Category V: Programs

This category is defined as the agency services, activities, and responses provided for the community or facility that are designed, organized, and operated in compliance with the agency’s mission, goals, and objectives. Category VIII – Training and Competency, however, appraises the level of proficiency with which personnel actually perform within these programs.

The key elements used to evaluate these services are: adequacy, deficiency, effectiveness, methods, and results of programs. For purposes of accreditation, these terms are defined within the glossary.

The agency’s mission, goals, and objectives should determine the applicability of all the listed programs. The agency should decide the relevancy of each criterion in their self-assessment manual. For criteria in Category V “Programs” that are not applicable to the agency, the agency should briefly explain why it does not provide this program.
Category V

Criterion 5A: Community Risk Reduction Program

The agency operates an adequate, effective, and efficient program to manage community risks as identified in the community risk assessment and standards of cover. The approach is comprehensive and includes both prevention and mitigation strategies such as life safety, hazard risk reduction, plan review, code compliance, and the detection, reporting, and control of fires. The agency should conduct a thorough risk-analysis as part of activities in Category II to determine the need for specific community risk reduction program.

Summary:

Lawrence-Douglas County Fire Medical is committed to reducing the incidence and severity of fire loss through public education, application of the fire code, building and protection system plans review, commercial fire and life safety inspections, and investigations. The City currently has adopted the 2015 International Fire Code and has amended it as contained in Chapter 8, Article 2 of the Code of the City of Lawrence. Additional programs include Knox security, multi-family residential fire inspections, home safety inspections, and nighttime public assembly inspections (night consultants).
Performance Indicators:

CC 5A.1 The authority having jurisdiction has an adopted fire prevention and building code(s).

Description
The Department, by City ordinance 9199, has adopted the 2015 International Fire Code and it is the basis of its fire prevention code. This code, supplemented and amended by the Fire Code Board of Appeals, addresses issues specific to Lawrence, Kansas. Some of these amendments require installation of fire sprinklers in existing congregate living structures, monitored smoke detection and fire alarm systems for animal housing facilities, and fire alarm systems for mixed occupancies containing a residential occupancy.

Appraisal
The review of Department’s codes and amendments occurs as needed, and at the publication of new Fire Codes. The Fire Code Board of Appeals, comprised of a representative from the IAFF Local 1596 and four citizens at-large appointed by the Mayor, conduct the review.

Plan
The Department will continue in its commitment to fire safety and prevention through the adoption and amendment of codes as needed to address public fire safety issues.

References
2015 International Fire Code (Available on site)
Ordinance No. 9199 adopting the 2015 International Fire Code
Code of the City of Lawrence, Kansas Chapter 8, Article 2
City of Lawrence Fire Code Board of Appeals Roster
Fire Code Board of Appeals Rules and Regulations
SOP 302.10 Plan Reviews
SOP 303.10 Community Risk Reduction Program
CC  5A.2  The code enforcement program ensures compliance with applicable fire protection law(s), local jurisdiction, hazard abatement, and agency objectives as defined in the community risk assessment and standards of cover.

Description
The Department’s Prevention Division ensures compliance with all fire safety, prevention, and related building codes. This division receives support from Operations Division personnel and together they provide annual inspections of commercial and multi-family residential occupancies. The Prevention Division manages assigned inspections and reviews the assignments for any needed adjustments. The Prevention Division works jointly with the City of Lawrence Planning and Development Services Department with site planning, building and mechanical, and electrical code inspections.

Appraisal
All commercial and multi-family residential occupancies receive annual fire and life safety inspections relevant to the requirements of the fire code. Re-inspection of occupancies occurs to ensure adequate compliance with codes and often requires support from other City departments. Commercial occupancies have been assessed using the risk assessment tool RAPTOR. A total of 7,332 inspections were completed in 2017, comprising of 98.5% of commercial occupancies.

Plan
The Department will continue to review the enforcement program to determine the types and frequency of inspections needed based on specific occupancy hazards. The Prevention Division will review this program by the end of 2018.
References
2015 International Fire Code (Available on site)
2017 Annual Report
Code of the City of Lawrence, Kansas Chapter 8, Article 2
SOP 302.10 Plan Review
SOP 303.10 Community Risk Reduction Program
The program has sufficient staff with specific expertise to meet the community risk reduction program goals, objectives and identified community risks.

Description
The Department’s Prevention Division is staffed by a Division Chief serving as Fire Marshal as required by City Ordinance. Two uniformed full-time staff (One Captain and one Lieutenant) serve as plan reviewer, fire inspectors, and investigation program managers. In addition, all Operations Division members operate in the capacity of fire inspectors on a daily basis.

