

PHOENIX FIRE DEPARTMENT

RBO ACTION PLANS – 2012

SUBJECT: Single Password Sign-On

GOAL: Achieve a single password sign-on for all pre-authorized software applications used at the fire station level.

ACTION PLAN

1st Quarter:

- Contact ITS for IdM project time lines (impacts eChris, Lotus Notes/iNotes, SAP). Work with ITS to implement IdM system as it pertains to the Fire Department.
- Evaluate options to access RMS/CAD using Firewire / browser. Start implementation.
- Identify users requiring Telestaff client to determine required workstation memory upgrades.
- Allocate funds to purchase and install necessary memory upgrades.
- Implement data retention standard for Telestaff historical data – identify obsolete data for deletion prior to Telestaff upgrade.

2nd Quarter:

- Implement data retention standard for Telestaff historical data – delete obsolete data prior to Telestaff upgrade.
- Create new server for Telestaff upgrade. Test transfer of data from current Telestaff system to the new server.
- Contact IT Advocate for IdM project time lines (if not provided by ITS). Work with ITS to implement IdM system as it pertains to the Fire Department.
- Continue implementation of RMS/CAD options.

3rd Quarter:

- Complete transfer of data from current Telestaff system to the new server.
- Complete implementation of RMS/CAD options.
- Work with ITS to implement IdM system as it pertains to the Fire Department.

4th Quarter:

- Resolve any issues with the new Telestaff/Webstaff upgrade.
- Work with ITS to implement IdM system as it pertains to the Fire Department
- Deliver awareness training to all members on password standards and requirements.

Subcommittee Co-chairs: Leif Anderson and John T. Dean

Subcommittee Members: Doug Mummert, Dave Knobbe, Tom McCracken, Kelly Liebermann, David Suess, Shereka Jackson, Will Hamouz

Subcommittee reports to the SPECIAL OPERATIONS COMMITTEE

PHOENIX FIRE DEPARTMENT RBO ACTION PLANS – 2012

SUBJECT: Near Miss Reporting

GOAL: Implement a near miss reporting system that is confidential and non-punitive that provides for the collection and dissemination of information that results in an improvement in firefighter practices and safety.

ACTION PLAN

1st Quarter: Determine the review committee members. Schedule a meeting with the review committee members and establish roles and responsibilities. Develop a training plan. Bring the web page on-line.

2nd Quarter: Provide training/education.

3rd Quarter: Implement the near miss program.

4th Quarter: Review and revise as necessary.

Subcommittee Co-chairs: Kevin Riley and Greg Hawk

Subcommittee Members: Tom McCracken, Ben Lindquist, Sam Gibbs, George Reyes, Russ Kirk, Ray Klucznik, Dwayne Hawkins, Chip Gleason, Mark Faulkner, Danny Seville, John Gallagher, Kent Ofstie

Subcommittee reports to the DEPLOYMENT COMMITTEE

PHOENIX FIRE DEPARTMENT

RBO ACTION PLANS – 2012

SUBJECT: Economic Impact of Fire Fighting

GOAL: Utilize data to analyze positive economic impacts of our service delivery respective to fire response (show return on investment).

ACTION PLAN

1st Quarter: Establish and solidify relationship with ASU. Define responsibilities of PFD and ASU. Search for/solidify funding source. Identify internal partners (Arson, Operations, Bob Barr, etc.). Identify external partners (NIST, insurance industry, etc.).

2nd Quarter: Discuss public service announcements and social media connections. Identify eligible incidents. Determine a plan for data acquisition. Get ASU to continue analysis of incidents.

3rd Quarter: Develop an educational program and mechanism to implement the program. Develop a plan to alter the perception we have internally of our impact. Establish internal partner's responsibilities and involvement. Develop a plan to continue in the event of a lost relationship with ASU (self-sustainability).

4th Quarter: Prepare final report on year's activity and propose future action items.

Subcommittee Co-chairs: Jeff Case and Josh Segebarth

Subcommittee Members: Tim Kreis, Chuck Levinus, Tom McCracken, Pete Martin, Don Williams, Dave Nunez, Jan Rogers, Bob Barr

Subcommittee reports to the DEPLOYMENT COMMITTEE

PHOENIX FIRE DEPARTMENT RBO ACTION PLANS – 2012

SUBJECT: Review the Overall Effectiveness of Current PT Programs

GOAL: Utilize training and information dissemination to maximize effective physical training and reduce injuries. Identify internal and external customer service impact of our PT program.

ACTION PLAN

1st Quarter: Develop training module for station delivery (BC's/Labor) and set training schedule. Deliver training department-wide (CD, PT Guidelines). Evaluate and expand unique training concepts (i.e. Seth Jenners).

2nd Quarter: Establish mechanisms for information dissemination and continue to develop (newsletters, web sites, FTSU). Establish station contact for information dispersal (rest room displays). Publish monthly newsletter – update web sites.

3rd Quarter: Conduct survey to reevaluate PT activity and involvement. Reevaluate injuries related to PT.

4th Quarter: Develop RBO report and future plan.

Subcommittee Co-chairs: Jeff Case and Josh Segebarth

Subcommittee Members: Mike Smith, Seth Jenners, Pete Martin, Tony Reiter, John Prato, JoEllen Caldwell, Mike Ong, Mitch Layton, Reda Riddle-Bigler, Tupac Enrique, Robby Summerville

Subcommittee reports to the DEPLOYMENT COMMITTEE

PHOENIX FIRE DEPARTMENT

RBO ACTION PLANS – 2012

SUBJECT: Class-A Uniforms

GOAL: Design and select a Class-A uniform for PFD sworn members, active and retirees, and update appropriate standard policies, and procedures.

