

Performance Indicator 1:

LF&R will maintain a customer satisfaction average of at least 80%. (NEW)

Why is this important?

As a public service organization, it is extremely important to evaluate the satisfaction of the customers we serve. A comprehensive customer satisfaction program ensures that LF&R is delivering the quality level that the citizens of Lincoln expect.

What is being done?

Many fire departments measure a single component of service. LF&R, as a multi-hazard public safety organization, measures the customer satisfaction in all of the services provided. In addition, LF&R seeks open customer feedback in order to provide the services our customers want.

About this measure.

LF&R contacts the calling party for every 6th call for service that we receive. Actual on-duty personnel contact citizens who have recently received our services to complete a voluntary survey based upon the customer's satisfaction. Included in the survey is open dialogue on how LF&R can meet our customers' needs. Each satisfaction measure is scaled to identify specific areas for improvement. This data is updated at the conclusion of each month.

Note: Refer to the LF&R Homepage for Additional Information



Performance Indicator 2:

LF&R ambulances will arrive at medical emergency calls within eight minutes at least 90% of the time. (OLD)

Why is this important?

The Lincoln Medical community, EMS oversight agency, and LF&R recognize the need to arrive on scene quickly and begin to stabilize life threatening emergencies, provide quality effective care, and rapid transport when necessary. While LF&R Emergency Medical Technicians and Paramedics offer excellent care, there are times when patients need treatments and procedures that can only be performed in a hospital facility. Generally speaking, patient outcomes are better the sooner care arrives at patient side and the patient can be transported to an emergency room.

What is being done?

LF&R records and reviews the ambulance response times to every life threatening emergency. This comprehensive data is then mapped and analyzed on an individual basis. When the response time indicator is not met, a more detailed analysis of the call data is completed to determine the cause and what we can do to meet this measure in the future. This goal is monitored by an independent medical oversight authority for compliance.

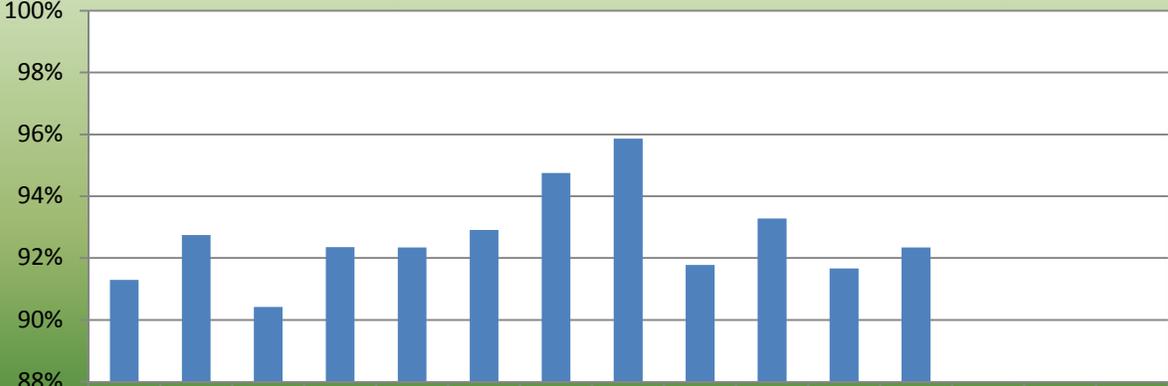
About this measure.

LF&R is mandated to this performance measure by City of Lincoln Municipal Code. It is our goal to meet this response time performance indicator and provide quality patient care and transport. The data is extracted directly from the 911 call center computer aided dispatch (CAD) system to the LF&R records management system. The data is identified, extracted, and mapped to determine where the call was located in relationship to the responding ambulance. This method is useful in identifying current and future service challenges. This data is updated at the conclusion of each month.

It is important to note that this standard focuses on calls where life threatening emergencies are occurring. This would include calls such as stroke, difficulty breathing, and cardiac arrest.

Note: Refer to the LF&R Homepage for Additional Information

Ambulance 8 Minute Performance



■ Ambulance 8 Minute Performance

Performance Indicator 3:

LF&R will meet the established national standard for turn-out time at least 90% of the time to life threatening events. Turn-out time is the amount of time it takes firefighters upon being dispatched to an incident to get to their response vehicle and begin to travel to the call for service.

Why is this important?

Turn-out time is the amount of time it takes a response apparatus to leave the station once it is dispatched to an emergency. It is imperative that LF&R analyze all of the components of response time because in a service industry, particularly an emergency service industry, time is critical to the outcome. This is the single component of time for which an organization can positively impact response performance directly.