Appraisal
At times, the use of Operations Division members limits response readiness. Firehouse records management software and Firehouse Inspector have been instrumental in meeting the goal of improved efficiency. In 2016, 97% of all commercial inspections assigned to Operations Division were completed. The City of Lawrence saw a significant increase in construction activity from 2015 through 2017. Additional staffing of one Lieutenant had been temporarily added to the Prevention Division in 2016 to help meet the increased plans review and construction inspections demand. The addition of this position allowed for greater efficiency in meeting plan review schedules, completion of permit inspections, completion of final fire inspections in support of Certificate of Occupancy, completion of assigned commercial inspections, and pursuit of referred inspections from the Operations Division. Funding for this position did not occur for 2017, which resulted in the re-distribution of project reviews, plans review, permit inspections, development meetings, and commercial inspections within the Prevention Division to meet development priorities. As new projects reach completion and seek Certificates of Occupancy it has been necessary to utilize Operations crews and/or Night Consultants to assist in the completion of final fire inspections. Between 2014 and 2016 permits inspections increased by 52% and plan reviews by 101%. 2017 is on track for increases of 27% and 50% respectively over 2016. The Prevention Division has been able to complete 97% of plan reviews within the required 15-day review timetable. However, this has been at the
expense of not completing all assigned commercial inspections. Additional staffing of three FTE would allow for greater efficiency in meeting review and inspection goals. For example, with three FTE, building plans and protection system plans would have dedicated reviewers. There will be greater responsiveness to permit inspections and fire inspection referral follow up. In addition, the FTE would provide full-time fire inspector/fire investigators with fire investigations supplemented by Operations investigators as needed. Annual fire inspections would be redistributed to remove some of the burden from Operations.

In 2014 the department relinquished inspections requiring State licensure or certification to the Kansas State Fire Marshal’s Office. The department restructured the distribution of inspections with the Prevention Division assuming responsibility for all Group F2 – moderate hazard factory; Group A assembly except places of worship; congregate living; and all Group H – hazardous manufacturing occupancies. Operations Division members complete annual fire and life safety inspections of all other commercial and multi-family residential occupancies.

**Plan**
The Department will continue to use the Prevention Division along with Operations Division members to meet fire prevention and life safety inspection goals. It will become necessary to shift more of the commercial inspection load, currently assigned to Prevention Division, to meet inspection goals and to facilitate meeting review timetables. It will also remain necessary to utilize Operations crews for inspections supporting Certificate of Occupancy.

**References**
SOP 102.10 Department Organization Chart

*Firehouse* (Available on site)

*Firehouse Inspector* (Available on site)
5A.4 A plan review process ensures that adopted codes and ordinances determine the construction of buildings and infrastructure (such as hydrants, access, street width).

**Description**

Lawrence-Douglas County Fire Medical’s Prevention Division takes an active role in the development process within the City of Lawrence. Involvement begins with the initial project inquiry to the City, through the preliminary to final development plan, zoning, public improvement, site planning, and throughout the construction period to ensure the planning and installation of appropriate fire and life safety features. These include adequate numbers of fire hydrants, access into and around the building for fire apparatus, fire detection and alarm systems, sprinkler systems, standpipe systems, and other fire protection systems. The Prevention Division works closely with codes enforcement, planning and zoning, and building inspection personnel from the Planning and Development Services Department in order to have all issues relating to fire and life safety addressed. The Department conducts plans reviews following SOP 302.10, Plans Review, and utilizing the Fire and Life Safety Plan Review Job Aid as published by FEMA to ensure they review necessary items.

**Appraisal**

This system of involvement from initial inquiry to a final inspection for occupancy has ensured that all buildings constructed in the City of Lawrence receive the appropriate and necessary fire prevention and life safety features.

**Plan**

The Lawrence-Douglas County Fire Medical Prevention Division will continue reviewing and evaluating all renovation and new building construction plans and will require all appropriate fire prevention and life safety features necessary to ensure the safety of responders and citizens. Cooperation between the department and the City Planning and Development Services Department will continue to provide the most efficient and effective review.
References

Plans Review Job Aid (Available on site)
Plan Review SOP 302.10
CC 5A.5 The agency conducts a formal and documented appraisal, at least annually, to determine the impacts of the community risk reduction program and its efforts in risk reduction based on the community risk assessment, standards of cover, and measures performance against adopted loss reduction goals.

Description
The Prevention Division consists of the Division Chief of Prevention and two uniformed inspectors who review program goals and objectives. The department most recently appraised the program as a part of updating SOP 303.10 Community Risk Reduction Program (formerly Fire and Life Safety Program). The program has been modified many times over the last couple of years due to these appraisals. The division implemented frequency of inspections and targeting specific occupancies with members of this division. The operations division is assigned to handle the bulk of the lower risk inspections. The previous night consultant program (identified in SOP 303.10) targeted public assemblies during nighttime occupied hours only checking on key life safety issues such as, maintaining exits and enforcing occupant loads. As a result of the program review night consultants, firefighters who receive incentive pay, now inspect all assemblies not only performing random safety checks but full occupancy inspections. These occupancies have been removed from operations as part of their inspections.

Annually, the Fire Marshal and the Prevention Division conducts a formal and documented program appraisal at the monthly manager’s meeting. The appraisal includes an analysis of standard operating procedures, equipment and training to determine the impact of the program. At least two goals and objectives are identified for the next program appraisal cycle.

