



Annual Program Appraisal

Fire Prevention

Date: January 9, 2024

Appraisal period: 2023

Program Manager: Battalion Chief Jeremy Ashley

Program Description

The Fayetteville Fire Departments fire prevention program exists to protect lives and property and enhance the safety of our residents through fire safety education, building inspections and code compliance assurance based on the adopted Arkansas Fire Prevention Code.

Inputs/Resources

Financial Resources

In 2023, the fire prevention program operated on funds set aside in the Fire Marshals section of the FFD 2023 budget. The Fire Marshal's budget amount was \$1,148,133.00.

Physical Resources

1 Building located at 4140 S. School.
5 Staff vehicles
2 Equipment trailers.

Human Resources

1 - Fire Marshal (Battalion Chef)
4 - Deputy Fire Marshals (Captains)
1 – Administrative Assistant (Civilian)

Essential Resources

Computers and office equipment
iPads
City of Fayetteville GIS Service
Computer Software
Mobile and portable radios

Training

All prevention personnel logged 1,431.25 hours of training in 2023.

Outcomes/Impacts

In 2023 the Fire Marshals Office conducted 939 inspections.

The Fire Marshals Office performed 2273 building plan, alarm plan, sprinkler plan and permit reviews.

Upcoming Goals and Objectives

In 2024 the department will add additional staffing to increase the number of inspections conducted in existing buildings. The additional staffing includes two civilian fire code inspectors. We anticipate adding an inspection and tracking software platform to aid in the scheduling and documentation of fire code inspections.



Annual Program Appraisal

Public Education

Date: January 9, 2024

Appraisal period: 2023

Program Manager: Battalion Chief Jeremy Ashley

Program Description

The Fayetteville Fire Departments fire prevention program exists to protect lives and property and enhance the safety of our residents through fire safety education, building inspections and code compliance assurance based on the adopted Arkansas Fire Prevention Code.

Inputs/Resources

Financial Resources

In 2023, the fire prevention program operated on funds set aside in the Fire Marshals section of the FFD 2023 budget. The Fire Marshal's budget amount was \$1,148,133.00.

Physical Resources

- 1 Building located at 4140 S. School.
- 5 Staff vehicles
- 2 Equipment trailers.
- 1 Walk through inflatable fire safety house

Human Resources

- 1 - Fire Marshal (Battalion Chief)
- 4 - Deputy Fire Marshals (Captains)
- 1 – Administrative Assistant (Civilian)

Essential Resources

- Computers and office equipment
- iPads
- City of Fayetteville GIS Service
- Computer Software
- Mobile and portable radios

Training

All prevention personnel logged 1,431.25 hours of training in 2023.

Outcomes/Impacts

In 2023 the department's public education program made contact with 16,317 kids and 3,672 adults through our school fire safety program, community outreach programs and public education efforts.

Upcoming Goals and Objectives

In 2024 the department will continue with our public education and community education endeavors. Our goal is to improve the tracking efforts of our public educations so that we can identify and target specific areas of our community and identify population groups that we need to focus on.



Annual Program Appraisal

Fire Investigations

Date: January 9, 2024

Appraisal period: 2023

Program Manager: Battalion Chief Jeremy Ashley

Program Description

The Fayetteville Fire Departments fire prevention program exists to protect lives and property and enhance the safety of our residents through fire safety education, building inspections and code compliance assurance based on the adopted Arkansas Fire Prevention Code.

Inputs/Resources

Financial Resources

In 2023, the fire prevention program operated on funds set aside in the Fire Marshals section of the FFD 2023 budget. The Fire Marshal's budget amount was \$1,148,133.00.

Physical Resources

- 1 Building located at 4140 S. School.
- 5 Staff vehicles
- 2 Equipment trailers.