A shorter turn-out time equals a shorter total response time. This equates to better patient outcomes and more rapid provision of emergency medical services.

What is being done?

The improvement of all components of response time, including turn-out time is very important to LF&R. The organization evaluates turn out time performance by individual employee and individual apparatus. This way potential performance issues can be directly addressed.

In 2012 LF&R recognized the need to place turn-out time performance at the top of our list of performance improvement goals. In 2013 the focus is on employee education as well as clear communication as to individual, unit, and organizational performance. While LF&R has exhaustive hard data which is useful in identifying performance shortfalls, in 2013 we will also focus on the soft data of our internal stakeholders to identify potential solutions. It is important to note that LF&R continues to improve its performance goal as is shown in the graph.

LF&R is evaluating fire station designs and the efficacy of improvements which will allow firefighters the optimal avenue for a rapid response. As turn-out time has become a greater focus of the fire industry as a whole, LF&R is consciously taking this into account in future station design.

Existing technologies assists and actively promotes good turn-out time performance. LF&R is actively evaluating these systems and seeking alternative funding mechanisms to make them a reality.

About this measure.

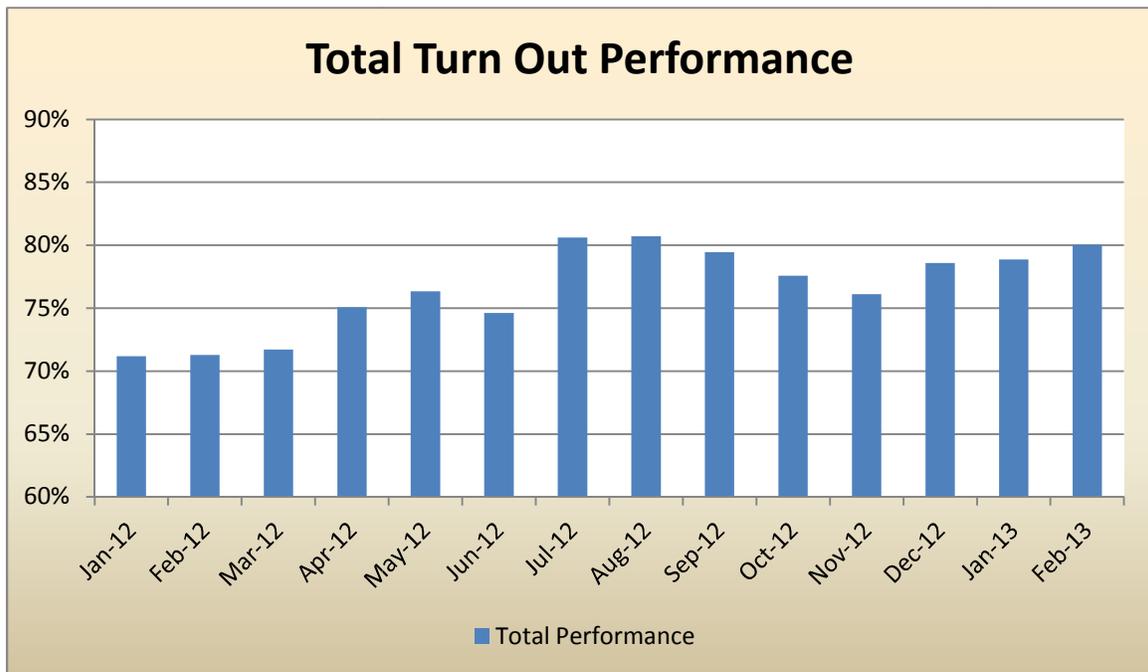
This standard is derived directly from the National Fire Protection Agency (NFPA) Standard 1710 which delineates the fire service industry standards for response time. This standard delineates the turn-out time performance standards for all call types. The data displayed in the above graph is LF&R turn-out time performance in relation to all of the different call types combined. The current standard as defined by NFPA is a 60 second turn-out time for medical incidents and 80 seconds for fire and rescue incidents.

The data is extracted directly from the 911 center computer aided dispatch (CAD) system to the LF&R records management system. Only the data from call types where a life threatening event is occurring are measured.

LF&R utilizes fractal analysis to determine department performance. Fractal performance measure more accurately depicts organizational performance as compared to averages. When evaluating performance in averages a few great performances can negate many lousy performances. When measuring performance in fractals, performance is measured in whether we met the standard or we didn't. The fact is, our performance is important to our customer's lives. Thus, when evaluating organizational performance from a fractal perspective, we only receive credit for the responses where we meet our response time objectives.

