

# Mercer Island Fire Department 2020 - 2021 Work Plan



## About the Mercer Island Fire Department

The Fire Department's mission is to protect the lives and property of our citizens through our desire to serve, ability to perform and courage to act. The 32-member department (28-person Operations Division, 1 FTE Fire Marshall, 3 FTE administrative staff) accomplishes this by:

- Investing in, supporting, and empowering staff to reach their fullest potential.
- Providing the highest quality response to fire, medical, and other emergencies and maintains that quality through a comprehensive training program.









## Work Item 1: Council Priority 2 - Prepare for Light Rail and Improve On-and-Off Island Mobility

| Description  | Dept. Lead / Liaison           | Staff Comments | Timeline                    |      |
|--|--------------------------------|----------------|-----------------------------|------|
| <b>Prepare for Sound Transit Light Rail Station and Bus Intercept</b><br>MIFD, in conjunction with MIPD, will work with Sound Transit (ST), King County Metro, other agencies, and staff to ensure safe design and implementation of the Light Rail Station and bus intercept. The Fire Marshal is working with ST and WSDOT to ensure the fire and life safety suppression systems are up to code and working for this project. | Jeromy Hicks,<br>Steve Heitman | High Priority  | 2020                        | 2021 |
|  |                                |                | ⇒ Q1 Q2 Q3 Q4 Q1 Q2 Q3 Q4 ⇒ |      |

## Work Item 2: Administration

| Description   | Dept. Lead / Liaison            | Staff Comments | Timeline                    |             |
|---|---------------------------------|----------------|-----------------------------|-------------|
| <b>Puget Sound Emergency Radio Network (PSERN)</b><br>Work with MIPD and partner agencies to execute an ILA for a new public safety radio network (replace aging analog system with a digital system). This system will be utilized by all Public safety Answering Points (PSAP) in King County for enhanced communication with fire and police agencies, as well as utilities and school districts. This will also help the Department achieve the goal of increased interoperability for all public safety agencies in King County. | Steve Heitman                   | High Priority  | 2020                        | 2021        |
|   |                                 |                | ⇒ Q1 Q2 Q3 Q4 Q1 Q2 Q3 Q4 ⇒ |             |
| <b>Fire Service Analysis</b><br>MIFD will conduct a Fire Services Study to assess the current staffing and resource levels for MI. The intent is determine if staffing is adequate, needs to be increased, or if a contract/merger with another jurisdiction would provide increased efficiencies or long-term cost reductions.   | Steve Heitman,<br>Mike Mandella | High Priority  | Q1 Q2 Q3 Q4                 | Q1 Q2 Q3 Q4 |

## Work Item 2: Administration (Continued)

| Description  | Dept. Lead / Liaison            | Staff Comments    | Timeline  |  |  |  |      |  |  |  |
|--|---------------------------------|-------------------|---|--|--|--|------|--|--|--|
|  |                                 |                   | 2020  |  |  |  | 2021 |  |  |  |
| <p><b>Career Development Program for Officers</b><br/> <i>Develop career path opportunities designed to prepare leaders for the future. Co-develop, with the union, standards for performance excellence within each rank above Lieutenant. Provide checklists for critical tasks to be performed within each higher rank.</i></p>   | Mike Mandella,<br>Steve Heitman | Moderate Priority |  Q1 Q2 Q3 Q4 Q1 Q2 Q3 Q4      |  |  |  |      |  |  |  |
| <p><b>Succession Planning</b><br/> <i>Identify and eliminate any "single point of failure" opportunities in the department. Plan for, and train staff to replace individuals in key positions within the department as well as in the Emergency Operations Center (EOC) during disasters.</i></p>  | Mike Mandella,<br>Steve Heitman | Moderate Priority |  Q1 Q2 Q3 Q4 Q1 Q2 Q3 Q4      |  |  |  |      |  |  |  |
| <p><b>Mobile Integrated Health (MIH)</b><br/> <i>Design and implement a Mobile Integrated Health (MIH) program to handle low acuity calls and patient follow-up with the intent of freeing up the availability of Basic Life Support (BLS) units and hospital ER's. The new KCEMS Levy contains funding for each fire department to establish a MIH program designed to meet the community's needs by connecting high frequency users, who often have low acuity issues, with the most appropriate health care provider or social service.</i></p> | Mike Mandella,<br>Steve Heitman | Moderate Priority |  Q1 Q2 Q3 Q4 Q1 Q2 Q3 Q4      |  |  |  |      |  |  |  |
| <p><b>Integrating Telestaff with NEOGOV</b><br/> <i>MIFD will work with HR and the CM's office to integrate the Telestaff software program with the NEOGOV platform. This will allow for streamlined payroll processing with one system for all employees.</i></p>   | Mike Mandella,<br>Steve Heitman | Moderate Priority | <div style="display: flex; justify-content: space-between;"> <span>Q1 Q2 Q3 Q4</span> <span>Q1 Q2 Q3 Q4</span> </div>   |  |  |  |      |  |  |  |
| <p><b>Organizational Assessment</b><br/> <i>MIFD will conduct an analysis of current department policies to align more appropriately with the Department's mission.</i></p>  | Mike Mandella,<br>Steve Heitman | Moderate Priority | <div style="display: flex; justify-content: space-between;"> <span>Q1 Q2 Q3 Q4</span> <span>Q1 Q2 Q3 Q4</span> </div>   |  |  |  |      |  |  |  |
| <p><b>2021-2022 Budget Development</b><br/> <i>Work with Finance to develop 2021-2022 budget.</i></p>  | Mike Mandella,<br>Steve Heitman | High Priority     | <div style="display: flex; justify-content: space-between;"> <span>Q1 Q2 Q3 Q4</span> <span>Q1 Q2 Q3 Q4</span> </div>   |  |  |  |      |  |  |  |
| <p><b>Communications Strategies</b><br/> <i>MIFD will continue to develop the use of social media and other platforms to provide the public with information on Department services and how well the Department is meeting it's goals. This will be accomplished as a department and working with the City's Communications Manager.</i></p>   | Mike Mandella,<br>Steve Heitman | Moderate Priority |  Q1 Q2 Q3 Q4 Q1 Q2 Q3 Q4  |  |  |  |      |  |  |  |