Human Resources

- 1 - Fire Marshal (Battalion Chief)
- 4 - Deputy Fire Marshals (Captains)
- 1 – Administrative Assistant (Civilian)

Essential Resources

- Computers and office equipment
- iPads
- City of Fayetteville GIS Service
- Computer Software
- Mobile and portable radios

Training

All prevention personnel logged 1,431.25 hours of training in 2023.

Outcomes/Impacts

In 2023 the Fire Marshals Office investigated 39 fires to include structure, automotive and vegetation fires for the purpose of identifying the cause and origin of the fires. In addition we investigated 22 fire related incidents that required follow-up to ensure fire code compliance with required fire codes.

Upcoming Goals and Objectives

In February of 2024 the Fire Marshals Office purchased a fire investigation software called Blazestack. Our goal is to use this software to help us identify geographic areas of town that have higher incidences of fires in order to better target our fire prevention efforts in that area.



Annual Program Appraisal

Domestic Preparedness

Date: January 12, 2024

Appraisal period: 2023

Program Manager: Emergency Manager Shane Wood

Program Description

The Fayetteville Fire Department operates under the Washington County Emergency Management plan in the event of a large-scale emergency or natural disaster. The Fayetteville Fire Department works closely with the Emergency Operations Center (EOC) to ensure emergency operations are consistent between the agencies and that the roles and responsibilities are clearly defined and aligned with the ICS (incident command system). and the emergency support functions. The Fayetteville Fire Department has designated representatives assigned to the EOC for activations, training exercises, and planning meetings where these personnel participate in training, evaluation and revising the City of Fayetteville Emergency Operations Plan as needed.

Inputs/Resources

Financial Resources

In 2023 there was no budget line for Domestic Preparedness.

Physical Resources

1 Fire Station 1 located at 303 W. Center

1 Staff vehicle

Human

1 – Emergency Manager (Civilian)

Essential Resources

Computer and office equipment

Computer Software

Mobile and portable radios

Training

All essential personnel will participate in the county emergency management run full-scale exercises.

ICS refresher training annually.

Outcomes/Impacts

In 2023 the process was started to revamp and improve the City of Fayetteville Emergency Operations Plan (EOP) and to create a Continuity of Operations Plan (COOP). Resource tracking using FEMA provided software is a work in progress. 2023 is the first year for the Fayetteville Fire Department and the City of Fayetteville to have a dedicated Emergency Manager. The Emergency Management Division has worked to build relationships and create working goals and alliances with local stakeholders for disaster management, mitigation, and recovery.

Upcoming Goals and Objectives

For 2024 the Fayetteville Fire Department Emergency Management Division plans to complete the COOP and institute the document, citywide. Once the COOP is in place, it will be exercised yearly and reviewed every five years. The City of Fayetteville EOP revision should be completed in 2024. The Emergency Management Division will continue to build and foster relationships with regional stakeholders for Domestic Preparedness and seek out needs for the community to better prepare for disasters.



Annual Program Appraisal

Fire Suppression

Date: January 9, 2024

Appraisal period: 2023

Program Manager: Battalion Chief Josh Hooten

Program Description

Citizens and visitors of the city of Fayetteville are provided fire suppression services by the Fayetteville Fire Department (FFD). Civil service employees of the FFD must be certified to the equivalent of Firefighter II, within the first year of employment.

The FFD acts as the primary suppression agency within the city limits. All fire suppression calls within the city will be answered with the appropriate number of apparatus and personnel to mitigate the incident efficiently. All responding apparatus will have a minimum of three personnel.

Inputs/Resources

Financial Resources

In 2023, the Fire Suppression program operated on funds set aside in the Operations section of the FFD 2023 budget. The Operations budget amount was \$16,438,455.00.

Physical Resources

9 Fire Stations

5 Engines

4 Ladders

1 Rescue

2 Command Vehicles

4 Reserve Apparatus

5 Support Apparatus

Human Resources

6 Shift Commanders (Battalion Chief)
6 Safety Officers (Captain)
30 Company Officers (Captain)
30 Driver / Operators
51 Firefighter

Essential Resources

Computers, software, and office equipment
Mobile and portable radios
Central Dispatch Center
Fire Suppression Equipment
City of Fayetteville GIS

Training

FFD personnel logged 10,200 hours of Fire training in 2023.