LF&R utilizes the National Fire Protection Standard 1710 as the measurement criteria for all components of response time. This allows the organization to compare itself to the fire service industry as a whole. This data is updated at the conclusion of each month.

Note: Refer to the LF&R Homepage for Additional Information



Performance Indicator 4:

LF&R will continue to evaluate the value of our community's property and contents which are lost to fire against the value of property and contents saved by the department.(NEW)

Why is this important?

Evaluating the value of property and contents lost and saved and comparing that value to previous years allows the organization to evaluate its efforts in fire education, prevention, and response. An increase in fire loss can be a positive indicator for the need to modify our current efforts.

This measure shows the relative value of maintaining a well staffed, trained, and equipped fire department based on the annual cost of that department in comparison to actual fire history in the community

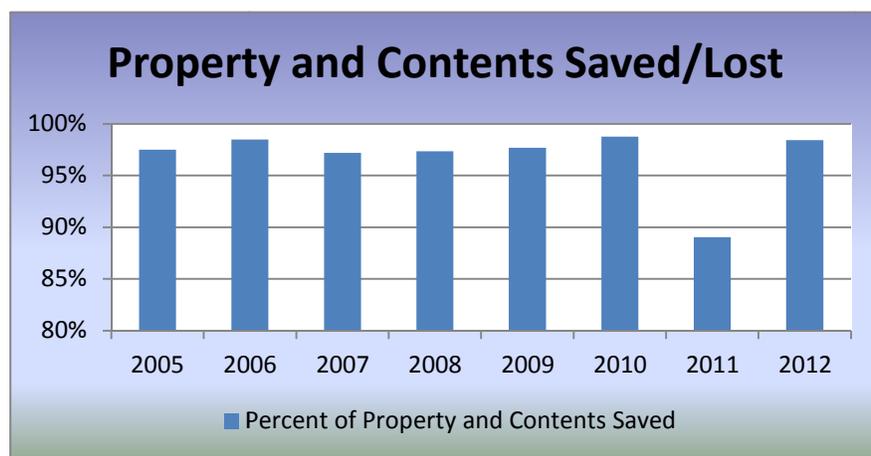
What is being done?

LF&R will continue to monitor and identify trends in this analysis. Any negative trend will result in review of current operating policies and or procedures and reallocation of efforts into the identified deficiency.

About this measure.

This measure is generated utilizing data from the LF&R records management system created to comply with both state and federal reporting mandates. The property values used is taken from the Lancaster County Assessors' Office property values. Essentially, this data is a calculated mathematical formula utilizing several inputs depicting property and contents saved versus those lost. This data is compiled annually.

Note: Refer to the LF&R Homepage for Additional Information



Note: A decrease in performance in 2011 is depicted due to the significant loss of the Lincoln Public Schools Administration building.

Performance Indicator 5:

LF&R will arrive at the scene of life threatening calls for service within five minutes from the time a unit is en route at least 90% of the time. (NEW)

Why is this important?

Travel time is a component of response time that begins when the response vehicle begins to respond to the emergency to when it arrives at the emergency scene. It is imperative that LF&R analyze all of the components of response time because in a service industry, particularly an emergency service industry, time is critical to the outcome. A rapid response results in better patient outcomes and a lessening of property and environmental impacts.

What is being done?

LF&R recognizes that as the City of Lincoln continues to grow and expand, that our current infrastructure will be strained. It is our commitment to our customers that we ensure that we are responding in an effective yet efficient manner. We are constantly asking the question, "How we can better use the resources we have to serve the public?"

In 2004 LF&R evaluated the current deployment of ambulances. We applied methodology learned through the accreditation process, GIS, and private industry standards to develop an entirely new response strategy. This response strategy proved to equalize the workload of ambulances crews, improve response times, and increase the amount of time the ambulances were available to respond to emergencies as a whole. This study was implemented and proved very successful.

In 2012 LF&R applied this same methodology in a comprehensive study titled *LF&R Station Optimization Plan*. This study was one of the most comprehensive and in depth studies ever performed in the fire service in terms of station location. Several options were developed and presented to community leaders. These options included the moving of existing station locations in addition to the building of new stations which would place our existing apparatus and personnel in better positions to respond more quickly to life threatening calls for service.

LF&R believes strongly in a public service organization driven by our customers' needs coupled with industry standards. This is accomplished through measures such as travel time. A trend which reveals a decrease in travel time can be an indicator that the current deployment model needs to be adjusted or that additional infrastructure needs to be added. Regardless, LF&R will continue to publish organizational travel time to ensure that our customers are informed as to how their fire and rescue service is performing.