ACTION PLAN

1st Quarter: Establish a committee to identify options for uniforms available or that can be created. Consider what is available in the market, what other departments are wearing, and consider weather conditions.

2nd Quarter: Display possible options for member selection

3rd Quarter: Make final selection of Class-A uniform and identify a process for procurement.

4th Quarter: Update the appropriate policies and procedures with assistance of the Honor Guard. Implement new Class-A uniforms.

Subcommittee Co-chairs: Todd Harms and Ed Beuerlein

Subcommittee Members: Russ Kirk, John Prato, Frank Salomon, Tony Rider, Hamilton Keddie, Ben Lindquist, Tony Reiter, Aaron Ernsberger, Kelly Liebermann

Subcommittee reports to the HUMAN RESOURCES COMMITTEE

PHOENIX FIRE DEPARTMENT RBO ACTION PLANS – 2012

SUBJECT: Utilization of Telestaff

GOAL: Build a comprehensive system within TeleStaff (TS) to track each member's cumulative overtime hours. Build a TS system to record AWR's and provide a self-service process for members.

ACTION PLAN

1st Quarter: Personnel to develop a source document for overtime (OT) tracking and approval.

2nd Quarter: 60-day pilot program at EMS with new source document including elimination of previously used OT slips. Review and revise pilot program last 30 days of the second quarter.

3rd Quarter: Educate Phoenix Fire Department members, provide training and integrate system with other FD sections specific to TS OT. Continue system design/discussion of paperless AWR process with TS self-entry, specifically who enters it, who approves it, and is it amendable.

4th Quarter: Department-wide implementation of TS OT process. Continue to renew/discuss/develop paperless AWR TS self-entry (Auctions).

Subcommittee Co-chairs: Chris Ketterer and Neil Rayes

Subcommittee Members: Chuck Levinus, Pete Martin, Sam Pullano, Mary Ling, Gordon Cunningham, Mike Montanez, Rick Loete, Celeste Agnew, Debbie Keating, Janice Enas, Kelly Emfinger

Subcommittee reports to the DEPLOYMENT COMMITTEE

PHOENIX FIRE DEPARTMENT

RBO ACTION PLANS – 2012

SUBJECT: Hazard Zone Communications

GOAL: Continue to meet Hazard Zone Communications transition project objectives and schedule in cooperation with stakeholders, partner cities, and labor representatives.

ACTION PLAN

1st Quarter: Follow project schedule/plan. Deploy portable radios to field captains and chiefs. Continue infrastructure and subscriber equipment upgrades and updates. Complete final mobile radio installations. Continue working with vendors on DVR project.

2nd Quarter: Follow project schedule/plan. Continue deployment of portable radios. Continue infrastructure and subscriber equipment upgrades and updates. Complete the initial VHF narrow band cutover. Continue working with vendors on DVR project.

3rd Quarter: Follow project schedule/plan. Continue deployment of portable radios. Begin cleanup of wide-band VHF subscribers and infrastructure process. Review coverage results of narrow-banding and develop any needed changes. Continue working with vendors on DVR project.

4th Quarter: Follow project schedule/plan. Continue deployment of portable radios. Continue cleanup of wide-band VHF subscribers and infrastructure. Continue to review coverage results of narrow-banding and plan any needed changes. Continue working with vendors on DVR project.

Subcommittee Co-chairs: Doug Mummert and John T. Dean

Subcommittee Members: Dave Knobbe, George Reyes, Leif Anderson, Jay Strebeck, Chip Gleason, John Simmons, Mike Worrell, Tom Cantelme, Nolberto Gem, Jim Frazier, Chris Radoian, Harold Pierson, Lance Strong, Greg Plitz, Josh Shields, Kelly Liebermann

Subcommittee reports to the SPECIAL OPERATIONS COMMITTEE

PHOENIX FIRE DEPARTMENT RBO ACTION PLANS – 2012

SUBJECT: Phoenix Fire Department Firefighter Recruitment Strategies

GOAL: Re-establish the firefighter recruitment program for future hiring processes. Take a proactive approach in the recruitment of potential candidates to ensure recruitment efforts are geared to identify a qualified and diverse candidate pool.

ACTION PLAN

1st Quarter: Identify traits and qualities of ideal PFD candidates. Perform and review demographic study of current PFD workforce. Identify and target potential firefighter recruit sources. Engage affinity groups for input and participation.

2nd Quarter: Compile data from current PFD recruits through exit interviews and surveys to determine best practices. Develop a marketing strategy to identify the PFD recruitment message.

3rd Quarter: Review and revise current job description for PFD recruitment officer. Develop a proposed budget for PFD firefighter recruitment program and position.

4th Quarter: Review/revise the PFD firefighter recruitment strategy. Implement program based on City of Phoenix hiring processes and funding stream.

Subcommittee Co-chairs: Danny Seville and Sam Pullano

Subcommittee Members: Phil Eno, Sam Gibbs, John Prato, George Reyes, Dan Dahl, Kelvin Bartee, Dave Carter, Dave Nunez, Brian Parks

Subcommittee reports to HUMAN RESOURCES COMMITTEE