



# Kingman FIRE DEPARTMENT

## Monthly Performance Report March 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	-
<b>TOTAL</b>	<b>15</b>	<b>15</b>	<b>15</b>	<b>22</b>	<b>67</b>	<b>26</b>	<b>32</b>	<b>14</b>

#### 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	12
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	2
Communications Manager	1	1
Communications Supervisor	4	4
Public Safety Telecommunicator	11	9
<b>TOTAL</b>	<b>107</b>	<b>97</b>

#### 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
<b>TOTAL</b>	<b>69</b>

#### COMMUNITY DEVELOPMENT

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

#### 9-1-1 COMMUNICATIONS DEPARTMENT

Communications Manager	1
Communication Supervisor	4
Telecommunicator	9
<b>TOTAL</b>	<b>14</b>



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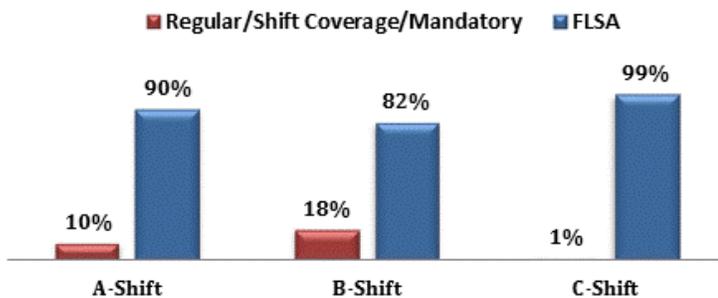


## PERSONNEL INFORMATION

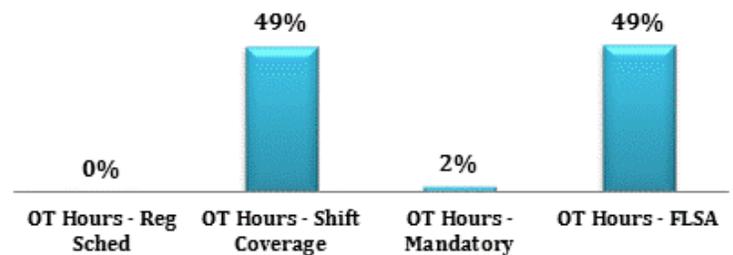
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MARCH 2020	A-Shift	B-Shift	C-Shift	POC	Dispatch	Fire Admin	BLS	Total by Hour
Working Hours	3020	3135	2769.5	-	1914	305	1244.85	12388.35
OT Hrs—Reg Sched	-	-	2	-	-	-	-	2
OT Hrs—Shift Cover	4	10	-	-	106	-	-	120
OT Hours—Mandatory	-	4.5	-	-	4	-	-	8.5
OT Hours—FLSA	36	66	209	-	107	-	-	418
Working Shift (POC)	-	-	-	264.75	-	-	-	264.75
Working Squad (POC)	-	-	-	144.5	-	-	-	144.5
Vacation Hours	105	134	266	-	88	-	56.5	652.5
Sick Hours	72	180	96	-	42	15	46.65	451.65
Light Duty Hours	-	-	-	-	-	-	-	-

**Shift Personnel Overtime**  
Total OT Hours: 331.5



**9-1-1 Communications Overtime**  
Total Overtime Hours: 217



### 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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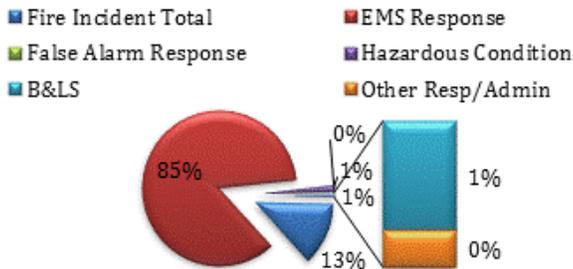
## OPERATIONS REPORT

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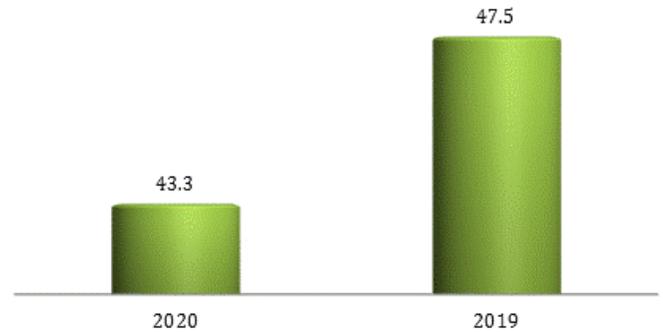
### INCIDENT BREAKDOWN

Incident Type	MAR-20	MAR-19	% of Chg	2020 YTD	2019 YTD	% of Chg
<b>Total FIRE Incidents</b>	<b>78</b>	<b>98</b>	<b>↓26%</b>	<b>257</b>	<b>262</b>	<b>↓2%</b>
EMS Response	516	608	↓18%	1666	1675	↓1%
Residential Structure Fires	6	8	↓33%	25	15	↑40%
Commercial Structure Fires	1	2	↓50%	7	6	↑14%
Vehicle Fires	3	2	↑33%	12	9	↑25%
Brush Fires	6	7	↓17%	15	13	↑13%
Dumpster Fires	1	11	↓91%	5	17	↓71%
Other Fire	61	68	↓11%	193	202	↓5%
False Alarm Response	-	-	-	-	-	-
Hazardous Condition	8	7	↑13%	20	20	0%
B&LS	3	-	-	20	-	-
Other Resp/Admin	1	-	-	4	4	0%
<b>Total Incidents</b>	<b>606</b>	<b>713</b>	<b>↓18%</b>	<b>1967</b>	<b>1961</b>	<b>↓0.3%</b>

**Incident Breakdown by %**  
Total Incidents: 606



**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%
<b>BENCHMARKS</b>		1:30	90%	1:00	90%	4:00	90%	8:00	90%
A-Shift	178	0:51	99%	1:08	86%	7:37	38%	9:28	77%
B-Shift	223	0:47	98%	1:19	83%	7:14	37%	9:51	74%
C-Shift	205	0:54	98%	1:22	78%	7:12	37%	9:25	80%
<b>Total</b>	<b>606</b>	<b>0:52</b>	<b>98%</b>	<b>1:15</b>	<b>82%</b>	<b>7:23</b>	<b>37%</b>	<b>9:45</b>	<b>77%</b>

Shift	Total Calls MAR-20	Total Calls MAR-19	Calls/FF MAR-20	Calls/FF MAR-19	% Change YTD 2020 vs. 2019	YTD
A (14)	178	236	12.7	15.7	↓1%	646
B (14)	223	233	15.9	15.5	↑1%	641
C (14)	205	244	14.6	16.3	↓1%	680
<b>Total</b>	<b>606</b>	<b>713</b>	<b>43.3</b>	<b>47.5</b>	<b>↑0.3%</b>	<b>1967</b>



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## OPERATIONS REPORT

**Total Calls for the month of MARCH: 606**

**YTD: 1967**

**Total AMR Calls for the month of MARCH: 122**

**YTD: 384**

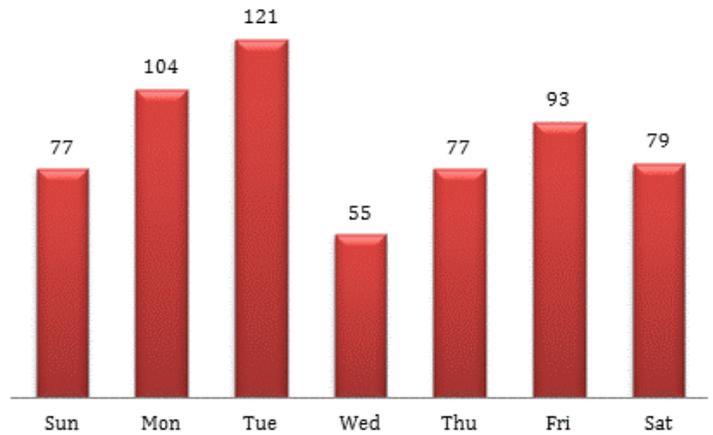
**Squad 2 Calls for the month of MARCH: 56**