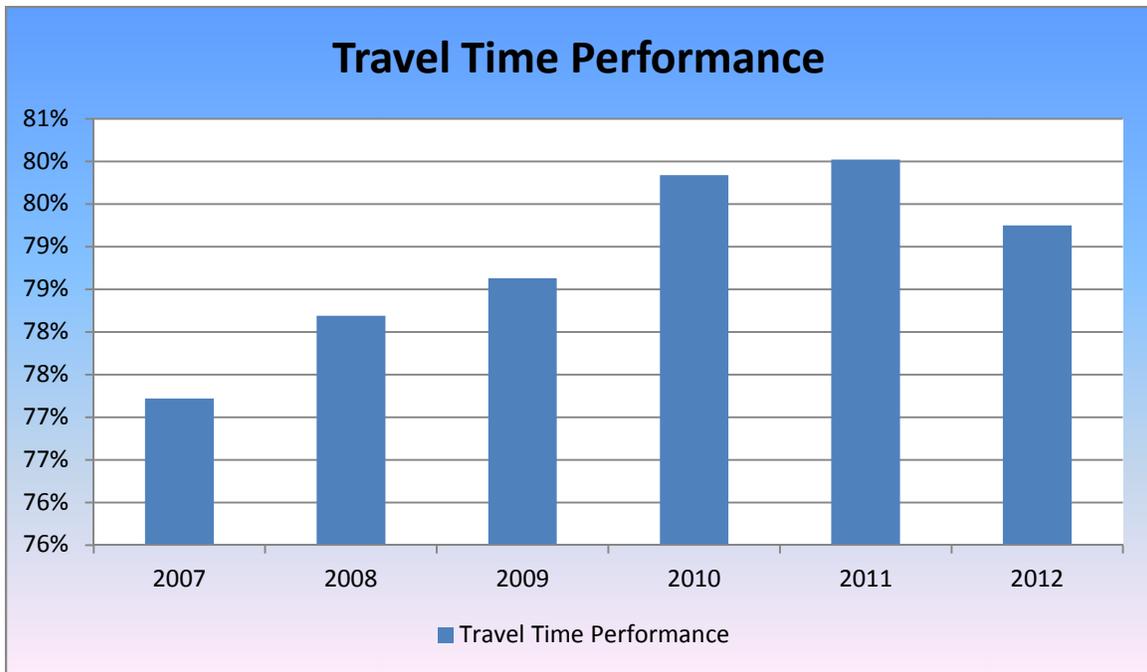
About this measure.

Travel time data is extracted directly from the 911 call center computer aided dispatch (CAD) system to the LF&R records management system. The data is mapped and analyzed using fractal analysis per the industry standard. LF&R utilizes fractal analysis to determine department performance. Fractal

performance measure more accurately depicts organizational performance as compared to averages. When evaluating performance in averages a few great performances can negate many lousy performances. When measuring performance in fractals, performance is measured in whether we met the standard or we didn't. The fact is, our performance is important to our customer's lives. Thus, when evaluating organizational performance from a fractal perspective, we only receive credit for the responses where we meet our response time objectives. The data displayed in the above graph is LF&R travel time performance for life threatening calls for service only.

LF&R utilizes the National Fire Protection Standard 1710 as the measurement criteria for all components of response time. This allows the organization to compare itself to the fire service industry as a whole. This data is compiled annually.

Note: Refer to the LF&R Homepage for Additional Information



Performance Indicator 6:

LF&R will treat and begin to transport all patients with suspected stroke within 15 minutes after arrival to the scene of the emergency. (NEW)

Why is this important?

Strokes are an emergency. Strokes can reduce or occlude oxygenated blood from reaching tissues within the brain. The brain tissues affected can become irreversibly damaged if definitive care is not achieved in a timely manner. Thus, the stroke patient if not rapidly transported could suffer a decreased quality of life or even die as a result.

A majority of strokes are caused by a blockage of a blood vessel in the brain. Special medications that can only be administered in the hospital are sometimes being given to a patient diagnosed with this blockage if they meet specific criteria. In some cases, the medications remove this blockage and restore blood flow in the brain. However, there is a limited window of time in which these medications can be given. Thus, rapid transport is beneficial to these patients.

What is being done?

LF&R actively evaluates call times and performance for all medical responses involving strokes. This includes the patient outcomes.

