

WASHOE COUNTY Project Newsletter

Development of a Comprehensive Fire and Fire-Based Emergency Medical Services Master Plan



Diamante Partners Public Sector Group <http://www.diamantepartners.com>

Fall 2009

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Links:

Washoe County
<http://www.washoecounty.us/>

Washoe County Fire Services
Master Plan Webpage
<http://www.washoecounty.us/mgrsoff/fireplan.html>

Reno Fire Department
<http://www.cityofreno.com/index.aspx?page=189>

Sierra Fire Protection District
http://www.washoecounty.us/sierafire/VFD_Home.html

North Lake Tahoe Fire
Protection District
<http://www.nltfpd.net/>

Sparks Fire Department
<http://www.ci.sparks.nv.us/gov/rning/departments/fire/>

Project Update

Over the last eight months, Diamante Partners has worked diligently on the key tasks in developing a comprehensive Fire and Fire-base EMS Master Plan. Current efforts are focused on completing a draft of the Master Plan document.

What have we done over the last eight months? Following is a summary of the activities completed in each of the key task areas:

Task 1. Analysis of current operations and review of benchmarks

Diamante has completed the review and assessment of operations and existing conditions in Washoe County. This effort has included a review of documents, reports, contracts and deployment procedures of each fire department and associated organizations. In addition, community meetings and numerous stakeholder interviews were conducted to acquire relevant and necessary information.

Interviews/meetings:

- Over 40 individual and group interviews with government officials, organizations, and private individuals.

Public Meetings and Outreach:

Getting community input and participation in this project has been a top priority for both Diamante and Washoe County. Following is a list of the extensive efforts to assure maximum engagement of Washoe County residents and businesses:



- Developed and implemented, in coordination with the County Fire Coordinator, a Community Outreach and Communications Plan.
- Presented a formal project overview and methodology briefing to the Community Advisory Board (CAB) Chairs and solicited feedback on development of project survey.
- Developed and distributed electronic public survey and coordinated public distribution with the Washoe County Office of Community Relations.
- Facilitated and presented formal project overview and update at a Town Hall meeting held at the County Administrative Building. In addition, during the town hall meeting, Diamante solicited feedback and input on fire service issues and made available hard-copy public surveys.
- Attended and presented formal project overview and updates at three (3) separate Joint Fire Advisory Board (JFAB) meetings. It is important to note that at these JFAB meetings, Diamante representatives engaged and discussed the Master Plan development and relevant fire service delivery issues with members of the public and other community stakeholder groups including representatives of the Arrow Creek and West Washoe Community Groups.
- Attended and provided briefings and updates at County Commissioners meeting.
- Worked with Washoe County IT Department and County Community Relations Offices to establish Master Plan update and information on the County Web Site.
- Established a Master Plan information and update site on the Diamante Web Site.
- Produced and distributed through the County and Diamante Web Sites two (2) Project E-Newsletters to date (spring and summer edition).
- Established project BLOG site for community discussion/dialog.

Public Survey and Information Gathering:

Diamante developed and distributed a Public Survey that was designed to solicit input from the community on perceptions/feelings, observations and suggestions regarding of Fire and EMS delivery in the unincorporated areas of Washoe County. We had 211 people participate in the survey either via the web or mailing in a hard copy. The survey used a self-selected method which means people decided whether they wanted to participate or not, and had to initiate via filling out the form either online or sending in a hard copy.

The survey was available to participants for over six weeks. Working with the Washoe County Community Outreach Coordinator we established a link to the survey on the Washoe County website as well as on the Diamante website. The link to the online survey and a hard copy format was also sent out to the 15 Citizen Advisory Board (CAB) Chairs and County e-mail alerts were sent to subscribers. We worked closely with the County's Community Outreach Coordinators to send out notifications regarding the survey through their usual methods, networks and mailing lists. Hard copies of the survey form were made available and collected at the Town Hall meeting held on June 19. Information about the survey was also included in the Project Newsletter that was also broadly distributed electronically.

Task 2. Development of SOC (Standards of Coverage)

The development of the Standards of Coverage (SOC) documents for the following Departments: Sierra Fire Protection District; Truckee Meadows Fire Protection District; County Fire Suppression Program has been completed . This effort included a review of existing station locations and staffing versus standards identified in nationally accepted processes; fire department staffing models and historical measures of emergency workloads.

We have distributed working drafts to key stakeholders for data and content validation and are in a continued process of confirming data and findings. To date, we are working on Version 11 of the SFPD SOC, Version 10 of the TMFPD, and Version 7 of the County Fire Suppression Program SOC.

The Standards of Response Cover process consists of eight parts:

1. Existing deployment- each agency has something in place today
2. Community outcome expectations-what is expected of the response agency
3. Community risk assessment- what assets are at risk in the community
4. Critical Task Time Study- what must be done over what time frame to achieve the stated outcome expectation(s)
5. Distribution Study- the location of first-due resources
6. Concentration Study-first alarm assignment or effective response force
7. Reliability & Historical response effectiveness studies-using prior response statistics to determine what percent of compliance the existing system(s) deliver
8. Overall evaluation-proposed standard of cover statements by risk type. Identify and prioritize critical deficiencies. Answer the question of what we need to do for the future.
9. Add item- Address future delivery system models including governance options as they may relate to the eight (8) previous questions

Task 3. Financial Analysis

Diamante has completed the review and assessment of financial data for each department identified in the study. We are reviewing budgets, MOU's and current wages & benefits.

The project is on track to deliver the final report and presentation on time.



There is a high level of interest in the Master Plan Project and we encourage you to stay informed and involved as the project moves forward. Here's some ways to connect:

- ✓ **Subscribe to Washoe County email notification** at <http://www.co.washoe.nv.us/index/cmail.html> and request updates on public safety issues. You will receive a notification when new information in that topic area, which includes this project, is posted.
- ✓ **Visit the Project Web page provided by Washoe County** which will have the latest information on the project at <http://www.washoecounty.us/mgrsoff/fireplan.html>
- ✓ **Get involved in your community through the Citizen Advisory Board (CAB)**. Washoe County has 15 individual CABs to advise the Washoe County Commissioners regarding neighborhood issues. Because of the size and breadth of the county, the CABs are integral links to information and communication to the community. For more information on specific dates and times for meetings in your community, visit www.washoecounty.us/cab
- ✓ **Visit the Diamante Partners web page** at <http://www.diamantepartners.com>. There you will find background information on the project and related documents.
- ✓ Have comments or want to discuss the project? **Participate in our informal BLOG** to discuss the project and share your comments with others at <http://washofirefire-basedemsmasterplan.blogspot.com/>

Other Resources:

Washoe County Point of Contact:
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FIRE PREVENTION IN YOUR HOME

Check your smoke alarms and replace batteries to keep your family safe! Smoke detectors can save lives. It is estimated that 70% of home fire deaths in the U.S. occur in homes that don't have a working smoke detector. In one in five American homes with at least one smoke detector installed, not a single one was working, one 1992 survey quoted in the report shows.

The number one reason for a smoke detector that does not work is a "dead battery"!

By taking a little time to change the batteries, you could be saving the lives of you and your family!