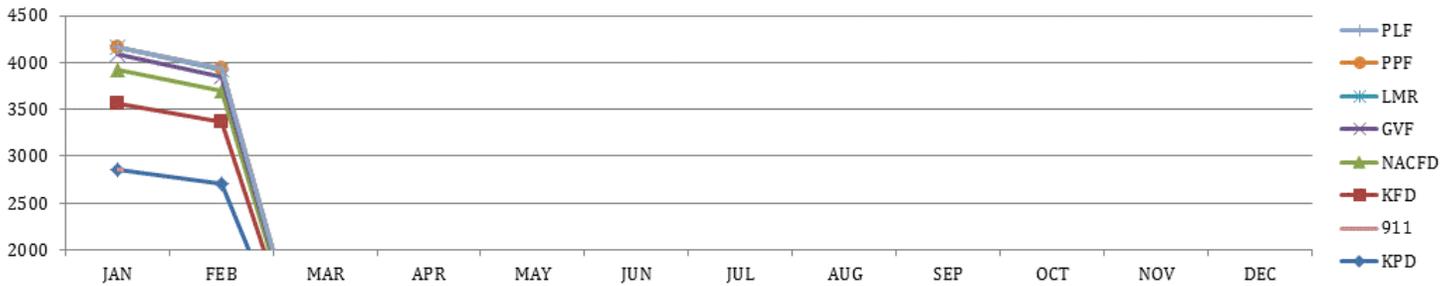


COMMUNICATION CENTER REPORT

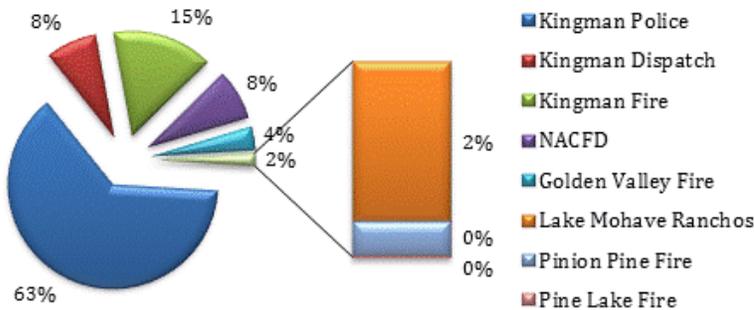
12

Communication Center Calls for Service by Agency	2020 YEAR-TO-DATE		Police	Dispatch	EMS	Fire	B&LS	Haz Mat	Tech Rescue	Other	2020 Total	2019 Total
	Count	Percentage										
City of Kingman Police	5565	63.3%	2705	-	-	-	-	-	-	-	2705	2486
Kingman Dispatch	686	7.9%	-	337	-	-	-	-	-	-	337	-
City of Kingman Fire	1361	15.4%	-	-	537	104	12	5	-	-	658	613
Northern Arizona Consolidated Fire	689	7.8%	-	-	273	59	-	2	-	-	334	324
Golden Valley Fire	323	3.7%	-	-	133	24	-	-	-	-	157	173
Lake Mohave Ranchos	140	1.5%	-	-	45	20	-	-	-	-	65	61
Pinion Pine Fire	23	0.3%	-	-	9	4	-	-	-	1	14	36
Pine Lake Fire	2	0%	-	-	1	-	-	-	-	-	1	5
TOTAL	8789	100%	2705	337	998	211	12	7	-	1	4271	3698

