

Department:	FIRE DEPARTMENT			
Process Consideration	Activity of the Town of Chapel Hill			Comments and Observations
	Meets or Exceeds	Slight Gap	Significant Gap	
<i>General Management</i>				
<ul style="list-style-type: none"> The Department uses regular meetings to formalize management. 	X			Weekly meetings include senior executive staff and on-duty battalion commanders
<ul style="list-style-type: none"> Long range planning for emergency medical services is accomplished in the Department. 	X			The department has drafted a strategic plan and five year objectives in February 2005.
<ul style="list-style-type: none"> Managers use departmental information to assess operational issues. 	X			Managers assess operations based on a variety of measures and make adjustments accordingly.
<ul style="list-style-type: none"> The Department's missions, goals, and values known throughout the organization. 	X			The mission, goals, and values are known throughout the organization. They are posted in each working area of the department and many employees have them memorized since they were part of previous promotional processes.
<ul style="list-style-type: none"> The Department's policy and procedure manuals / documents are complete. Major gaps do not exist relating to operational directions. 	X			The department has both a Rules and Regulations Manual and a set of Standard Operating Procedures that are continually reviewed and updated as needed.
<ul style="list-style-type: none"> The City Manager and City Council receive the information that they need to provide an on-going assessment of the performance of the Fire Department provision of emergency medical services. 	X			Information is conveyed to the City Manager for distribution to the Town Council.

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<i>Emergency Medical</i>				
<ul style="list-style-type: none"> Average roll out time (from station to scene) 	X			Fire – FY 03 = 3 min 48 sec Fire – FY 04 = 3 min 41 sec EMS – FY 03 = 3 min 21 sec EMS – FY 04 = 3 min 29 sec
<ul style="list-style-type: none"> Percent of arrivals at emergency scene within 4, 5, 6, 7 minutes, and greater. 	X			This information is included as part of the department's annual report to the city council.
<ul style="list-style-type: none"> Number of emergency responses per capita 	X			For CY 2004: 2210 fire responses and 1069 EMS responses for population of 51,485 = $3279/51485 = .064$
<ul style="list-style-type: none"> Number of EMS responses per capita 	X			For CY 2004: 1069 EMS responses for population of 51,485 = $1069/51485 = .021$
<ul style="list-style-type: none"> Average time till patient stabilized 	X			FY 03 = 22 min 33 sec FY 04 = 21 min 23 sec
<ul style="list-style-type: none"> Percent of full cost recovered through fees 			X	No fees are recovered for EMS services
<ul style="list-style-type: none"> Percent of incidents upgraded in priority at scene 				Data unavailable
<ul style="list-style-type: none"> Percent of incidents downgraded in priority at scene 				Data unavailable
<i>Training</i>				
<ul style="list-style-type: none"> The Department's emergency medical services annual training program is programmed and scheduled in advance. 	X			A training coordinator position has been recently added to the department and monthly training plans are developed and scheduled. One battalion chief is a certified paramedic trainer.
<ul style="list-style-type: none"> Training is consistent between stations and shifts. 	X			Training is consistently delivered across stations and shifts.

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<ul style="list-style-type: none"> Quantifiable measures are in place to determine the impact that training has on performance. 		X		Although a measurement system is not yet in place, a draft has been development and implementation is expected in July 2005.
<ul style="list-style-type: none"> The training provided is based upon a thorough assessment of skill improvement needs. 	X			Training needs assessment has been completed and will be tied to the measurement system described above.
OBSERVATIONS AND RELATED PLANNING ASSUMPTIONS				
<p>The Chapel Hill Fire Department provides First Responder services (Basic Life Support) within the Town of Chapel Hill for serious or life threatening medical calls only. The provision of First Responder services is secondary to the provision of fire suppression serious. Orange County provides EMS paramedic services (Advance Life Support) for all medical calls for service in the county and in the Town of Chapel Hill and responds to calls even when the CHFD responds as First Responder. Once assigned to a First Responder call, CH fire personnel provide care until relieved by county EMS personnel. The County retains all funds recovered for emergency medical services.</p>				