Appraisal
The Division has struggled to come up with a true measure of effectiveness as related to risk management. Outputs such as number of inspections performed and annual target percentage completed are measured annually and fires are reviewed in terms of property
saved vs. property lost. Having very few commercial building fires can be attributed to inspection program but is difficult to prove. The RAPTOR program is under review for assigned values and including credit for smoke alarms. In addition, the Firehouse Occupancy database is under review and revision to improve data quality to improve risk analysis when run within RAPTOR. The Prevention Division members also manage the fire investigation and coroner scene investigation program. These programs can at times have critical impacts on the ability to meet the demands of the prevention program, especially the fire investigation program. As an example, the department dealt with an arson problem in 2012. This problem has took the lead fire inspector away from his duties in prevention and shifted them to investigations. As a result the Division Chief of Prevention and the Fire Chief reviewed the immediate program needs and temporarily transferred members from other divisions to the active fire investigation so that the fire inspector were able to meet some of the Prevention Division demands.

Plan
The Division Chief of Prevention will continue to appraise the prevention program with staff and determine effectiveness of the prevention program and how we are meeting the demands based on our risk assessment. The Division Chief of Prevention will continue to seek out what other departments are doing to measure program effectiveness with a special focus on communities with universities.

References
Standard of Cover
Community Risk Reduction Annual Program Appraisal
SOP 303.10 Community Risk Reduction Program
5A.6 The **community risk reduction program** identifies the frequency that occupancies are inspected.

**Description**

Lawrence-Douglas County Fire Medical Department conducts annual fire and life safety inspections of all commercial and multi-family residential occupancies. The Community Risk Reduction Program SOP 303.10 outlines the frequency of inspection for all type of occupancies that are inspected by the Department.

**Appraisal**

A review of the former inspections program in 2014 revealed that the every, even, odd year inspection classification, and distribution of occupancies for inspection, was ineffective with an end result of incomplete and not performed inspections. The Prevention Division assumed responsibility for all moderate and high hazard occupancy inspections and the remaining inspections were distributed among Operations crews geographically and with relatively even distribution numbers. During calendar year 2016 all department inspection groups completed a combined average of 97% of occupancy inspections. It was also identified that inspection district reviews were not being completed to identify any occupancies that were not documented and not receiving inspections. In addition to inspection redistribution a comprehensive review and update of the Fire and Life Safety Inspection Program SOP occurred to capture current practices and provide guidance for tracking inspections and managing inspection districts.

**Plan**

The Fire and Life Safety Inspection Program will be reviewed annually to identify needs and look for ways to maintain or improve effectiveness and efficiency. The distribution of inspections should be reviewed every three years to balance numbers. Inspection district reviews will completed on an annual basis by Operations crews to verify occupancies and capture undocumented occupancies.
References
SOP 303.10 Community Risk Reduction Program
5A.7 The agency sets specific, targeted, and achievable annual loss reduction benchmarks for fire incidents and fire casualties based upon the community risk assessment and baseline performance.

Description
The Prevention Division reviews incident reporting to identify trends in fire causation and compares annual NFPA Fire Experience Survey reports for numbers of fires and loss. These reviews have led to changes in adopted code and updates to standard operating procedures for fire and life safety inspections. Examples include the development and adoption of an ordinance to make unlawful the use of indoor/overstuffed furniture on exterior decks, balconies, or porches due to an increasing number of exterior fires that were initiated in this type of furniture. An amendment to the fire code was introduced and adopted that made aerial luminaries unlawful due to the potential of fire spread and recognizing the rising international incidence of fire from these devices. The number one cause of fire in Lawrence is currently due to improper disposal of smoking materials. The department posts smoking safety tips on social media, partners with the local chapter of the American Lung Association to address the dangers of smoking, and has revitalized its Home Fire Safety Inspection Program that includes smoking safety.

Appraisal
These reviews have been effective for identifying trends that have led to amendments, ordinances, and partnerships to reduce the risk or incidents of fire.

Plan
The department will continue to review incident data and NFPA Fire Experience Survey reports for trends and develop programs or effect code changes to address problem areas.

References
SOP 303.10 Community Risk Reduction Program
Ordinance 8900 Outdoor furniture use
Ordinance 7594 Fireworks
Ordinance 8534 no smoking
Fact Sheet: Grilling on Balconies
5A.8 Fire inspection personnel should receive annual continuing education to maintain proficiency.

**Description**
All sworn full-time members of the Prevention Division have completed certification training through the International Code Council (ICC) for Fire Inspector I, Fire Inspector II, and Fire Plans Reviewer. These certifications require completion and documentation of codes and prevention oriented training to acquire the necessary continuing education units to recertify every three years.

**Appraisal**
The ICC courses have provided a solid foundation for code knowledge and application. Prevention members have also completed training to become compliant with National Fire Protection Association (NFPA) standards for Fire Inspector and Plans Reviewer. Prevention members are competent and capable in their application and enforcement of codes and standards during the review and inspection process.

**Plan**
The department will continue under the current education process as required by the ICC. Additional training programs are available through the NFPA and this resource should be utilized for continuing education.

**References**
ICC certification/recertification documents (Fire Inspector I, Fire Inspector II, and Fire Plans Reviewer)