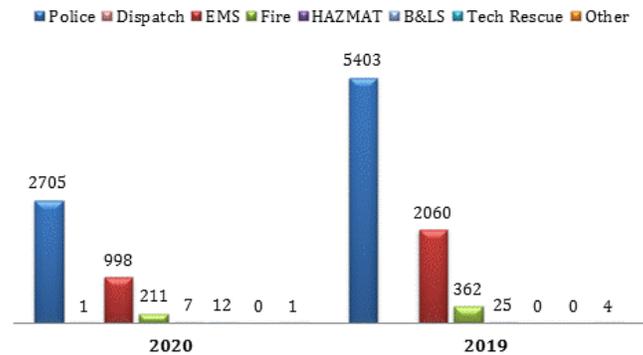
of Agency Calls 2020 Trend



Percentage of Calls per Agency
Total Calls for February: 4271



9-1-1 Communication Calls Per Agency
Feb 2020 DOWN 54% from Feb 2019



Alarm Handling by Agency	Incidents	Handling Time	Dispatch Time	Alarm Handling	Compliance %
Kingman Police	2705	No data	3:41	No data	63%
9-1-1 Call Answering	337	No data	0:10	No data	95%
Kingman Fire	658	No data	0:59	No data	97%
Northern AZ Consolidated Fire	334	No data	1:48	No data	73%
Golden Valley Fire	157	No data	2:55	No data	89%
Lake Mohave Ranchos	65	No data	0:51	No data	98%
Pinion Pine Fire	14	No data	2:00	No data	99%
Pine Lake Fire	1	No data	0:00	No data	0%
TOTAL	4271	No data	0:59	No data	97%