**July 1, 2019 to date: 252**

TOTAL INCIDENTS BY DISTRICT						
District	MAR-20	MAR-19	% Change	2020 YTD	2019 YTD	% Change
21	78	93	↓19%	243	255	↓5%
21A	-	1	-	1	2	↓50%
21B	2	-	-	6	-	-
21C	3	-	-	5	-	-
<b>TOTAL</b>	<b>3</b>	<b>94</b>	<b>↓13%</b>	<b>255</b>	<b>257</b>	<b>↓1%</b>
22	69	72	↓4%	236	201	↑17%
22A	125	142	↓14%	374	408	↓9%
22B	23	25	↓9%	69	67	↑3%
22C	2	2	0%	4	3	↑33%
22D	4	3	↑33%	14	21	↓33%
<b>TOTAL</b>	<b>223</b>	<b>244</b>	<b>↓9%</b>	<b>697</b>	<b>700</b>	<b>0%</b>
23	109	181	↓66%	444	489	↓10%
23A	67	66	↑1%	187	196	↓5%
23B	-	-	-	3	1	↑67%
<b>TOTAL</b>	<b>176</b>	<b>247</b>	<b>↓40%</b>	<b>634</b>	<b>686</b>	<b>↓8%</b>
24	95	94	↑1%	267	249	↑7%
25	12	17	↓42%	45	39	↑13%
Out District	17	17	0%	69	30	↑57%
<b>Total</b>	<b>606</b>	<b>713</b>	<b>↓18%</b>	<b>1967</b>	<b>1961</b>	<b>↑0.3%</b>

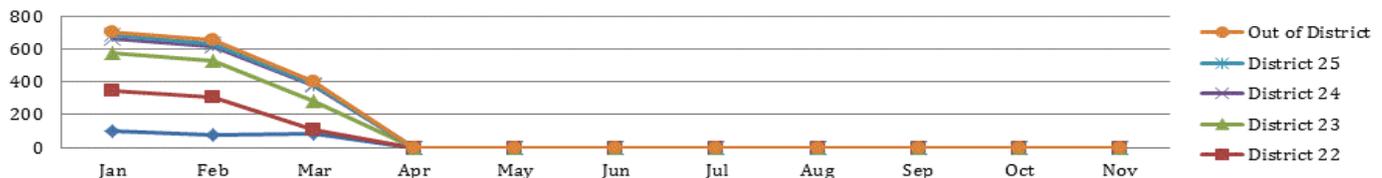
CALLS BY DAY OF WEEK				
Day	MAR-20	MAR-19	% by Day	YTD
Sunday	77	110	13%	244
Monday	104	102	17%	288
Tuesday	121	100	20%	304
Wednesday	55	95	9%	247
Thursday	77	84	13%	316
Friday	93	129	15%	309
Saturday	79	93	13%	259
<b>TOTAL</b>	<b>606</b>	<b>713</b>	<b>31%</b>	<b>1697</b>

**Total Incidents by Day of the Week**



Fire Incidents by Category	MAR-20	% All Incidents	2020 YTD	2019 YTD	YTD % Change
EMS	516	85%	1666	3189	↓48%
Fire	78	13%	257	558	↓54%
HazMat	8	1%	20	33	↓39%
Tech Rescue	3	0%	20	-	-
Other	1	0%	4	2	↑50%
<b>Total</b>	<b>606</b>	<b>100%</b>	<b>1967</b>	<b>3782</b>	<b>↓48%</b>

**Incidents by District Trend for 2020**





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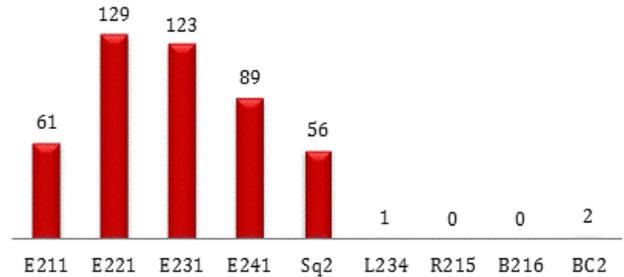


## OPERATIONS REPORT

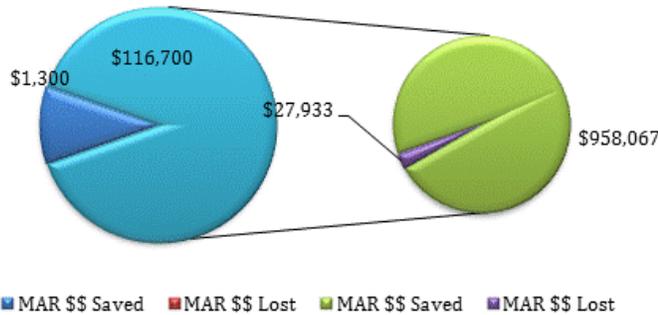
**Total Responses by KFD Apparatus**  
*(does not include canceled calls)*

Unit	MAR-20	YTD	% Per Unit
E211	61	223	10%
E221	129	450	22%
E231	123	435	21%
E241	89	273	15%
Squad 2	56	136	9%
L234	1	1	0%
R215	-	-	-
B216	-	2	-
BC2	2	9	0%
AMR	122	384	21%
Other/Admin	11	40	2%

**461 Total Responses by Apparatus**



**2020 vs. 2019 Save / Loss Fire Risk Value**



Confined vs. Non-Confined Fires	Confined	Non-Confined
Residential Fires	1	-
Commercial Fires	1	-

Fire Outcomes	Benchmark	MAR-20
Water on Fire	-	NO DATA
Primary All Clear	-	NO DATA
Secondary All Clear	-	NO DATA
Lost Stopped	-	NO DATA
Fire Out	-	NO DATA

Property Value—Fire Incidents	MAR-20	MAR-19	% Change
<b>Total Fire Incidents Investigated</b>	<b>4</b>	<b>20</b>	<b>↓80%</b>
Fire Incidents Total	5	20	↓75%
Fire Incidents with Property Damage	2	5	↓60%
Total Dollar Value of Property	\$118,000	\$27,933	↑76%
Total Dollar Amount of Property Saved	\$116,700	\$958,067	↓88%
Total Property Saved	2	15	↓87%

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

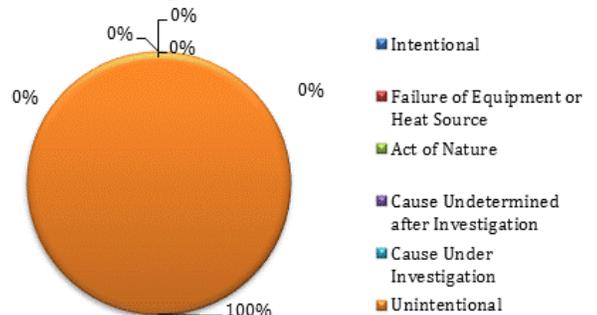
**Working Smoke Detectors During Residential Structure Fires**

Benchmark	MAR-20
90%	100%

**Structure Smoke Detectors**

Detector Presences Status	Count
Present	1
Not Present	-
Undetermined	-

**Cause of Ignition Breakdown MAR 2020**





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### OPERATIONS REPORT

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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	\$108,000	\$10,000	\$118,000	\$23,600

Number of Loss Incidents	Total Property Loss	Total Content Loss	Total 2019 Losses	Average Loss
2	\$1,300	\$0	\$1,300	\$650

#### 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
406 3rd Street	3/29/20	20-1922	\$103,000	\$10,000	\$113,000	\$1,000	\$0	\$1,000

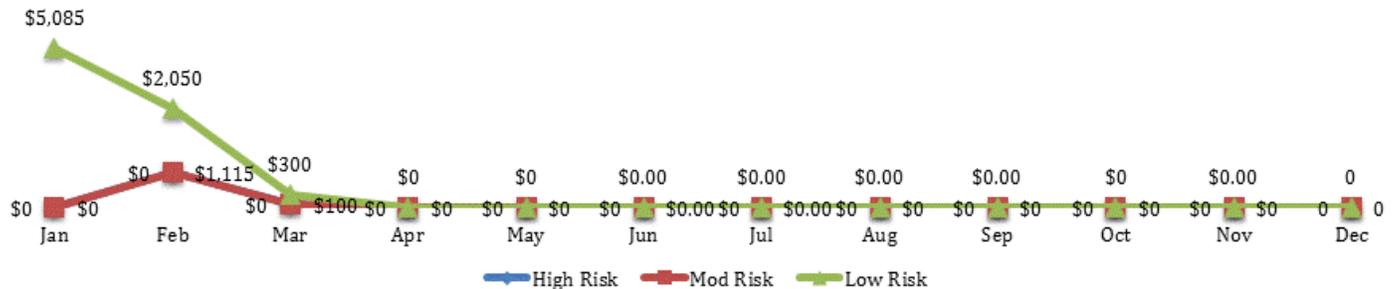
#### Moderate Risk Fire—Fire Suppression (Commercial Vehicle Fires)

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
No incidents								

#### 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
2728 Mountain	3/08/20	20-1502	\$5,000	\$0	\$5,000	\$300	\$0	\$300
South 6th Street	3/03/20	20-1413	\$0	\$0	\$0	\$0	\$0	\$0
3823 N. Roosevelt	3/09/20	20-1525	\$0	\$0	\$0	\$0	\$0	\$0
3264 Calumet	3/01/20	20-1374	\$0	\$0	\$0	\$0	\$0	\$0

