

MFD Annual Report to PSRC

Overall Goals and Mission:

As stated in the MFD Strategic plan the members of the Madison Fire Department are committed to providing high quality, professional emergency services that are accessible equally to all members of the community. Our top priority is maintaining the dignity and respect of the individual(s) receiving that service. We believe that through education, prevention, and emergency service delivery, we can make the City of Madison one of the safest places to live, work, and play.

What We Do

- Fight Fires to Save Lives and Minimize Property and Environmental Damage.
- Provide Emergency Medical Services.
- Investigate Cause and Origin of Fires.
- Enforce Public Safety Codes.
- Provide Fire Prevention Education.
- Provide Mutual Aid Response to Neighboring Jurisdictions.

Some of the recent areas of focus throughout the organization in 2017 have included engagement of all members. This has included training in servant leadership, career path development, and improvement in communications both internally and externally. Other issues that have been set as priorities in 2017 and moving forward have included continuing to look into our hiring process to improve access, diversity, and expand the pool of qualified candidates for the MFD.

The department will continue to explore additional new ways of providing emergency responses to all city of Madison citizens in a professional, caring, and efficient manner.

Community Risk Reduction

The Fire Prevention Division will continue to work on reducing the risk throughout our communities. This will include conducting fire inspections, fire education, elevator inspections, and providing emergency assistance to citizens affected by emergency events.

The Prevention Division will:

- Implement and maintain required and contemporary programs for public safety.
- Provide comprehensive and contemporary community education services to everyone.
- Cross-train inspectors as community educators.

- Create more accessibility and expanded resources in the community from our staff.
- Continue work on a retro-fit sprinkler ordinance.

2017 Major Goals

- Implemented New Training Platform – Target Solutions
 - Implemented new web-based training. This training includes EMS licensure classes, special bulletins, emergency check sheets and more.
- Implemented Telestaff Program
 - Used as Daily staffing program, eliminating old DAR. The new system is supported by the City IT staff, which enabled us to save with the elimination of a sub-contract that helped manage the DAR program.
 - Currently implementing the Outbounding function for hiring for vacancies and special events. Continuing to expand the use of the Telestaff program which enhances work flows and efficiencies.
- Leadership Team Training:
 - Training of Leadership team on servant leadership training
 - Subsequent leadership training for LTs.
- Additional staff member added to Community paramedic program.
 - Continuing to work on implementing this program to help reduce misuse of emergency system and make emergency system more efficient. Educate and help frequent users be more self-sufficient and safe.
- Continued purchase plan of new radios (Dual band) (Mobile and portable).
 - Began replacement program of radios to P25 compliant system. Started replacing radios at the end of 2016 and they continue to be replaced. The new radios will have additional capabilities and enhancements to ensure safety and efficiency. This includes being dual band which allows for easier communication between the City of Madison and its neighboring communities.
- Complete security upgrades in all stations.
 - Continued to upgrade entry systems on stations throughout the City.
 - Added exterior cameras at stations while upgrading the entry systems. This is to help with exterior security at the Fire stations.
- New Station dispatch/radio system(s):
 - Began implementing new USDD systems in existing station(s). This is an automated dispatch system and works along with recent enhancements to the 911 center.
 - Continued to expand on pre-alerting of both fire and emergency medical calls in the city of Madison. With the implementing of these systems we

believe it has enabled us to get patient contact between 1-2 minutes faster than we were able to just a few years prior.

2018 Capital Budget Requests:

The 2018 Capital Projects identified will ensure the Fire Department is able to continue to provide high-quality, professional emergency services that are accessible to all members of the community. Requests for Fire Equipment, Communication Equipment, and Building Improvements/Repairs are necessary to sustain current operations and ensure emergency response equipment and facilities meet the requirements of the community. Below are the requests and the priority that was sent to the Council and Mayor.

Prioritized List of Projects:

- 1) Station #14 – Design was begun in 2017 and is running on the timeline set with the assistance of the Council. Design will be completed and the project should be going out for bids by late December. Construction should begin in early 2018 and be completed near the end of the year.
- 2) Fire Equipment – The community has the expectation that in an emergency fire, rescue, or EMS incident that the responding personnel will have the adequate operational equipment to attend to the needs of the situation. This equipment may include extraction and ventilation equipment, medical equipment, fire hose, air bags, and even the apparatus unit itself. In 2018, funds are budgeted to replace the ECG monitors on the Engine and Ladder units. The newer equipment allows for the printout of a patient's monitoring data similar to the much more expensive units housed on the medic units.
- 3) Communications Equipment – to replace outdated equipment, obtain new equipment not currently utilized by the department, and improve our training program and personnel safety.
- 4) Fire Building Improvements – The goal of these improvements is to maintain the condition of the Fire stations and Administration offices in good working order. Improvements may include items related to energy efficiency, repaired/replaced building systems (HVAC), or adding additional building storage and more.
- 5) Station 10 Study/Design – Funding for Station 10 Study/Design has been requested again for 2023. This project was originally in a short-term

rehabilitation plan at a cost of \$2.5 million a few years back. However due to the condition of the building, it was agreed upon at that time with Engineering that a full overhaul and remodel or relocation would better serve the community. This building is nearly 55 years old and has not had a major refurbishment in its long tenure of serving Madison's North side.

- 6) Fire Station 6 – W Badger Rd – Funds had been included for Station 6 in 2019 and 2020 to remodel the existing station to address the technological and operational needs of the facility. Station 6 serves the south side of Madison from W Badger Road and is nearly 30 years old. The Madison Fire Department has reviewed this project and determined that it could be pushed back to 2020 and 2021, with completion targeted prior to the planned annexation of the Town of Madison in 2022.
- 7) Building Access System – This project funds the installation of building access and security systems for all Fire buildings. This system logs the name, date, and time that an individual uses their code to enter the building. All new or recently remodeled stations have building access systems and security cameras.

2018 Operating Budget request:

The 2018 Operating Budget for the Madison Fire Department contains funding for the staffing and operations of 13 Fire Stations, Fire Administration and Prevention to provide emergency fire and medical services to the community of the City of Madison.

Our goals for 2018 include hiring and training additional Fire Operations personnel to staff Station 14 on the City's Southeast side, which is slated to open December 2018. To further enhance our response services to this underserved area, the Fire Department proposes adding staffing to operate a ninth medic unit to be placed in service out of Station 14.

Below is a list of priority supplemental budget requests.

- Medic 14 Personnel – This request seeks to add 9 FTE to the rank of Firefighter Paramedic. These personnel will be utilized to staff Medic 14 out of the new Fire Station on the Southeast side. One-time additional training costs and on-going overtime for Paramedic retraining are included in this request, with personnel targeted to start late summer 2018. This request is only for a part of 2018, to train and hire personnel to staff a new Medic unit towards the end of 2018 and forward.
- Data Analyst Position – The Data Analyst will be tasked with enhancing a data-driven decision making process to focus internal efforts, analyze data

sources, and nurture external partnerships to create and equitable, safe, and healthy community.

- Special Teams – This will be used for the training of the MFD Special teams. The special teams include Hazmat, SCUBA, and HURT (Heavy Urban Rescue Team). These teams consist of 57 members each and provide 24/7 availability to the city. This was added in the labor contract and has not had adequate funding added with it at that time.
- Recruitment / Hiring – The Fire Department has a two-year recruitment process cycle for recruit firefighters. In 2018 we will need to establish a new eligibility list for hiring. The request below is for one-time costs related to applicant recruitment, testing, interviews, and pre-employment expenses to establish an eligibility list for hires to be made in 2018 and 2019 as a result of anticipated retirements.