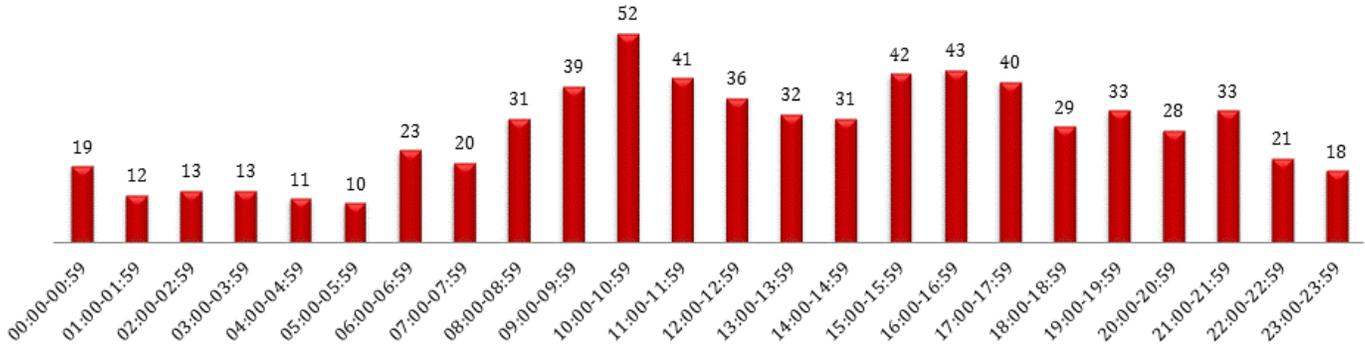
Kingman FIRE DEPARTMENT

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COMMUNICATION CENTER REPORT

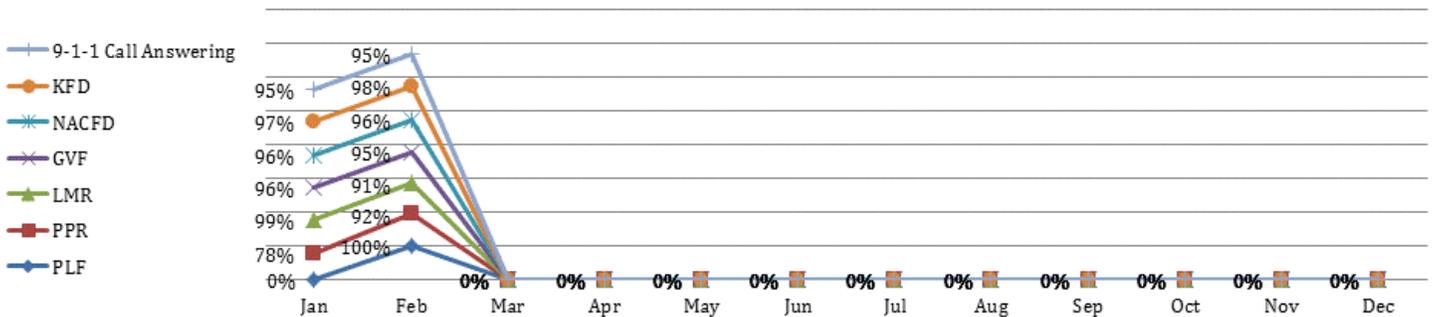
Total Incidents by Alarm Hour



COMMUNICATIONS CENTER STANDARDS PERFORMANCE

STANDARD	Incidents	Benchmark	Reliability	Baseline	Compliance %
9-1-1 Call Answering	2265	0:10	95%	0:10	95%
AGENCY	INCIDENTS	BENCHMARK		DISPATCH TIME	
Kingman Fire	658	1:30	90%	0:53	98%
Northern AZ Consolidated Fire	334	1:30	90%	0:53	96%
Golden Valley Fire	157	1:30	90%	1:08	95%
Lake Mohave Ranchos	65	1:30	90%	1:24	91%
Pinion Pine Fire	14	1:30	90%	1:12	92%
Pine Lake Fire	1	1:30	90%	0:39	100%
TOTAL	1229	1:30	90%	0:59	97%

Benchmark Compliance Trend by Agency - 2020



TELEPHONY BREAKDOWN

Call Type	Feb-20	2020 YTD	2019 YTD	% YTD Change
Emergency	1972	4237	4205	↓1%
Non-Emergency	7701	16143	16435	↓2%
TOTAL	9673	20380	20640	↓1%



Kingman FIRE DEPARTMENT

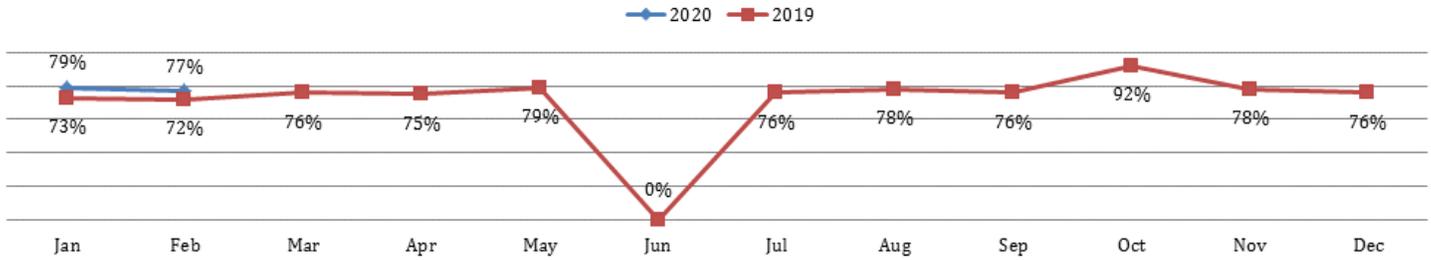
Monthly Performance Report February 2020



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%
February	4271	0:53	98%	1:08	84%	7:01	39%	9:07	81%