**Trend of Loss in 2020**



#### AUTOMATIC AID BREAKDOWN

Mutual Aid	Dept.	MAR-20	2020 YTD	2019 YTD	% YTD Change
Given	NACFD	16	58	2	↑97%
Given	GVFD	1	4	14	↓71%
Given	PPFD	-	1	-	-
Given	LMRFD	-	-	-	-
Received	NACFD	3	20	14	↑30%
Received	GVFD	4	7	2	↑71%
Received	PPFD	-	1	-	-



# Kingman FIRE DEPARTMENT Monthly Performance Report March 2020



## EMS REPORT

EMS Calls per Station	MAR-20	% for Month	YTD
Station 21	55	14%	185
Station 22	161	41%	511
Station 23	106	27%	353
Station 24	71	18%	222

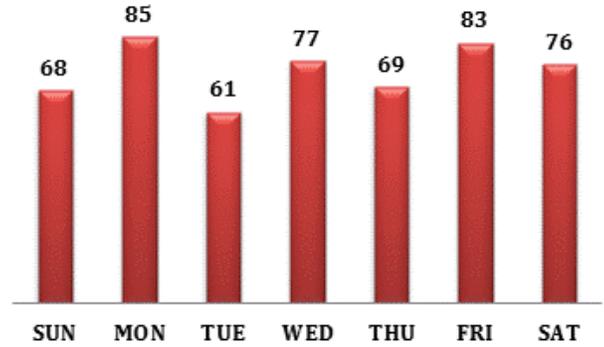
AMR Only Responses	CALLS	% YTD	YTD
EMS Response—KFD	516	31%	1666
EMS Response—AMR	122	32%	384

**KFD & AMR total Responses: 638      KFD responded to 81%**

### EMS TOP 10 DETERMINANTS

CALL TYPE	MAR-20	MAR-19	Variance %	YTD
Breathing Problem—Delta	49	54	↓10%	160
Chest Pain—Delta	21	36	↓71%	71
Psychiatric—Bravo	23	26	↓13%	62
Sick Person—Charlie	19	26	↓37%	69
Falls—Bravo	24	31	↓29%	98
Sick Person—Alpha	32	43	↓34%	132
Unconscious/ Fainting—Delta	24	21	↑13%	68
Falls—Alpha	17	31	↓82%	69
Unknown Problem—Bravo	20	21	↓5%	55
Advanced SEND—Alpha	18	-	-	60
Traffic Accident—Bravo	-	-	-	-

### EMS Incidents by Day of Week



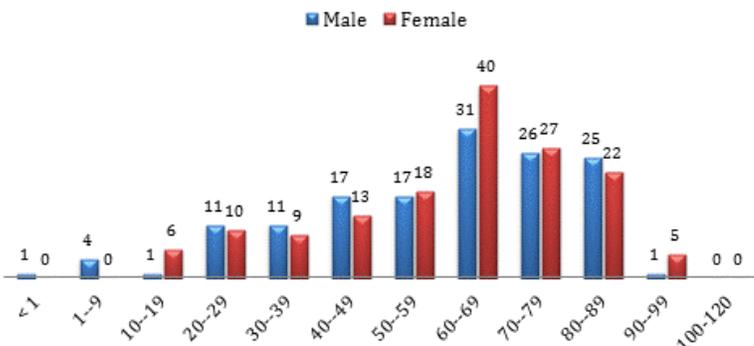
### EMS Supply Costs

Vendor	MAR-20	FYTD 2020
Life-Assist	\$225.03	\$6274.53
BoundTree	\$4804.76	\$9423.78

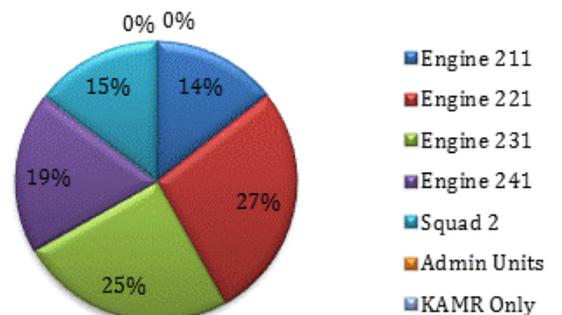
### EMS Incidents by Type

Type	KRMC Alert	MAR-20	% of all EMS Incidents	YTD
Cardiac Arrest	-	5	1.0%	19
STEMI	-	1	0.2%	6
Stroke	2	7	1.4%	25
Falls/Trauma	4	58	11.2%	163
Naloxone Usage	-	4	0.8%	9
Sepsis	1	-	0.0%	4

### Patients by Age Group and Gender February



### EMS Calls by Unit



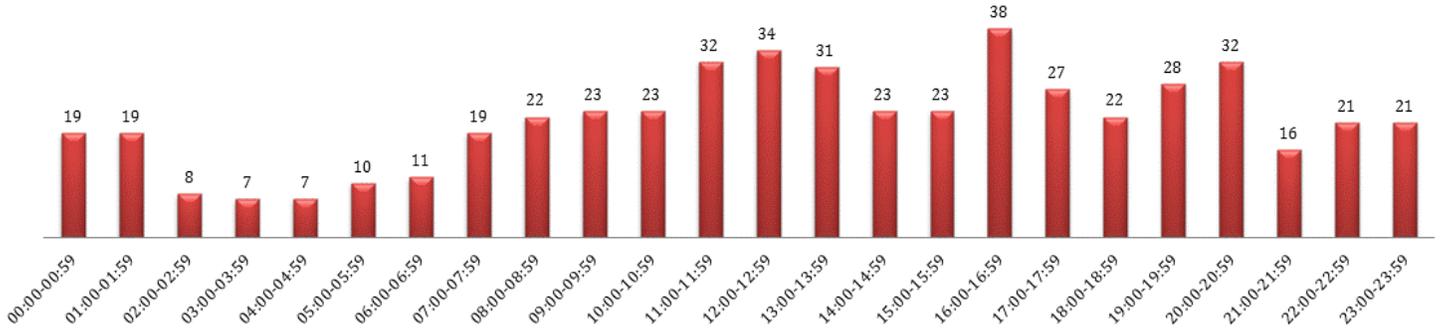


# Kingman FIRE DEPARTMENT Monthly Performance Report March 2020



## EMS REPORT

EMS Incidents by Hour



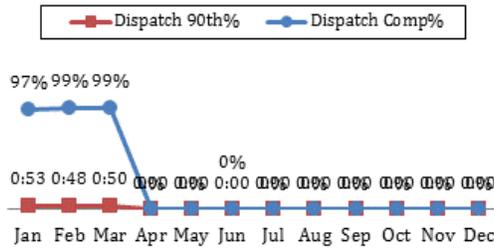
EMS PERFORMANCE by RISK

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	293	0:51	98%	1:13	85%	7:00	40%	9:13	80%
MODERATE-Bravo	9	0:43	100%	1:12	83%	7:36	28%	9:59	69%
LOW-Alpha, Omega, & Public Assist	124	0:44	100%	1:19	88%	7:15	57%	9:56	71%
<b>Total</b>	<b>516</b>	<b>0:50</b>	<b>99%</b>	<b>1:13</b>	<b>84%</b>	<b>7:16</b>	<b>37%</b>	<b>9:40</b>	<b>77%</b>

