

# Exhibit #1

## Contract Deliverables and Performance Standards

### 1. General.

- a. Fire departments are an essential component in ensuring community safety. In addition to the obvious duty of responding to fires, fire departments are often the first responders at any type of emergency; they also play a central role in fire and accident prevention and safety.
- b. The implementation of valid performance measures and tracking those measures consistently over time is an essential component of effective and efficient fire service operations. These metrics also provide fire departments with the data needed to show real results, identify areas where improvement is needed and validate departmental requirements for personnel, equipment and training. Clear and consistent performance metrics coupled with accurate and timely measurement are a significant enabler in identifying these requirements, justifying budget requests and informing policy and service changes.
- c. The base contract must contain a Statement of Work section. The section will define the department's geographic area of coverage and identify the local areas outside the area of coverage where mutual support and automatic aid agreements will be sought and supported. In addition, reference will be made to an addendum to the contract as outlined in paragraphs 2 and 3 below. The department will track approved performance metrics and display them in a 'dashboard' format on the departmental website which will be available to both the governing bodies of the signatories and to the general public.

2. Purpose. The referenced addendum provides a performance baseline for the provision of fire and emergency services for the City of Lansing Fire Department and other governmental entities contracting for provision of those services. It is anticipated that these metrics will be regularly reviewed in detail and amended, as needed, to assure continued accuracy and relevance as standards of performance for the department. Thus it is incorporated in the contract statement of work by reference and may be periodically amended by agreement of the signatories, without the necessity of renegotiation of the base contract.

### 3. Standards of Performance.

- a. Readiness. The department chief will report overall readiness of the department to execute its mission to the governing bodies of the contract signatories on a quarterly basis. This report will summarize the mission capable rate of the department as an aggregate rate over the total number of days in the reporting period in three categories of performance: personnel/manning; training and equipment. Readiness reporting is comprised of three levels of readiness: fully mission capable (FMC), mission capable (MC) and not mission capable (NMC); these ratings are applicable to each of the three performance categories.

#### (1) Personnel/manning.

- (a) FMC: the department is manned at 90%+ of authorized spaces and is capable of manning continuous operations on a 24/7 basis using fully certified and trained firefighters without resorting to overtime;
- (b) MC: the department is manned at 75%+ of authorized spaces and is capable of manning continuous operations on a 24/7 basis with fully certified and trained firefighters only through the use of overtime;

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(c) NMC: the department is manned at < 75% of authorized spaces and is not capable of manning continuous operations of a 24/7 basis, even with the use of overtime

(2) Training.

(a) FMC: the department is fully trained to execute all mission essential tasks, to include water rescue, HAZMAT response, residential and woodland/brush firefighting, vehicle extraction and fire safety inspections/public safety education without resorting to overtime.

(b) MC: the department has sufficient qualified personnel available to execute all mission essential tasks (above) but must resort to overtime to complete the mission

(c) NMC: the departments training program does not enable the execution of all mission essential tasks until additional trained personnel are available.

(3) Equipment.

(a) FMC: all of the department's assigned equipment is operationally ready to perform its role 90%+ of the time during the reporting period.

(b) MC: some of the department's assigned equipment is not operationally ready either due to (either scheduled or unscheduled) maintenance issues (NORM) or waiting repair parts to complete maintenance (NORS). The operationally ready rate for the reporting period is 75%+.

(c) NMC: the operationally ready rate for the department's assigned equipment is less than 75%.

Mutual/Automatic Aid Agreements. When the department is less than fully mission capable in any performance metric, a mutual/automatic aid agreement with another department may be considered in augmenting the mission capable status of the department.

b. Response Time.

(1) Call-to-dispatch. Time required for a mission capable piece of equipment leaves the station.

(2) Call-to-arrival. Elapsed time from dispatch to arrival – can serve to identify need for additional stations/manning in areas away from the base station. As noted above, mutual/automatic aid agreements may augment the department's performance.

(3) Chute Time. When a piece of equipment takes 2 minutes or longer from initial notification to begin movement to the location of the incident, time in excess of the 2 minute threshold will be logged as 'chute' time.

c. Service effectiveness.

(1) For each reporting period, the department chief will report the incident count by service area by class of incident (commercial, residential, woodland/prairie, water, etc.)

(2) Based upon insurance adjuster reports, the department chief will report the loss by incident for fire losses as a percentage of insured value and the total loss count for the reporting period.

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d. Fire prevention/public safety. Such activities carried out by department personnel will be logged, issues and trends identified, man-hours expended will be logged and appropriate lesson plans and training materials will be posted to the departmental website for review and reference.

(1) Inspections: initial/follow-up; code certification/compliance.

(2) Special event planning/review.

(3) Complaints/investigations.

(4) Community education.

4. Recommendations. The memorandum is prepared for information, review and comment by the governing bodies of the signatories, the Fire District #1 Board of Trustees and Chief. As noted above, if implemented, the addendum shall be subject to frequent review and revision on a schedule deemed appropriate by the parties to the contract.

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