Total Response Time Compliance % - ALL CALLS

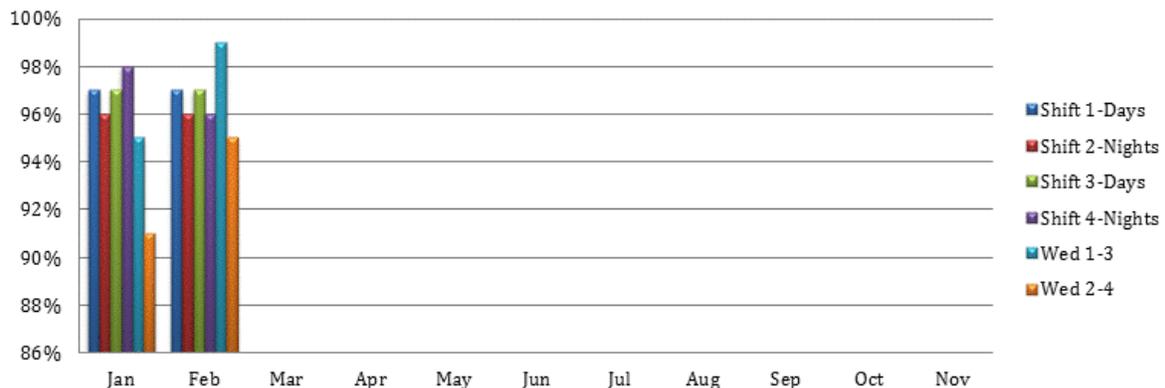


Performance by Time Block	All Incidents	Dispatch		Turnout		Travel		Total Response	
		90th%	Comp%	90th%	Comp%	90th%	Comp%	90th%	Comp%
BENCHMARKS		1:30	90%	1:00	90%	4:00	90%	8:00	90%
0000-0500	74	0:48	99%	1:34	41%	7:06	29%	9:44	73%
0600-1100	189	0:47	99%	1:13	84%	6:50	42%	8:31	85%
1200-1700	234	0:47	97%	0:55	93%	6:57	41%	8:53	82%
1800-2300	161	1:02	97%	0:59	91%	6:59	38%	9:12	80%
Total	658	0:53	98%	1:08	84%	7:01	39%	9:07	81%

9-1-1 COMMUNICATIONS CENTER PERFORMANCE BY SHIFT

Shift	Incidents	%	Dispatch Time	Compliance %
Shift 1—Days	293	24%	0:49	97%
Shift 2—Nights	211	17%	1:06	96%
Shift 3—Days	360	29%	0:57	97%
Shift 4—Nights	194	16%	0:59	96%
Wed 1-3	122	10%	0:43	99%
Wed 2-4	49	4%	1:23	95%
TOTAL	1229	100%	0:59	97%

9-1-1 Communications Center Shift Compliance % YTD 2020





Kingman FIRE DEPARTMENT Monthly Performance Report February 2020



TRAINING REPORT

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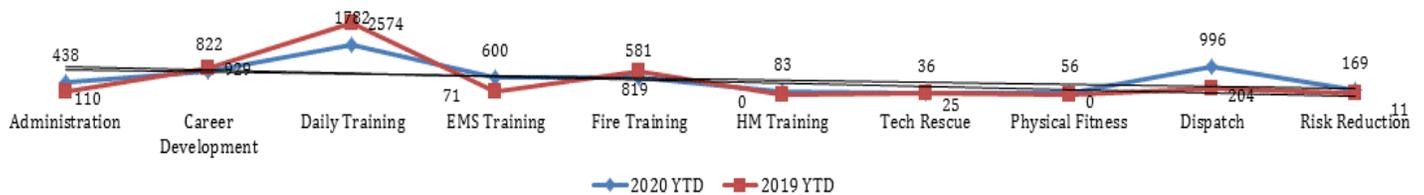
Training Hours

Training Type	Hours	% for Month	2020 YTD	2019 YTD	Variance %
Administration	431	16.0%	438	110	↑75%
Career Development	509	18.9%	822	929	↓11%
Daily Training	413	15.3%	1782	2574	↓31%
EMS Training	146	5.4%	600	71	↑88%
Fire Training	343	12.7%	581	819	↓29%
HM Training	79	2.9%	83	-	↑100%
Tech Rescue	-	-	36	25	↑31%
Physical Fitness	24	0.9%	56	-	↑100%
9-1-1 Communications	668	24.8%	996	204	↑80%
Risk Reduction	80	3.0%	169	11	↑93%
Total	2693	100%	5563	4743	↑15%