EMS Performance by RISK

**DISPATCH**

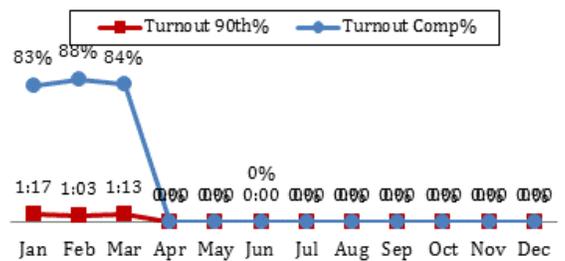
Benchmarks: 90th% - 1:30 Comp% - 90%



EMS Performance by RISK

**TURNOUT**

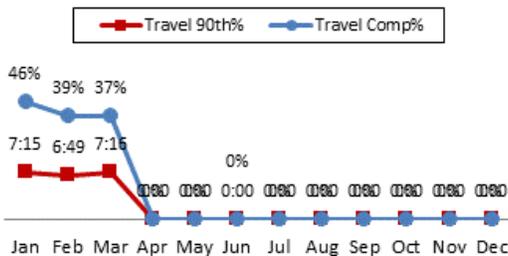
Benchmarks: 90th% - 1:00 Comp% - 90%



EMS Performance by RISK

**TRAVEL**

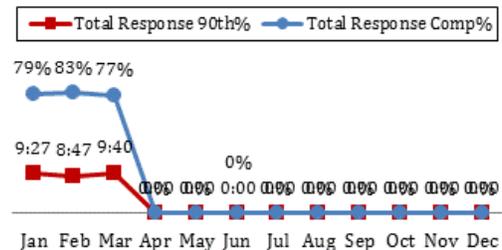
Benchmarks: 90th% - 4:00 Comp% - 90%



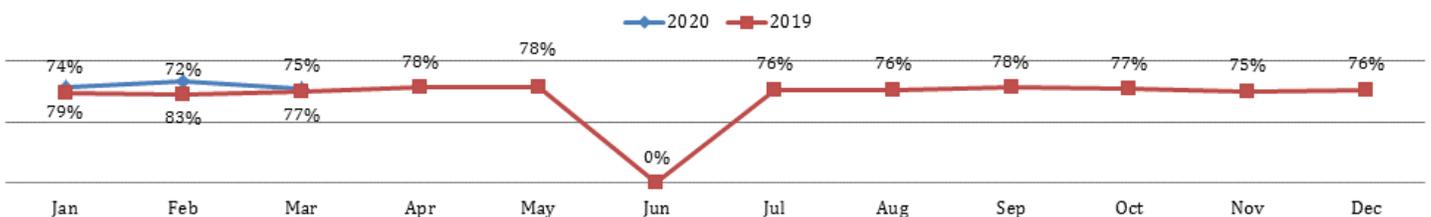
EMS Performance by RISK

**TOTAL RESPONSE**

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



Total Response Time Compliance%- EMS CALLS



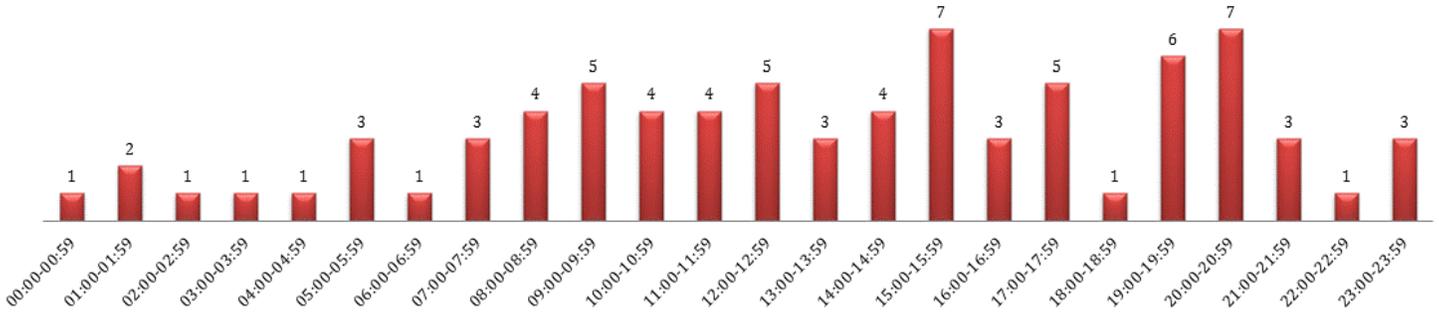


# Kingman FIRE DEPARTMENT Monthly Performance Report March 2020



## FIRE REPORT

Fire Incidents by Hour



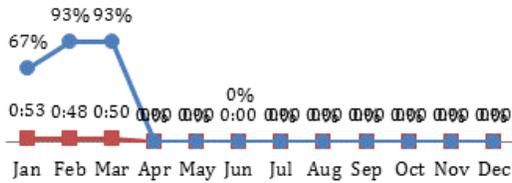
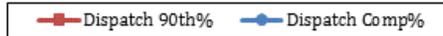
FIRE PERFORMANCE by RISK

RISK	Fire Incidents	Dispatch		Turnout		Travel		Total Response	
		90th%	Comp%	90th%	Comp%	90th%	Comp%	90th%	Comp%
<b>BENCHMARKS</b>		<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	7	0:51	86%	2:05	43%	5:29	43%	9:11	71%
MODERATE-Bravo	2	0:43	50%	1:40	50%	1:36	100%	3:46	100%
LOW-Alpha, Omega, & Public Assist	69	0:44	97%	1:18	69%	9:44	41%	10:56	70%
<b>Total</b>	<b>78</b>	<b>0:50</b>	<b>93%</b>	<b>1:28</b>	<b>63%</b>	<b>8:47</b>	<b>43%</b>	<b>10:27</b>	<b>71%</b>

Fire Performance by RISK

**DISPATCH**

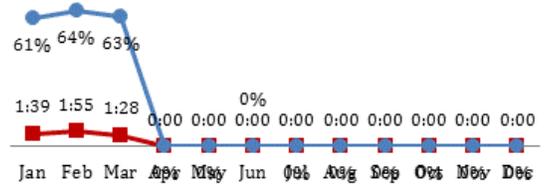
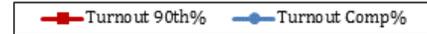
Benchmarks: 90th% - 1:30 Comp% - 90%



Fire Performance by RISK

**TURNOUT**

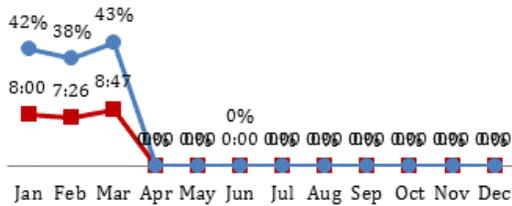
Benchmarks: 90th% - 1:30 Comp% - 90%



Fire Performance by RISK

**TRAVEL**

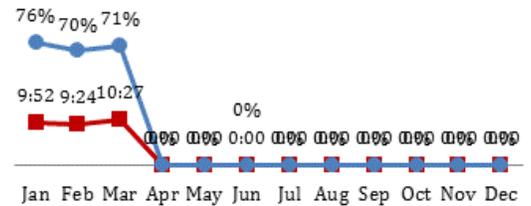
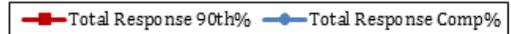
Benchmarks: 90th% - 1:30 Comp% - 90%



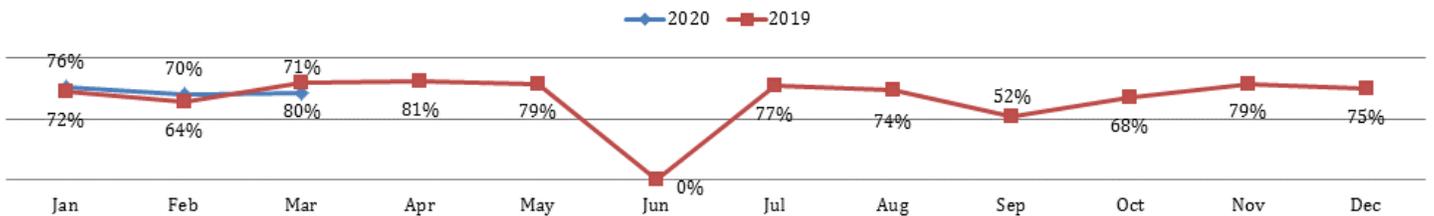
Fire Performance by RISK

**TOTAL RESPONSE**

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



Total Response Time Compliance%- FIRE CALLS



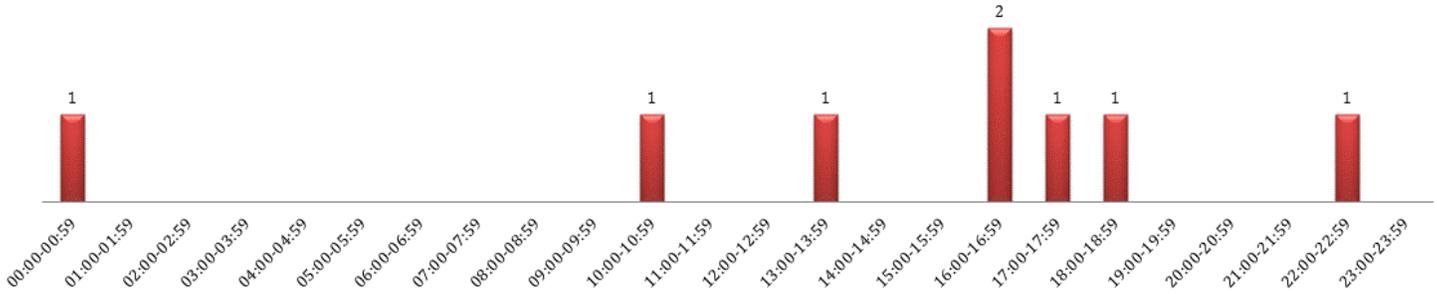


# Kingman FIRE DEPARTMENT Monthly Performance Report March 2020



## HAZMAT REPORT

HazMat Incidents by Hour



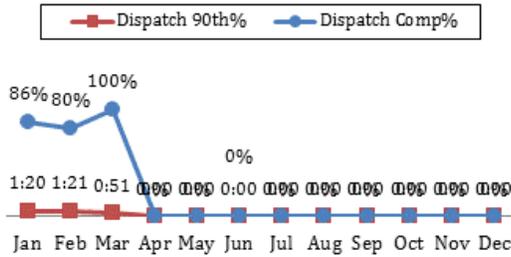
HAZMAT PERFORMANCE by RISK

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	-	-	-	-	-	-	-	-
MODERATE-Bravo	7	0:52	100%	0:57	86%	5:46	29%	7:07	100%
LOW-Alpha, Omega, & Public Assist	1	0:23	100%	0:59	100%	5:02	0%	6:24	100%
<b>Total</b>	<b>8</b>	<b>0:51</b>	<b>100%</b>	<b>1:00</b>	<b>88%</b>	<b>5:42</b>	<b>25%</b>	<b>7:05</b>	<b>100%</b>