Outcomes/Impacts

In 2023, FFD responded to 289 Fire calls, 840 Fire Alarms, and 544 public service calls.

Performance Gaps

High-Risk Fire: 3 minutes 18 seconds
Moderate Risk Fire: 0
Low-Risk Fire: 19 seconds

Upcoming Goals and Objectives

The department will continue to complete 100 percent of the required fire suppression training. All new personnel will be certified as Firefighter I & II within the first year of employment. A response time analysis will be conducted to identify variables contributing to performance gaps.



Annual Program Appraisal

Emergency Medical Services

Date: January 9, 2024

Appraisal period: 2023

Program Manager: Battalion Chief Wes Mabry

Program Description

Citizens and visitors of the city of Fayetteville are provided non-transport first-response emergency medical services by the Fayetteville Fire Department (FFD). Civil service employees of the FFD must hold a current Emergency Medical Technician (EMT) license within one year of employment.

The FFD acts as a first responder to emergency medical calls involving all types of medical and trauma emergencies. This is accomplished by sending an FFD apparatus with at least three personnel, two of whom must be EMTs, to each emergency call.

Central Emergency Medical Service provides the transport/ALS service to our customers. This is accomplished through a contract with the city of Fayetteville.

Inputs/Resources

Financial Resources

In 2023, the EMS program operated on funds set aside in the Operations section of the FFD 2023 budget. The Operations budget amount was \$16,438,455.00.

Physical Resources

9 Fire Stations

5 Engines

4 Ladders

1 Rescue

2 Command Vehicles

4 Reserve Apparatus

5 Support Apparatus

Human Resources

6 Shift Commanders (Battalion Chief)

6 Safety Officers (Captain)

30 Company Officers (Captain)

30 Driver / Operators

51 Firefighter

Essential Resources

Computers, software, and office equipment
Mobile and portable radios
Central Dispatch Center
Medical Equipment
City of Fayetteville GIS

Training

FFD personnel logged 6,479.25 hours of EMS training in 2023.

Outcomes/Impacts

In 2023, FFD responded to 7,846 EMS calls, and 623 Motor vehicle accidents.

Performance Gaps

High-Risk EMS: 19 seconds.
Moderate Risk EMS: 1 minute 55 seconds.

Upcoming Goals and Objectives

The department will continue to complete 100 percent of the required EMS training. All new personnel will be certified as National Registry EMTs within the first year of employment. A response time analysis will be conducted to identify variables contributing to performance gaps.



Annual Program Appraisal

Technical Rescue.

Date: January 9, 2024

Appraisal period: 2023

Program Manager: Battalion Chief Braden Flood

Program Description

The Fayetteville Fire Department Technical Rescue Team operates as part of a regional team available to respond statewide or regionally when requested. It consists of 20 personnel distributed across all three shifts. Specializing in water rescue, rope rescue, trench rescue, confined space rescue, tower rescue, and structural collapse rescue. The SOS Team undergoes rigorous training up to the technician level in each discipline.

Inputs/Resources

Financial Resources

In 2023, the Technical Rescue program operated on funds set aside in the Operations section of the FFD 2023 budget. The Operations budget amount was \$16,438,455.00.

Physical Resources

1 Fire Stations

1 Rescue

Ladder 3, Ladder 4, Ladder 6, and Ladder 7

Boat 1

TRV 4 and TRV 6

Human Resources

20 Personnel trained to a minimum of Operations level

Essential Resources

Computers, software, and office equipment

Mobile and portable radios

Central Dispatch Center

City of Fayetteville GIS

Training

FFD personnel logged 5092 hours of Technical Rescue training in 2023.