Training Performance Compliance

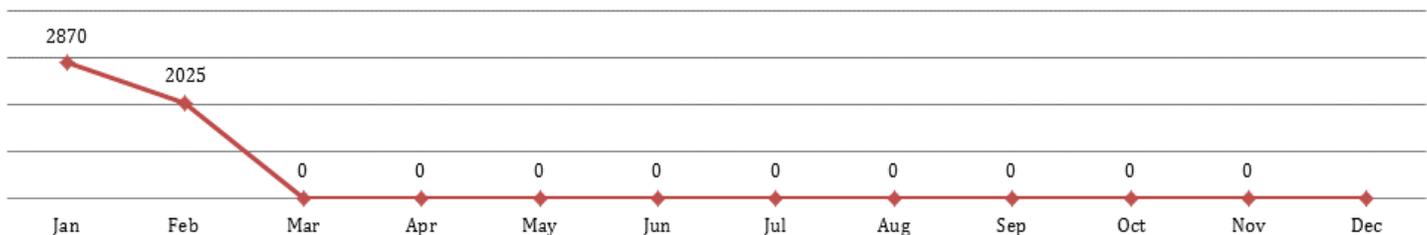
Benchmark	Officer Development	EMS	Fire	HazMat	Tech Rescue	Admin	Total
90%	100%	100%	100%	100%	No training	100%	100%

February 2020 vs. 2019 Total Training Hours



The Training and Safety division had an increase of internal training hours in the month of February 2020. Kingman Fire Department (KFD) operations personnel recorded 1790.65 hours training. KFD and NACFD operations personnel participated in a "night drill" that consisted of live fire operations for residential structure fires. Two KFD personnel attended a 16 hour "Senior Leadership" academy in Prescott Valley Az. KFD fulfilled all trainings that were assigned in the 2020 Annual Training Plan (ATP).

Total Training Hours by Month



February	YTD
Total Monthly Training Hours	2693
Average Monthly Hours per person (93)	29
YTD Training Hours	5563
Average YTD Hours per person (93)	60



Kingman FIRE DEPARTMENT

Monthly Performance Report February 2020



COMMUNITY DEVELOPMENT

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Top Violations

Inspection Type	# of Deficiencies	Violation
Building	31	Final Inspections (11)
Fire	83	Emergency Lighting (22)

Completed Monthly Fire Code Inspections			Monthly Code Violations		
Fire Prevention	Completed	YTD	Fire Prevention	Violations	YTD
Re-Inspection	10	30	Weeds	3	6
Annual Scheduled Inspection	150	297	Fire	1	2
Remaining Inspections	-	-	Building	1	2
Total Inspections	160	327	Total Violations	5	10

Target Hazard Commercial Occupancies & Bldg Inspections			Trending Code Violations			
Inspection Type	Feb-20	YTD	Type	Feb-20	Feb-19	Variance %
Fire Inspections	160	327	Fire	1	1	0%
Building Inspections	500	978	Building	1	1	0%

Business License Inspections	Feb-20	YTD
	55	59

Community Risk Reduction (CRR) Activities

Activity	Feb-20	# of Attendees	2020 YTD	2019 YTD
Smoke Alarm Maintenance/Calls	6	11	11	12
Smoke Alarm New Install (each alarm)	4	5	6	18
Child Safety Seat Checks	1	9	1	9
Child Safety Seats - Issued NEW	5	9	13	11
Public Education Classes	4	194	16	28
Public Education Outreach	1	100	3	13
Explorer Program Training	15	225	31	-
Knox Box	5	5	5	6
Citizens Fire Academy Training	-	-	-	-
CERT Training	-	-	-	-
Station Tours	-	-	-	4
Total	41	558	86	101

: The CRR Team performed 6 residential smoke alarm maintenance calls and assisted 4 home owners with the replacement of their smoke alarms. 5 Knox Boxes were installed and 3 burn permits issued. There were 4 public education classes conducted for 194 students and teachers and CRR participated in a career day event at Kingman Academy HS with approximately 100 students present at the event. CRR taught 1 car seat program where 9 mothers received the training and 3 mothers received 5 car seats.