HazMat Performance by RISK

**DISPATCH**

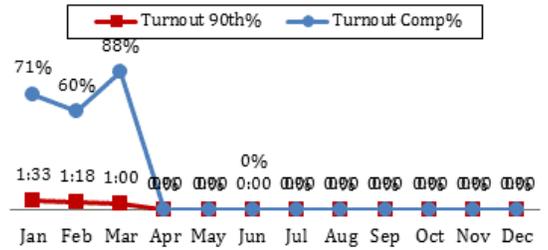
Benchmarks: 90th% - 1:30 Comp% - 90%



HazMat Performance by RISK

**TURNOUT**

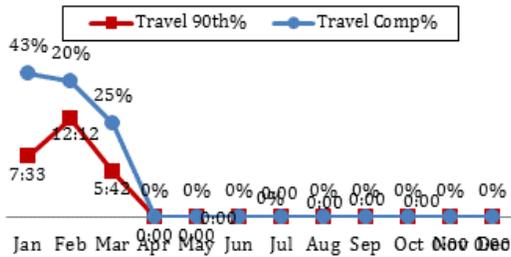
Benchmarks: 90th% - 1:00 Comp% - 90%



HazMat Performance by RISK

**TRAVEL**

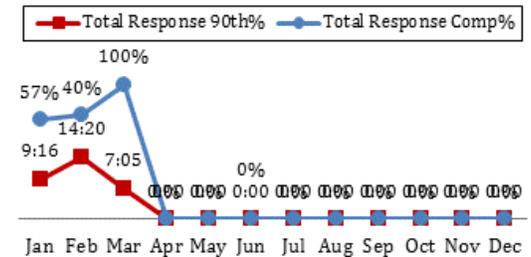
Benchmarks: 90th% - 4:00 Comp% - 90%



HazMat Performance by RISK

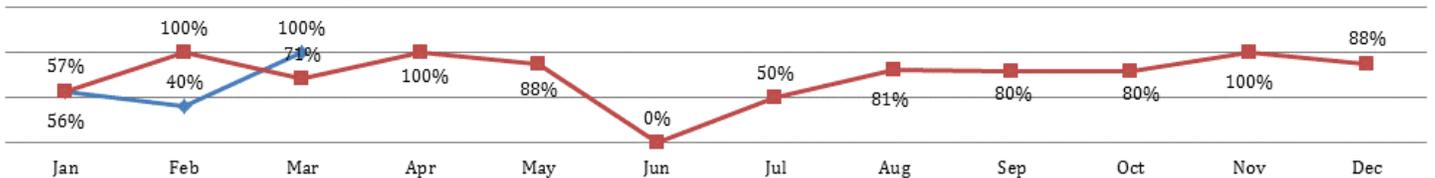
**TOTAL RESPONSE**

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



Total Response Time Compliance%- HAZMAT CALLS

—●— 2020 —■— 2019





# Kingman FIRE DEPARTMENT

## Monthly Performance Report March 2020



### UTSETIN—CARDIAC SURVIVABILITY REPORT

#### CARDIAC SURVIVABILITY FOR FEBRUARY: 0%

CARDIAC EVENT, 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 EVENT, NOT WITNESSED			
Group Total		4	
Resuscitations Attempted		2	
Pre-Arrival CPR		1	<b>ROSC</b>
Initial Rhythm	Asystole	3	-
	VF/VT	1	-
	Other Rhythm	-	-
ROSC for Group		-	-
ROSC % for Group		-	-

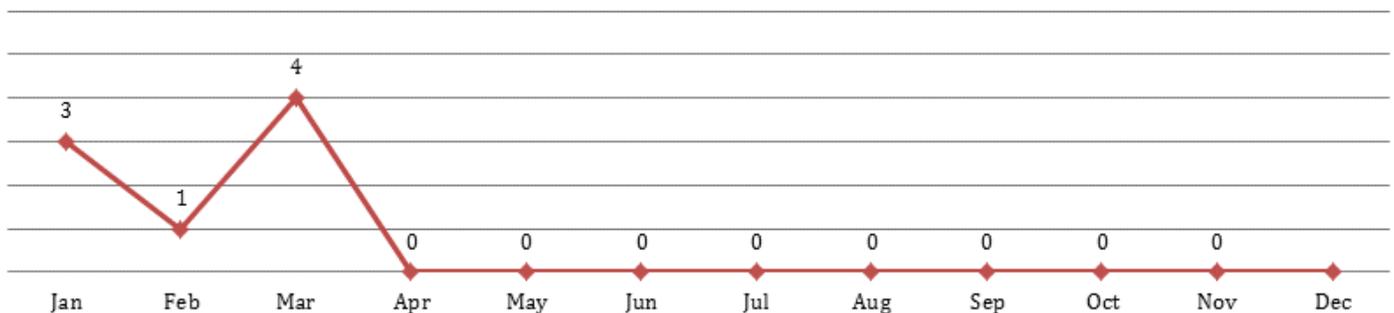
CARDIAC EVENT, WITNESSED by EMS			
Group Total		-	
Resuscitations Attempted		-	
Bystander CPR		-	<b>ROSC</b>
Initial Rhythm	Asystole	-	-
	VF/VT	-	-
	Other Rhythm	-	-
ROSC for Group		-	-
ROSC % for Group		-	-

Public Access Defibrillator (AED)	-
AED Available	-
AED Used	-
AED ROSC	2
Attempted Resuscitations	-
Cardiac Arrest with ROSC	-
Non-traumatic Cardiac Arrest with ROSC	-
Cardiac Arrest with Bystander CPR performed	4
Cardiac Arrest Calls	4
Cardiac Arrest - Cardiac Event	4
Cardiac Arrest - Trauma Event	0
Resuscitations Attempted	2

CPR CERTIFICATIONS ISSUED IN MARCH	
BLS	4
Heartsaver	12
AED	6
Friends & Family	2
Hands Only	6
Stop the Bleed	16
<b>Total</b>	<b>46</b>

CRR started out the month relatively busy, but the later part of the month we had to cancel several CRR programs. CRR assisted administration with several projects that have been delayed due to time and personnel. We were able to re-organize Southside storage facility. We have also been working on cleaning up some of the CRR SOP's. The following are a few of the programs that we were able to accomplish.