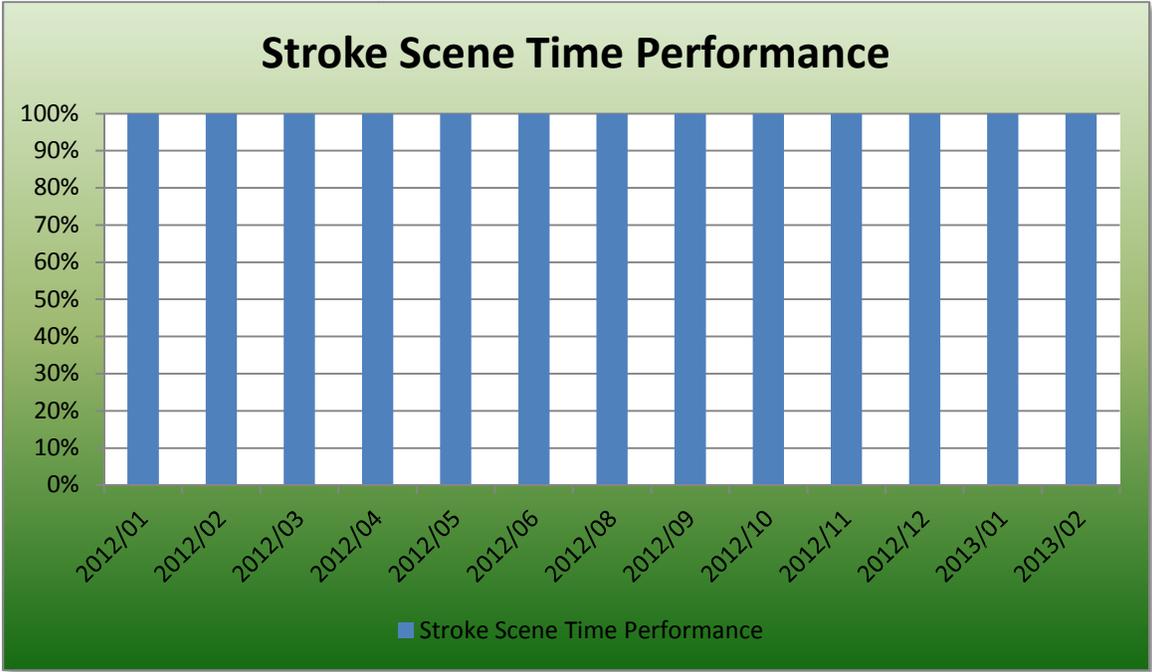
Protocols are in place regarding the field evaluation and transport of patients suspected of having a stroke. Paramedics communicate to the hospitals while still in the field regarding neurologic field tests. Based upon these field assessments hospitals are prepared to receive these time sensitive patients.

About this measure.

Data is extracted from the 911 call center computer aided dispatch (CAD) system to the LF&R records management system. Information identifying stroke patients is generated from the LF&R EMS reporting system. Hospitals additionally compile information regarding the outcomes of the patients they receive.

LF&R's priority is the service we deliver to our customers. Not only are we focused on the provision of timely, professional, efficient, and effective service, but, on the outcomes of our customers. We pledge to continue to work closely with the health care community to provide the citizens of Lincoln with excellent effective pre-hospital health care. This data is compiled at the end of each month.

Note: Refer to the LF&R Homepage for Additional Information



Note: LF&R is meeting this goal 100% of the time.

Performance Indicator 7:

LF&R will achieve a chest compression fraction of at least 80% at least 90% of the time. (NEW)

Why is this important?

Cardiopulmonary Resuscitation (CPR) is the method of providing oxygen and blood circulation through the delivery of rescue breathing and chest compressions to victims of sudden cardiac arrest. This procedure ensures that a critical flow of oxygenated blood is maintained to the brain and other vital organs during a resuscitation attempt.

According to the American Heart Association guidelines , high-quality CPR, particularly effective chest compressions, contributes significantly to the successful resuscitation of cardiac arrest patients.

What is being done?

Measuring and quantifying in field CPR performance is a new measure to this industry as well as LF&R. After care is delivered data is downloaded from the field provider's medical equipment and compiled utilizing a software program. The data is then shared with the providers who provided the patient care so they can see their performance against our established baselines.

This education piece will provide our EMT's and paramedic's an opportunity to see their performance and if needed modify field practices to ensure that quality CPR is being provided to our patients. It is the goal of every member of LF&R to provide the highest quality of care possible to our customers.

About this measure.

Through technology, LF&R is now able to measure the quality of CPR we provide to our customers. LF&R uses this technology to ensure that our health care providers are giving our customers the absolute best chance for survival. This performance quantifier allows LF&R to improve upon the already outstanding cardiac arrest survival rates in our community. This data is updated at the conclusion of each month.

Note: Refer to the LF&R Homepage for Additional Information

LF&R Chest Compression Performance 2013