Kingman FIRE DEPARTMENT

Monthly Performance Report February 2020



COMMUNITY DEVELOPMENT

Building Review Activities

Review Types	Feb-20	YTD
Commercial Plans	1	3
Other Commercial Plans	11	17
Residential Plans	20	45
Other Residential Plans	28	62
Sign Review	5	8
Special Event Permit Review	19	26
Other Reviews	2	4
Building Safety Inspections	480	981
Hydrant Activity (All)	-	200
Total	566	1346

New Residential Permits Issued w/Valuation by Month

Month	2020 Permits	2020 Value	2019 Permits	2019 Value
January	20	\$2,905,671	12	\$2,098,437
February	24	\$3,877,956	24	\$3,612,916
March			29	\$5,319,757
April			21	\$3,170,535
May			22	\$3,662,853
June			50	\$4,421,333
July			25	\$4,630,422
August			38	\$5,900,434
September			22	\$3,923,443
October			46	\$7,130,951
November			14	\$2,575,506
December			16	\$2,770,647
Total	44	\$6,783,627	295	\$49,195,033

Commercial—New/Under Review Permits

- ⇒ Route 66 Stuff your Stuff 3645 E Andy Devine Avenue
- ⇒ Kingman Veteran Villas 218 Jackson Street
- ⇒ Low Cost Spay & Neuter 1419 Andy Devine Ave

Commercial Permits Issued

Under Construction

- ⇒ Mohave County Courthouse 401 Spring Street
- ⇒ Mohave County Library 3269 N Burbank Street
- ⇒ Canada Mart, 210 W Andy Devine Avenue
- ⇒ Innovative Warehouse 1301 Andy Devine Avenue
- ⇒ DES 2400 Airway Avenue
- ⇒ Cricket Wireless 3535 N Stockton Hill Rd #B
- ⇒ Walker Svc Electric Garage 2540 Wickieup Avenue
- ⇒ Rickety Cricket Grain Silo 532 Beale Street

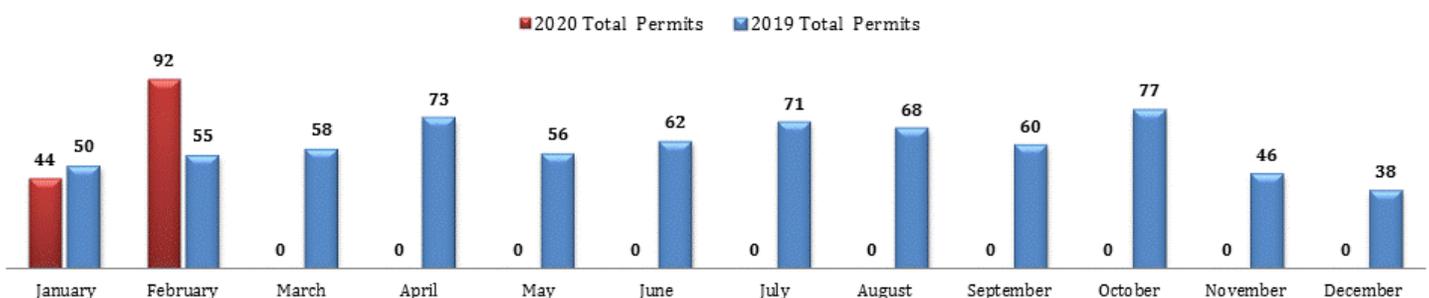
Commercial Permits Ready to Issue

- ⇒ Perkins 3123 Stockton Hill Road
- ⇒ Rilibertos 3123 Stockton Hill Road
- ⇒ Comfort Suites 1149 E Sunrise Avenue E
- ⇒ Patel Restaurant 2931 Andy Devine Ave

Commercial Permits Close-Out

- ⇒ none

Commercial & Residential Permits Issued YTD





Kingman FIRE DEPARTMENT Monthly Performance Report February 2020



COMMUNITY DEVELOPMENT

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Zoning Ordinance Update & Other Projects

Benchmark	# of Contacts with Media, Public and Stakeholders
90%	28

Commercial & Residential Planning/Zoning Review Performance Compliance

Benchmark	Residential Review Complete within 5 Working Days	Commercial Review Complete within 14 Working Days
90%	94%	93%

Parcel & Subdivision Plan Review Performance Compliance

Benchmark	Residential Review Complete within 5 Working Days	Commercial Review Complete within 14 Working Days
90%	n/a	n/a