**Cardiac Arrest w/ Bystander CPR Performed**





# Kingman FIRE DEPARTMENT Monthly Performance Report March 2020

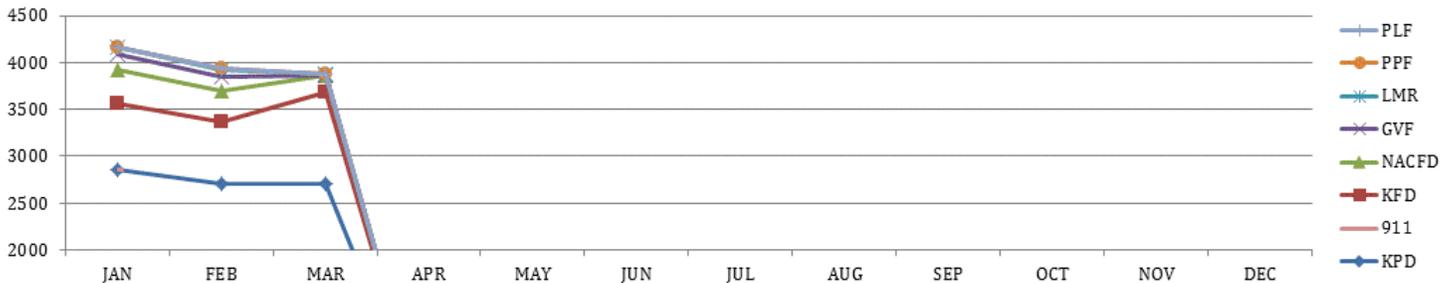


## COMMUNICATION CENTER REPORT

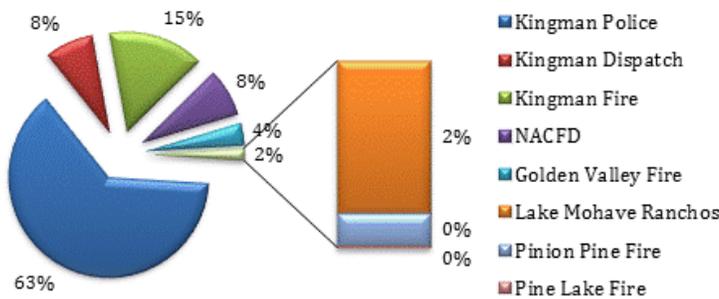
12

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	8276	61.9%	2711	-	-	-	-	-	-	-	2711	2972
Kingman Dispatch	1185	11.4%	-	499	-	-	-	-	-	-	499	-
City of Kingman Fire	1967	13.8%	-	-	516	78	3	8	-	1	606	713
Northern Arizona Consolidated Fire	1009	7.3%	-	-	259	60	-	1	-	-	320	351
Golden Valley Fire	495	3.9%	-	-	151	21	-	-	-	-	172	177
Lake Mohave Ranchos	197	1.3%	-	-	42	15	-	-	-	-	57	66
Pinion Pine Fire	37	0.3%	-	-	10	4	-	-	-	-	14	25
Pine Lake Fire	2	0%	-	-	-	-	-	-	-	-	0	1
<b>TOTAL</b>	<b>13168</b>	<b>100%</b>	<b>2711</b>	<b>499</b>	<b>978</b>	<b>178</b>	<b>3</b>	<b>9</b>	<b>0</b>	<b>1</b>	<b>4379</b>	<b>4305</b>

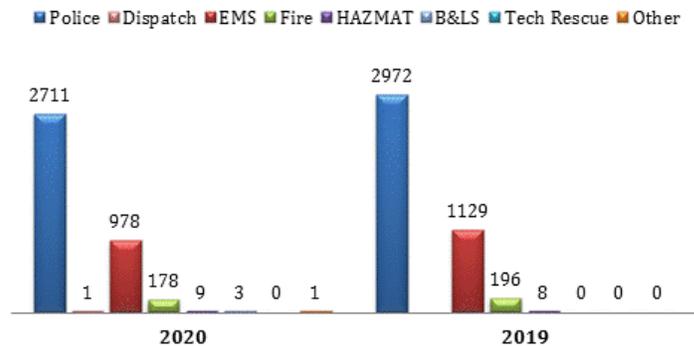
# of Agency Calls 2020 Trend



Percentage of Calls per Agency  
Total Calls for MARCH: 4379



9-1-1 Communication Calls Per Agency  
Mar 2020 UP 2% from Mar 2019



Alarm Handling by Agency	Incidents	Dispatch Time	Compliance %
Kingman Police	2711	4:03	58%
9-1-1 Call Answering	499	0:10	95%
Kingman Fire	606	0:56	98%
Northern AZ Consolidated Fire	320	1:16	80%
Golden Valley Fire	172	1:36	97%
Lake Mohave Ranchos	57	0:53	98%
Pinion Pine Fire	14	1:58	99%
Pine Lake Fire	0	0:00	0%
<b>TOTAL</b>	<b>4379</b>	<b>1:17</b>	<b>78%</b>



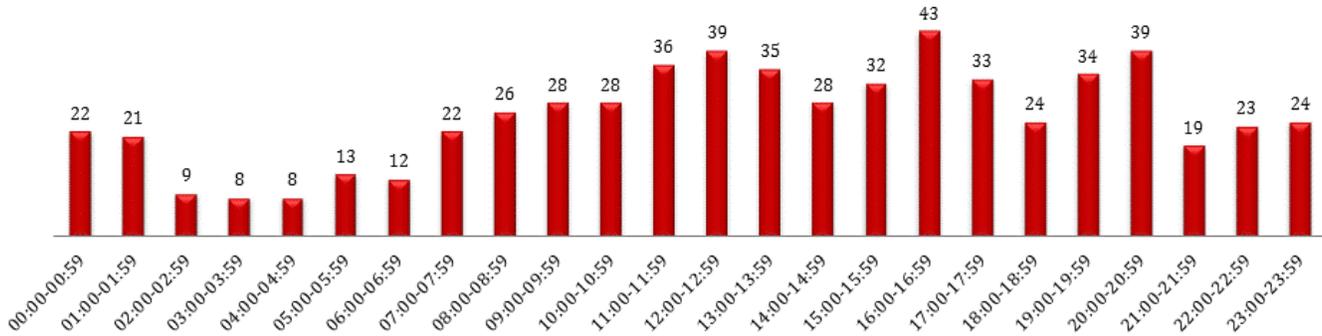
# Kingman FIRE DEPARTMENT Monthly Performance Report March 2020



## COMMUNICATION CENTER REPORT

13

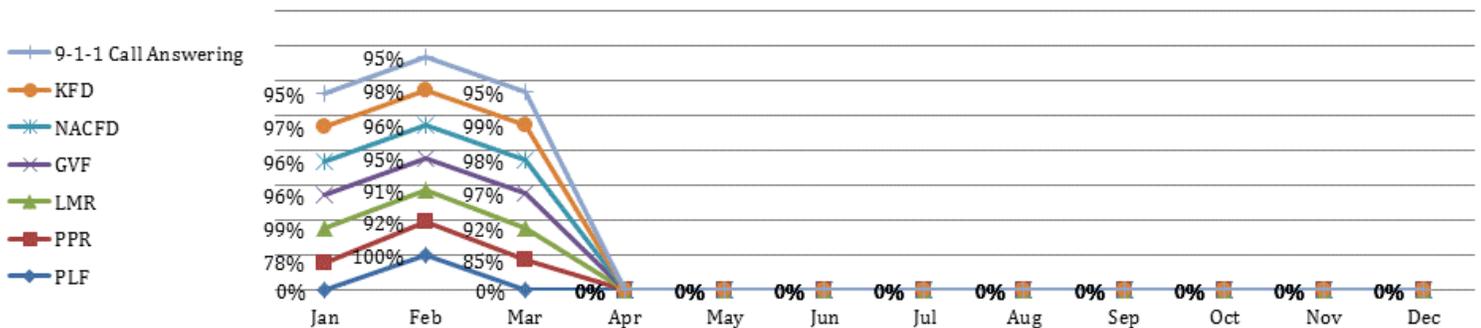
**Total Incidents by Alarm Hour**



### COMMUNICATIONS CENTER STANDARDS PERFORMANCE

STANDARD	Incidents	Benchmark	Reliability	Baseline	Compliance %
9-1-1 Call Answering	2075	0:10	95%	0:10	95%
AGENCY	INCIDENTS	BENCHMARK		DISPATCH TIME	
Kingman Fire	606	1:30	90%	0:52	98%
Northern AZ Consolidated Fire	320	1:30	90%	0:48	98%
Golden Valley Fire	172	1:30	90%	1:04	97%
Lake Mohave Ranchos	57	1:30	90%	1:29	92%
Pinion Pine Fire	14	1:30	90%	1:37	85%
Pine Lake Fire	0	1:30	90%	0:00	0%
<b>TOTAL</b>	<b>1169</b>	<b>1:30</b>	<b>90%</b>	<b>0:56</b>	<b>98%</b>

**Benchmark Compliance Trend by Agency - 2020**



### TELEPHONY BREAKDOWN

Call Type	MAR-20	2020 YTD	2019 YTD	% YTD Change
Emergency	2075	6312	6551	↓4%
Non-Emergency	7833	23976	24702	↓3%
<b>TOTAL</b>	<b>9908</b>	<b>30288</b>	<b>31253</b>	<b>↓3%</b>