Outcomes/Impacts

In 2023, FFD responded to 87 Technical Rescue Calls.

Upcoming Goals and Objectives

The department will continue to complete 100 percent of the required technical rescue training. All members of the team will be certified to the level of Operations. A response time analysis will be conducted to identify variables contributing to performance gaps.



Annual Program Appraisal

Hazardous Materials

Date: January 9, 2024

Appraisal period: 2023

Program Manager: Battalion Chief Braden Flood

Program Description

The Fayetteville Fire Department HazMat Response Team (HMRT) is available to respond locally, statewide or deploy regionally when requested. It consists of 40 personnel distributed across all three shifts. The HMRT is capable of responding to single or multi-company calls for service involving releases of solid, liquid, gas or radioactive hazards. The FFD was selected by the Arkansas Department of Emergency Management (ADEM) as one of a handful of agencies within the state to respond to WMD/CBRN events.

Inputs/Resources

Financial Resources

In 2023, the HazMat Program operated on funds set aside in the Operations section of the FFD 2023 budget in the amount of \$49,225.00. The current HazMat Program Operations budget for 2024 is \$47,118.00

Physical Resources

1 Fire Stations

1 Engine

1 WMD Sprinter Van

1 Hazmat Box Truck

Human Resources

50 personnel trained to the level of Hazmat Technician.

55 personnel trained to the level of Hazmat Operations.

Essential Resources

Computers, software, and office equipment

Mobile and portable radios

Central Dispatch Center

Hazmat Monitoring Equipment

Hazmat Scene Mitigation Equipment

City of Fayetteville GIS

Training

FFD personnel logged 5,292 hours of Hazmat training in 2023.

Outcomes/Impacts

In 2023, FFD responded to 274 Hazmat / Hazardous Conditions calls.

Upcoming Goals and Objectives

The department will continue to complete 100 percent of the required HazMat training. All new personnel will be certified to the level of Hazmat Operations within the first year of employment. Specific goals for 2024 will include the acquisition and implementation of a software-based system to track potential personnel exposures to hazardous materials over time. HazMat leadership will also review emerging threats, technologies, response tactics and identify operational capability gaps that need to be addressed in the future. A response time analysis will be conducted to identify variables contributing to performance gaps.



Annual Program Appraisal

Aircraft Rescue Firefighting (ARFF)

Date: January 9, 2024

Appraisal period: 2023

Program Manager: Assistant Chief Willie Watts

Program Description

Citizens and visitors of the city of Fayetteville are provided by The Fayetteville Fire Department (FFD) a Federal Aviation Administration (FAA) Part 139 aircraft firefighting force. This service is provided on an as needed basis determined by the aircraft size. The FFD has in place (1) National Fire Protection Agency (NFPA) Aircraft Rescue Firefighting (ARFF) unit capable of providing multiple extinguishing agents, and (2) FAA Part 139 certified ARFF firefighters on duty.

Inputs/Resources

Financial Resources

In 2023, the ARFF program was operated on funds in the Operations section of the FFD 2023 budget. The Operations budget amount was \$16,438,455.00.

Physical Resources

1 Fire Station

1 ARFF Apparatus

Human Resources

The program is operated with a total of 27 CFR Part 139 certified firefighters.

7 ARFF Captains

7 ARFF Drivers

13 ARFF Firefighters

Essential Resources

Computers, software, and office equipment

Mobile and portable radios

Training

In 2023 FFD ARFF personnel attended over 40 hours per person of classroom and hands on instruction covering all aspects of Aircraft Rescue and Firefighting. This class was followed up by a simulated aircraft fire and fuel burn. All ARFF certified personnel also attended an 8-hour fuel farm and fuel transport inspection class. Weekly throughout the year ARFF certified personnel conducted an apparatus check and airport familiarization.

Outcomes/Impacts

In 2023, FFD responded to 63 ARFF standbys/incidents and successfully completed the annual Federal Aviation Administration Certification.