New Commercial Permits Issued w/Valuation by Month

Month	2020 Permits	2020 Value	2019 Permits	2019 Value
January	2	\$61,153	2	\$785,934
February	1	\$101,936	0	\$0
March			0	\$0
April			2	\$4,931,071
May			0	\$0
June			0	\$0
July			2	\$4,747,314
August			0	\$0
September			0	\$0
October			0	\$0
November			0	\$0
December			2	\$828,552
Total	3	\$163,089	8	\$11,292,877

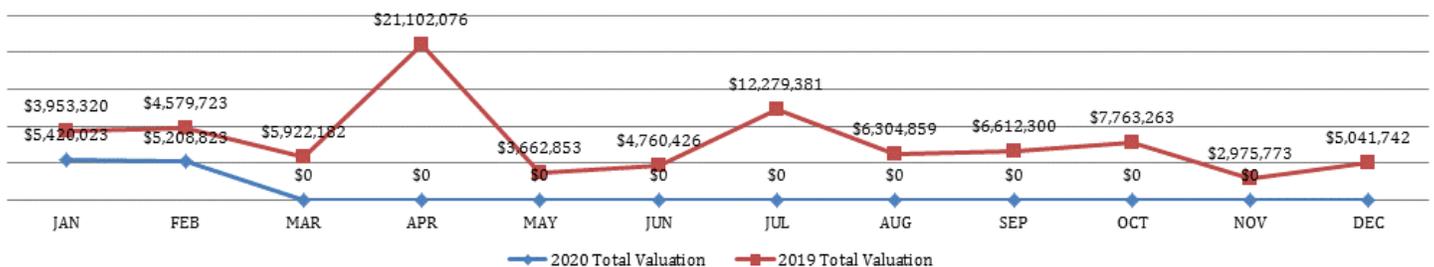
Commercial & Residential Plan Review Performance Compliance

Benchmark	Residential Review Complete within 5 Working	Commercial Review Complete within 14 Working
90%	85%	100%

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 February 2020



COMMUNITY DEVELOPMENT

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Total Permits Issued w/Valuation by Month

Month	2020 Permits	2020 Value	2019 Permits	2019 Value
January	44	\$5,420,023	50	\$3,953,320
February	92	\$5,208,823	55	\$4,579,723
March			58	\$5,922,182
April			73	\$21,102,076
May			56	\$3,662,853
June			62	\$4,760,426
July			71	\$12,279,381
August			68	\$6,304,859
September			60	\$6,612,300
October			77	\$7,763,263
November			46	\$2,975,773
December			38	\$5,041,742
Total	136	\$10,628,846	714	\$84,957,898

Permit Fees	Feb-20	Feb-19	Permits FINALED	Feb-20	Feb-19
Collected	\$126,142	\$55,010	Total #	48	32
Waived	\$1,374	\$10,142	Total Value	\$4,400,281	\$2,415,790

THE VALUES OF THE KINGMAN FIRE DEPARTMENT

- * **Safety:** Provide the most effective health and safety programs for our members' well-being and operational readiness.
- * **Community:** Fulfill our responsibility and deepen our involvement in the community we serve.
- * **Professionalism:** Provide the highest levels of internal and external customer service.
- * **Empowerment:** Delegate authority to the most appropriate level.
- * **Proficiency:** Provide a high degree of competence, skill and expertise.
- * **Integrity:** Honor our profession and inspire others to preserve trustworthiness, honesty, and compassion.
- * **Courage:** Demonstrate the mental and moral strength to persevere in times of difficulty.

“Commitment to Community”



Kingman FIRE DEPARTMENT

Monthly Performance Report February 2020



FIRE ADMINISTRATION STRATEGIC HIGHLIGHTS

20

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.

Fiscal Year 2020 Approved Budget vs. Available Budget

■ Approved Budget ■ Available Budget



Grant Information

- * The department received the portable radios that were granted through the FEMA Assistance to Firefighters grant for \$135,000.00. This grant requires a 10% match and 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 has completed 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 also used operation funding for PPE to completely outfit the department apparatus with this critical gear for firefighter safety.
- * The contract negotiations for the remodel of fire station 2 have been completed and will be taken to council for approval in March.

- ◆ The department is currently installing 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

2020

FEBRUARY 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>