# Kingman FIRE DEPARTMENT

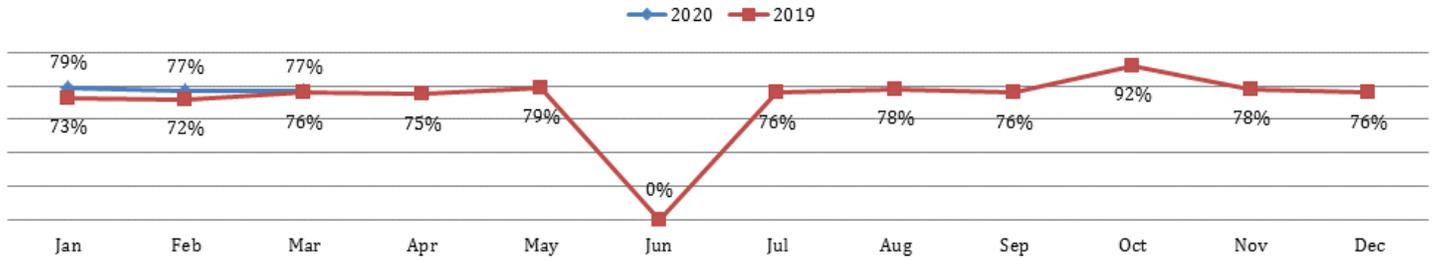
## Monthly Performance Report March 2020



### COMMUNICATION CENTER REPORT

All 90th Percentile Times by Month	All Incidents	Dispatch		Turnout		Travel		Total Response	
		90th%	Comp%	90th%	Comp%	90th%	Comp%	90th%	Comp%
<b>BENCHMARKS</b>		1:30	90%	1:00	90%	4:00	90%	8:00	90%
MARCH	4379	0:52	98%	1:15	82%	7:23	37%	9:45	77%

Total Response Time Compliance % - ALL CALLS

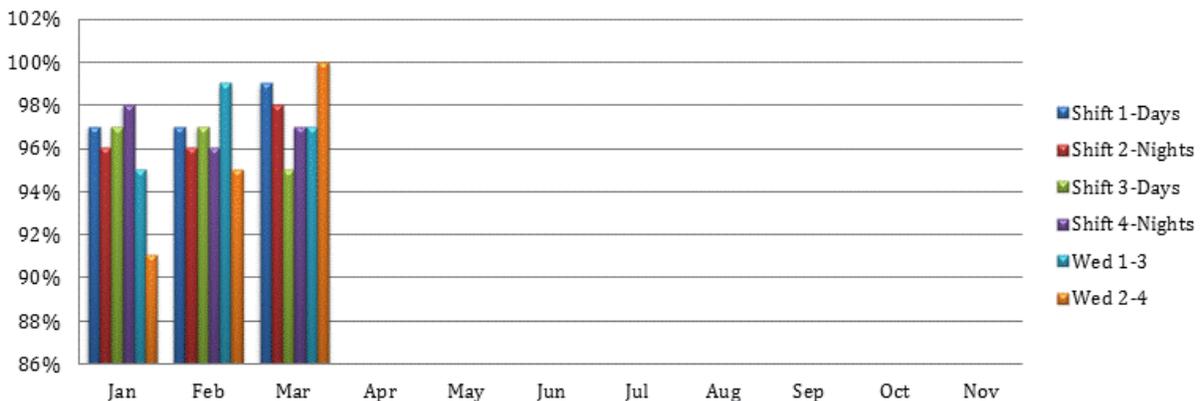


Performance by Time Block	All Incidents	Dispatch		Turnout		Travel		Total Response	
		90th%	Comp%	90th%	Comp%	90th%	Comp%	90th%	Comp%
<b>BENCHMARKS</b>		1:30	90%	1:00	90%	4:00	90%	8:00	90%
0000-0500	81	0:39	97%	1:24	53%	7:36	27%	9:59	59%
0600-1100	152	0:50	99%	1:14	85%	7:23	33%	9:51	75%
1200-1700	210	0:51	98%	0:57	92%	7:12	45%	9:31	83%
1800-2300	163	0:56	99%	1:14	83%	6:59	36%	9:36	78%
<b>Total</b>	<b>606</b>	<b>0:52</b>	<b>98%</b>	<b>1:15</b>	<b>82%</b>	<b>7:23</b>	<b>37%</b>	<b>9:45</b>	<b>77%</b>

9-1-1 COMMUNICATIONS CENTER PERFORMANCE BY SHIFT

Shift	Incidents	%	Dispatch Time	Compliance %
Shift 1—Days	336	29%	0:46	99%
Shift 2—Nights	231	20%	0:51	98%
Shift 3—Days	300	26%	1:05	95%
Shift 4—Nights	188	16%	1:01	97%
Wed 1-3	71	6%	0:49	97%
Wed 2-4	43	4%	0:45	100%
<b>TOTAL</b>	<b>1169</b>	<b>100%</b>	<b>0:56</b>	<b>98%</b>

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





# Kingman FIRE DEPARTMENT Monthly Performance Report March 2020



## TRAINING REPORT

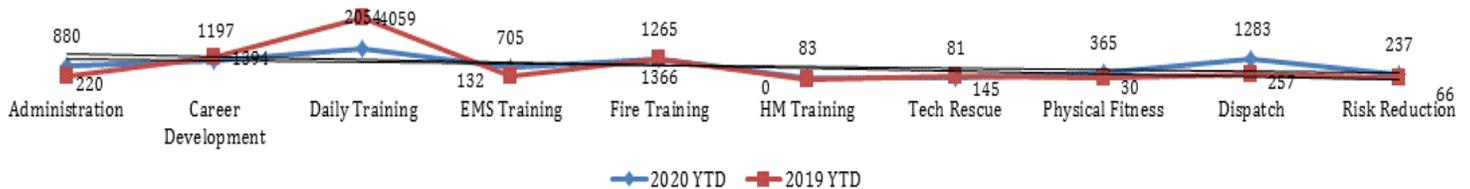
15

Training Type	Hours	% for Month	2020 YTD	2019 YTD	Variance %
Administration	443	17.1%	880	220	↑75%
Career Development	375	14.5%	1197	1394	↓14%
Daily Training	272	10.5%	2054	4059	↓49%
EMS Training	105	4.0%	705	132	↑81%
Fire Training	684	26.4%	1265	1366	↓7%
HM Training	-	0%	83	-	-
Tech Rescue	45	1.7%	81	145	↓79%
Physical Fitness	309	11.9%	365	30	↑92%
9-1-1 Communications	286	11.1%	1283	257	↑80%
Risk Reduction	68	2.6%	237	66	↑72%
<b>Total</b>	<b>2586</b>	<b>100%</b>	<b>8149</b>	<b>7669</b>	<b>↑6%</b>

### Training Performance Compliance

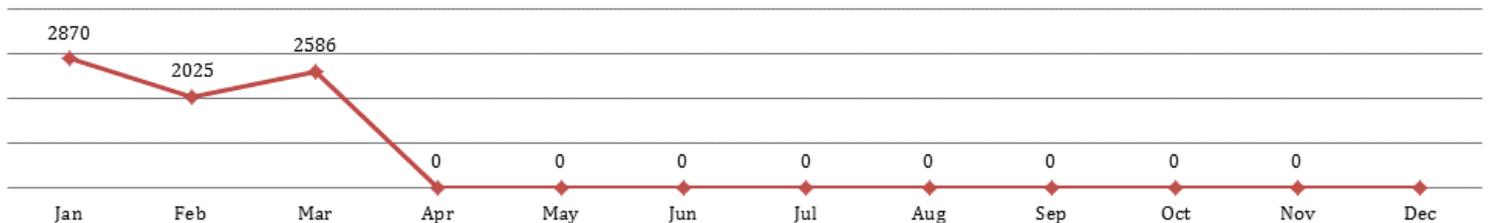
Benchmark	Officer Development	EMS	Fire	HazMat	Tech Rescue	Admin	Total
<b>90%</b>	100%	100%	100%	-	100%	100%	<b>100%</b>

February 2020 vs. 2019 Total Training Hours



The Kingman Fire Department Training and Safety division had an increase of training hours in the month of March 2020. The Kingman Fire Department recorded a total of 2,586.0 hours of training in the month of March. Ten (10) KFD personnel attended a National Fire Academy "Leadership in Supervision" 16 hour course held in Kingman. Prior to the COVID-19 outbreak in Mohave County all KFD operation personnel attended a joint "Rapid Intervention Team (RIT)" Training with emphasis on large area searches to locate a "lost firefighter" and utilized Rules of Air Management (ROAM)" to ensure all Standard Operating Procedures were followed. KFD and NACFD crews worked together in the tasks assigned. KFD operations personnel have faced new challenges with the COVID-19 responses and have been updated daily on the roles on how to respond to these incidents safely to limit exposure. Trainings are still being held utilizing online resources and computer based group trainings. Currently we are limiting multi-company trainings until further notice.