Upcoming Goals and Objectives

The department will continue to complete 100 percent of the required ARFF training. The FFD will keep at a minimum 2 ARFF certified personnel on duty. The FFD and Federal Aviation Administration will review the ARFF program each year to accomplish the yearly certification and make modifications as recommended.



Annual Program Appraisal

Training

Date: January 9, 2024

Appraisal period: 2023

Program Manager: Brian Sloat

Program Description

The Fayetteville Fire Department's training program provides training to 10 companies on three shifts. The training program also provides training to the Airport Rescue and Firefighting (ARFF) team and the Special Operations Section (SOS) team. The SOS team is responsible for special rescue incidents as well as all hazardous materials/weapons of mass destruction incidents.

The training program also coordinates the annual renewal/refresher training required for special certifications/licensing. These certifications/licensing include but are not limited to hazardous materials, ARFF, and EMS.

The bulk of the training program is administered in a quarterly fashion. Each quarter live-fire training, company drills, and hands-on EMS training occur on one week each month. Additional classroom EMS training occurs every month of the year.

Inputs/Resources

Financial Resources

In 2023, the training program operated on funds set aside in the Fire Training section of the Department's 2023 budget. Fire Training budget amount was \$506,719.

Physical Resources

- 1- Five story burn building with flashover chamber
- 1- LP gas prop
- 2- Classroom building with exercise facility
- 2- Storage containers with roof
- 3- Enclosed box trailers
- 1- Flat trailer
- 1- Semitrailer for storage and heavy rescue training
- 3- Support vehicle, Truck
- 1- Support vehicle, 15-passenger van

Human

1 Training Chief (Battalion Chief)
1 Training Officer (Captain)
2 Personnel (Driver/Operator and/or Firefighter)

Essential Resources

Computers, software, and office equipment
Mobile and portable radios
Textbooks with curriculum
Consumables: Straw and lumber

Training

Department personnel participated in 39,812 hours of training in 2023. EMS training accounted for 6479 hours of this training. The Department sent various personnel to 41 different courses for certifiable training throughout the region.

Outcomes/Impacts

The training program has ensured that all Department firefighters maintain and advance in basic firefighting skills. The Department's training program is being appraised for its first time in an annual appraisal process.

In 2023 personnel of the department received in-service training on CMC LEVR bailout kits. Personnel became familiar with the kit by video assignments and hands-on training deploying the bailout kit from their bunker gear pocket and rappelling out of a window while on a belay.

All personnel that had recertifications due in 2023 successfully recertified.

Upcoming Goals and Objectives

The department's upcoming objective is to work with the Labor Management Team's Training Committee to develop an evaluation form to be completed following quarterly training activities. This evaluation form would then be used to provide a department-wide lesson-learned training summary. Also, the Training Committee will develop a method of getting documented feedback regarding the quality of training provided.



Annual Program Appraisal

Communications

Date: January 9, 2024

Appraisal period: 2023

Program Manager: Willie Watts

Program Description

The Fayetteville Fire Department Central Dispatch Center (CDC) under the direction of the Fayetteville Police Department provides communication and dispatch services to the Fayetteville Fire Department. This division is a 24-hour operation, which provides emergency and non-emergency call taking and dispatching for police, fire, and City services, as needed. The center is also the primary answering point for the City of Fayetteville's 911 calls, which includes transferring emergency calls to the appropriate agencies. CDC is also responsible for maintaining the City of Fayetteville (COF) Arkansas Wireless Information System (AWIN) radio communication system. The FFD Chief of Operations coordinates with and oversees Fire Dispatch

Inputs/Resources

Financial Resources

In 2023, CDC operated on \$2,434,763.00 dollars set aside in the General Fund under the Central Dispatch Program 1010.260.2600 section of the COF 2023 COF budget.

Physical Resources

Tyler New World Computer Aided Dispatch Software

Motorola P-25 APX mobile and handheld radios

Motorola communication simulcast tower trucking communication system.

