

Memorandum



DATE September 19, 2017

TO Honorable Members of the Public Safety and Criminal Justice Committee

SUBJECT **DFR Accomplishments and Strategic Direction**

On Monday, September 25, 2017, you will be briefed on the DFR Accomplishments and Strategic Direction by Fire Chief David Coatney. The briefing materials are attached for your review.

Please contact me if you have any questions or need additional information.



Jon Fortune
Assistant City Manager

[Attachment]

cc: Honorable Mayor and Members of the City Council
T.C. Broadnax, City Manager
Larry Casto, City Attorney
Craig D. Kinton, City Auditor
Billierae Johnson, City Secretary (Interim)
Daniel F. Solis, Administrative Judge
Kimberly Bizor Tolbert, Chief of Staff to the City Manager
Majed A. Al-Ghafry, Assistant City Manager

Jo M. (Jody) Puckett, Assistant City Manager (Interim)
Joey Zapata, Assistant City Manager
M. Elizabeth Reich, Chief Financial Officer
Nadia Chandler Hardy, Chief of Community Services
Raquel Favela, Chief of Economic Development & Neighborhood Services
Theresa O'Donnell, Chief of Resilience
Directors and Assistant Directors

DFR Accomplishments and Strategic Direction

**Public Safety and Criminal Justice Committee
September 25, 2017**

**David Coatney, Fire Chief
Dallas Fire-Rescue Department
City of Dallas**

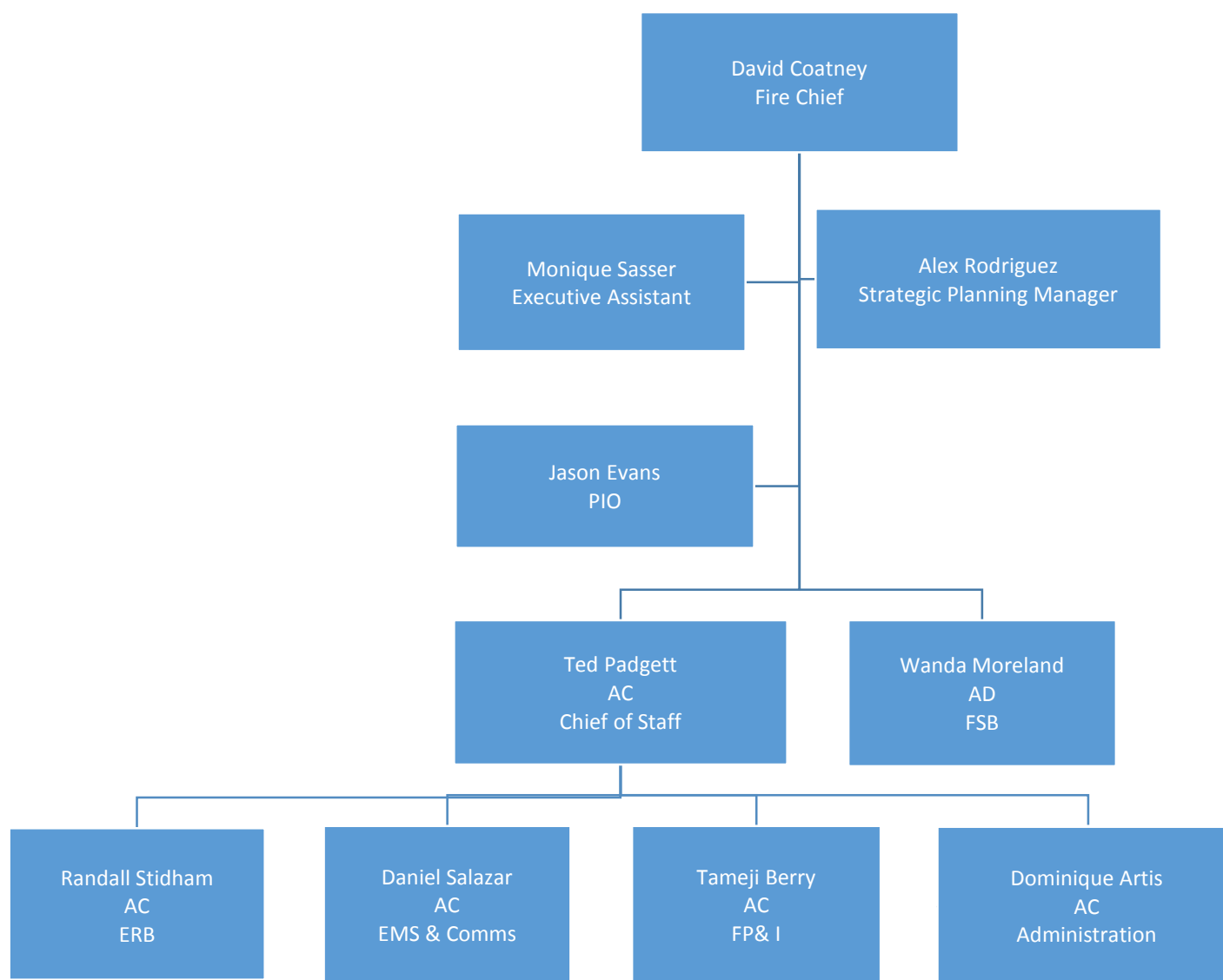


Dallas Fire-Rescue Command Staff

- AC Ted O. Padgett, Chief of Staff
- AC Dominique Artis, Administration Bureau
- AC Tameji Berry, Fire Prevention and Inspection Bureau
- AC Daniel Salazar, EMS and Communications Bureau
- AC Brett Stidham, Emergency Response Bureau
- AD Wanda Moreland, Financial and Personnel Support Bureau

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Overview

- Primary goals and accomplishments
- Program enhancements/cost avoidance
- Strategic Direction



Primary Goals and Accomplishments

- Safety of all DFR personnel
- Created and instituted a physical “MAYDAY” phase training for command level officers
- Conducted Health and Safety training for all uniformed members



Primary Goals and Accomplishments

- Conducted officers meetings for all DFR officers
- Creation of Officer/Driver Development Programs
- Worked with DPD on Psychological
- Successful submittal of Ambulance Supplement Payment Program (ASPP) cost report (+\$8M)
- Evaluation of existing programs (Fleet Maintenance)
- Implementation of Priority Dispatch

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Program Enhancements and Cost Avoidance Initiatives

- Increased Peak Demand Rescues
- Creation of the Safety Division
- Improved supervision of EMS Personnel
- Re-alignment of paramedic school
- Increase in Quality Assurance/Quality Improvement (QA/QI) in Communications
- Enhancements in combined training of DFR/DPD for Complex Coordinated Attacks