Total Training Hours by Month



MARCH		YTD	
Total Monthly Training Hours	2586	YTD Training Hours	8149
Average Monthly Hours per person (97)	27	Average YTD Hours per person (97)	84



# Kingman FIRE DEPARTMENT Monthly Performance Report March 2020



## COMMUNITY DEVELOPMENT

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### Top Violations

Inspection Type	# of Deficiencies	Violation
Building	40	Final Inspections (15)
Fire	44	Exit Lighting (13)

Completed Monthly Fire Code Inspections			Monthly Code Violations		
Fire Prevention	Completed	YTD	Fire Prevention	Violations	YTD
Re-Inspection	15	45	Weeds	2	8
Annual Scheduled Inspection	101	398	Fire	7	9
Remaining Inspections	0	0	Building	1	3
<b>Total Inspections</b>	<b>116</b>	<b>443</b>	<b>Total Violations</b>	<b>10</b>	<b>20</b>

Target Hazard Commercial Occupancies & Bldg Inspections			Trending Code Violations			
Inspection Type	MAR-20	YTD	Type	MAR-20	MAR-19	Variance %
Fire Inspections	0	443	Fire	7	-	-
Building Inspections	05	1483	Building	1	-	-

Business License Inspections	MAR-20	YTD
	22	81

### Community Risk Reduction (CRR) Activities

Activity	MAR-20	# of Attendees	2020 YTD	2019 YTD
Smoke Alarm Maintenance/Calls	6	8	17	17
Smoke Alarm New Install (each alarm)	1	1	7	20
Child Safety Seat Checks	-	-	1	15
Child Safety Seats - Issued NEW	-	-	13	19
Public Education Classes	3	260	19	42
Public Education Outreach	2	20	5	21
Explorer Program Training	8	120	39	1
Knox Box	-	-	5	13
Citizens Fire Academy Training	-	-	-	-
CERT Training	-	-	-	-
Station Tours	-	-	-	4
<b>Total</b>	<b>20</b>	<b>409</b>	<b>106</b>	<b>152</b>

We assisted eight (8) citizens with replacing smoke alarm batteries and while conducting these we did a fire safety inspection and advised one (1) citizen the risks of having "zip cord" as an extension cord. We installed new smoke alarms for one of the citizens whose alarms were older than 10 years. We also taught three (3) public education programs in three (3) separate schools. We had approximately 260 participants.

We assisted Census 2020 with two (2) community outreach programs. We conducted eight (8) classes for the Fire Academy. We taught several CPR related course from Basic Life Support "BLS" to Hands Only CPR. A total of 46 citizens and internal customers received the training.



# Kingman FIRE DEPARTMENT

## Monthly Performance Report March 2020



### COMMUNITY DEVELOPMENT

#### Building Review Activities

Review Types	MAR-20	YTD
Commercial Plans	1	4
Other Commercial Plans	11	28
Residential Plans	45	90
Other Residential Plans	31	93
Sign Review	4	12
Special Event Permit Review	-	26
Other Reviews	-	4
Building Safety Inspections	498	1479
Hydrant Activity (All)	218	418
<b>Total</b>	<b>808</b>	<b>2154</b>

#### 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	25	\$4,034,787	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
<b>Total</b>	<b>69</b>	<b>\$10,818,414</b>	<b>295</b>	<b>\$49,195,033</b>

#### Commercial—New/Under Review Permits

- ⇒ Route 66 Stuff your Stuff 3645 E Andy Devine Ave
- ⇒ Low Cost Spay & Neuter 1419 Andy Devine Ave

#### Commercial Permits Issued

##### Under Construction

- ⇒ Mohave County Courthouse 401 Spring St
- ⇒ Mohave County Library 3269 N Burbank St
- ⇒ Canada Mart, 210 W Andy Devine Ave
- ⇒ Innovative Warehouse 1301 Andy Devine Ave
- ⇒ DES 2400 Airway Ave
- ⇒ Walker Svc Electric Garage 2540 Wickieup Ave

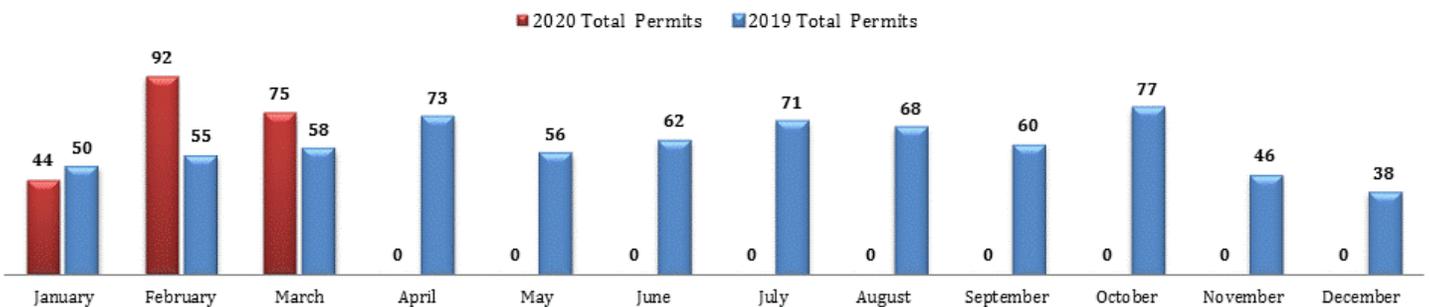
#### Commercial Permits Ready to Issue

- ⇒ Perkins 3123 Stockton Hill Rd
- ⇒ Rilibertos 3123 Stockton Hill Rd
- ⇒ Comfort Suites 1149 E Sunrise Ave E
- ⇒ Patel Restaurant 2931 Andy Devine Ave
- ⇒ Kingman Veteran Villas 2502 Veteran Way

#### Commercial Permits Close-Out

- ⇒ TCO Cricket Wireless 3535 N Stockton Hill Rd #B
- ⇒ Rickety Cricket Grain Silo 532 Beale St

**Commercial & Residential Permits Issued YTD**





# Kingman FIRE DEPARTMENT Monthly Performance Report March 2020



## COMMUNITY DEVELOPMENT

### Zoning Ordinance Update & Other Projects

<b>Benchmark</b>	# of Contacts with Media, Public and Stakeholders
90%	20

### Commercial & Residential Planning/Zoning Review Performance Compliance

<b>Benchmark</b>	Residential Review Complete within 5 Working Days	Commercial Review Complete within 14 Working Days
90%	98%	100%

### Parcel & Subdivision Plan Review Performance Compliance

<b>Benchmark</b>	Residential Review Complete within 5 Working Days	Commercial Review Complete within 14 Working Days
90%	100%	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	1	\$1,018,744	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
<b>Total</b>	<b>4</b>	<b>\$1,181,833</b>	<b>8</b>	<b>\$11,292,877</b>

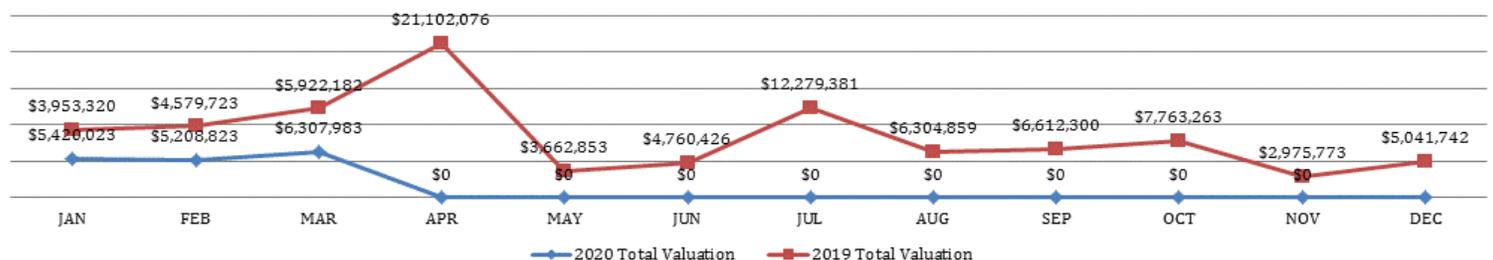
### Commercial & Residential Plan Review Performance Compliance

<b>Benchmark</b>	Residential Review Complete within 5 Working	Commercial Review Complete within 14 Working
90%	72%	100%

### Building & Life Safety Inspection Performance Compliance

<b>Benchmark</b>	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 March 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	75	\$6,307,983	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
<b>Total</b>	<b>211</b>	<b>\$16,936,829</b>	<b>714</b>	<b>\$84,957,898</b>

Permit Fees	MAR-20	MAR-19	Permits FINALED	MAR-20	MAR-19
Collected	\$139,252	\$151,319	Total #	60	58
Waived	\$15,659	\$5,739	Total Value	\$7,349,420	\$5,922,182

### 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”***

# 2020

## **MARCH PERFORMANCE REPORT CITY OF KINGMAN—FIRE DEPARTMENT**

To request further information, contact:  
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(928) 753-2891  
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