| <b>Work Item 3: Operations</b>   |                      |                |                                |
|--|----------------------|----------------|--------------------------------|
| Description  | Dept. Lead / Liaison | Staff Comments | Timeline                       |
| <b>Keep the Community Safe</b><br><i>This is accomplished through the use of technology to adhere to response standards, planning, resource management, and training. The Department is evaluating a new software platform that will provide a dashboard to improve performance measurement.</i> | Mike Mandella        | High Priority  | 2020                      2021 |
|  |                      |                | ⇒ Q1 Q2 Q3 Q4 Q1 Q2 Q3 Q4 ⇒    |
| <b>Maintain or Increase Cardiac Survival Rates</b><br><i>MIFD will continue to work with KCEMS and Dr. Tom Rea by participating in training and studies designed to increase cardiac survival rates.</i>   | Mike Mandella        | High Priority  | 2020                      2021 |
|  |                      |                | ⇒ Q1 Q2 Q3 Q4 Q1 Q2 Q3 Q4 ⇒    |

| <b>Work Item 4: Training</b>   |   |                   |                                |
|--|---|-------------------|--------------------------------|
| Description  | Dept. Lead / Liaison                          | Staff Comments    | Timeline                       |
| <b>Consolidate Training Officer Efforts with Eastside Fire Departments</b><br><i>The East Metro Training Group will be reorganizing to only include the Mercer Island, Bellevue, and Redmond Fire Departments.</i> | Steve Heitman,<br>Mike Mandella               | Moderate Priority | 2020                      2021 |
|  |   |                   | ⇒ Q1 Q2 Q3 Q4 Q1 Q2 Q3 Q4 ⇒    |
| <b>Meet WAC 296-305 Requirements to Maintain Certifications</b><br><i>These are certifications required by State law to maintain certification as a Firefighter.</i>   | Shawn Matheson,<br>Steve McCoy,<br>Alec Munro | Legally Mandated  | 2020                      2021 |
|  |   |                   | ⇒ Q1 Q2 Q3 Q4 Q1 Q2 Q3 Q4 ⇒    |

| <b>Work Item 5: Community Risk Reduction</b>  |                      |                |                                |
|---|----------------------|----------------|--------------------------------|
| Description   | Dept. Lead / Liaison | Staff Comments | Timeline                       |
| <b>Notice To Title</b><br><i>The Fire Marshal has developed draft language for adding fire suppression requirements to property titles. This will alleviate potential issues with lack of coverage when properties are sold.</i>  | Jeromy Hicks         | High Priority  | 2020                      2021 |
|   |                      |                | ⇒ Q1 Q2 Q3 Q4 Q1 Q2 Q3 Q4 ⇒    |
| <b>PSERN In-Building Coverage</b><br><i>The County Fire Marshal's group is working to make sure in-building radio coverage is achieved with the new radio system. Some building owners may need to re-tune or upgrade their current systems to work with the new radio system. The Fire Marshals are also looking into mobile repeaters to increase coverage.</i> | Jeromy Hicks         | High Priority  | 2020                      2021 |
|   |                      |                | ⇒ Q1 Q2 Q3 Q4 Q1 Q2 Q3 Q4 ⇒    |