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Cost Avoidance Initiatives

- Peak Demand Rescues: \$357,369
- Safety Division: \$504,185
- EMS Supervision: \$450,157
- QA/QI in Communications: \$150,052
- Internal Improvement Value: \$1,461,763

Strategic Direction



- Priority Dispatch implementation
 - Targeted date for soft implementation is Nov. 2017
 - Targeted date for full implementation is Feb. 2018
- EMS delivery model
 - Three main models being considered
 - ALS/BLS delivery model
 - Adding an additional shift (24/72 vs. 24/48)
 - Briefing DFR personnel during the fall
 - Recommendation to CMO early 2018



Strategic Direction

- Improved Quality Assurance/Quality Improvement in EMS
 - Enhancements include more thorough evaluation of critical care calls
 - Structured auditing of high priority calls
 - Quarterly Reporting to the FC
 - Annual written summary of past year activities to include recommendations for future action items

Strategic Direction

- Complete evaluation of Fleet Services
 - Evaluation began in Spring 2017
 - Evaluation included current apparatus purchasing model, work flow, staffing, and inventory control
 - Recommendations are being implemented beginning FY 17/18, with others being targeted for future budget years
- Evaluation of Uniform Commissary and Logistics Programs
 - Evaluation to begin following close-out of Fleet Services evaluation (expected to begin this fall)

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Strategic Direction

- ISO Improvement Review
 - ISO review had not been performed for nearly 20 years
 - Currently DFR is an ISO 2 ranked department
 - ISO requirements were reviewed internally and by DFR members and submitted to the Texas Department of Insurance for consideration
 - Anticipated delivery of updated rating is October 2017

Strategic Direction

- EMS and Fire Accreditation?
 - Commission on Accreditation of Ambulance Services (CAAS) was established to encourage and promote quality patient care in America's medical transportation system
 - The process includes a comprehensive self-assessment and an independent external review of the EMS organization
 - These standards often exceed those established by state or local regulation, especially related to operational efficiency, clinical quality, and decreasing risk and liability to the organization

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Strategic Direction

- Fire Accreditation
 - Accreditation is a comprehensive self-assessment and quality improvement model that enables organizations to examine past, current, and future service levels and internal performance
 - Determine community risk and safety needs and develop community-specific Standards of Cover
 - Evaluate the performance of the department
 - Establish a method for achieving continuous organizational improvement

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