Human

CDC has 27 full-time employees.

1-Dispatch Manager

1-Assistant Dispatch Manager

3-Dispatch Shift Supervisors

1-Dispatch Trainer

21-Dispatcher I, II and III's

Essential Resources

Computers, software, office equipment, mobile and portable radios and associated tower sites and communication infrastructure.

Training

In 2023 CDC was able to gain training program curriculum approved and certified through the Association of Public Safety Communication Officials International (APCO) Training Program Certification.

Outcomes/Impacts

During the calendar year 2023, CDC answered 61,270 total calls for service. 47,386 came in via 911 and 13,156 were dispatched as calls for service for the FFD. CDC was able to upgrade their 9-1-1 equipment to a more technologically advanced system with better mapping features and the ability to initiate a two-way SMS Text session. It also gives us the ability to receive other NextGen 9-1-1 services as the wireless carriers begin implementing those services.

Upcoming Goals and Objectives

CDC and the FFD have outlined four objectives for the 2024 year.

1. Meet National Emergency Number Association (NENA) call-answering standard by answering ninety percent (90%) of all 911 calls within fifteen (15) seconds and ninety-five percent (95%) within twenty (20) seconds.
2. Meet National Fire Protection Association (NFPA) standard of processing ninety percent (90%) of fire calls within sixty-four (64) seconds and ninety-five percent (95%) within one hundred six (106) seconds.
3. Complete Quality Assurance each month to ensure proper call coding and handling.
4. Implement Live 911 software which allows responders real time access to 911 calls.



Annual Program Appraisal

Wellness and Fitness

Date: January 9, 2024

Appraisal period: 2023

Program Manager: Battalion Chief Brian Sloat

Program Description

The Fayetteville Fire Department provides a comprehensive wellness program. The Department provides annual medical and physical fitness evaluations along with a Peer Fitness Team. Every staffed-station as well as the training center is equipped with physical fitness equipment, which is available to personnel on- or off-duty. According to policy personnel that are on duty they are allowed 90 minutes to work out each 24-hour shift for shift personnel and 60 minutes for each 8-hour workday for staff personnel.

In addition to the physical component of the department wellness program, the department provides multiple options for confidential employee assistance programs and a Peer Support Team.

Inputs/Resources

Financial Resources

In 2023, the Wellness and Fitness program operated on funds in the Operations section of the FFD 2023 budget. The Operations budget amount is \$16,438,455.00.

Physical Resources

One Classroom building with exercise facility.

Exercise facilities in 9 fire stations and the fire marshal's office.

2- Storage containers with roof

Human

1 Training Chief (Battalion Chief)

1 Training Officer (Captain)

2 Personnel (Driver/Operator and/or Firefighter)

12 Peer Fitness Members

8 Peer Support Members

Essential Resources

Physical Fitness Equipment

- Strength Equipment
- Cardio Equipment

Physical Fitness Evaluation tools

Training

Wellness fitness training for 2023 consisted of various e-mails publicizing voluntary on-line behavioral health training offered by the Department EAP provider. Also, a new social media account was established to encourage physical fitness. This social media account posts workouts that can be completed with equipment at the station or with minimal equipment while away from the station.

Outcomes/Impacts

In 2023 the Wellness and Fitness program has begun reformatting with direction from the Wellness Fitness (WFI) committee of the Labor Management Team (LMT). The reformatting is going to more closely follow the IAFF-IAFC WFI. This reformatting of the Wellness and Fitness program began just as the fitness evaluations were beginning in July 2023. The Wellness Fitness Committee came to a consensus and submitted a recommendation to the LMT. The LMT approval of the fitness evaluation occurred in December.

Upcoming Goals and Objectives

The Wellness and Fitness program will complete fitness evaluations on all uniformed personnel. The program will evaluate the medical physicals and confirm that the provided physicals are being provided in accordance with NFPA 1582 and the WFI.