



# The Town of Morrisville

## Performance Measures Advisory Committee

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MINUTES – March 09, 2016

### 1. CALL TO ORDER

*Chairman Curtis Smith* called the meeting to order at 6:00 pm.

Committee Members present for the meeting were:

Chairman - Curtis Smith

Vice –Chairman - Robert Kent

Member Steve Baker

Member Harlean Botha

Member Lauren Butler

Member Stephanie Embry

Member Renie Graham

Member Sarah Ragland

Committee members absent from the meeting were:

Member Barbara Diehl

Member Michael Gammon

Also present were the following staff members:

Town Manager - Martha Paige

Assistant Town Manager-Tony Chiotakis

Special Projects-Julia Ketchum

Fire Chief -Todd Wright

### 2. APPROVAL OF MINUTES

There were no additional requests or changes related to the January 13, 2016 Minutes as the group had preliminarily reviewed them via email.

**ACTION:** Co-Chair Robert Kent made a motion to adopt the minutes, seconded by Member Stephanie Embry and the motion passed unanimously.

### 3. COMMITTEE DISCUSSION AND REVIEW

Todd Wright, Fire Chief reviewed the following performance measures:

**Perspective: Serve Community**

Town Goal: Provide a Safe Community

<b>Objective:</b>		Arrive on scene in a timely manner to complete critical tasking.				
<b>Performance Measure:</b>		<b>FY2012</b>	<b>FY2013</b>	<b>FY2014</b>	<b>FY2015</b>	<b>Benchmark</b>
<b>PM1</b>	% of calls 4 personnel arrive on the scene within 5 minutes 20 seconds	69%	75%	100%	55%	90%
<b>PM2</b>	% of calls 15 personnel arrive on the scene within 9 minutes 20 seconds or less.	21%	50%	67%	83%	90%
Factors for Understanding Results: Total response time (call processing, turnout time and travel time) and staffing.						
Resources or Programs Required to Achieve Objective: Implementation of the Quint Concept.						
Data Collection Method(s): Incident Reporting Records Management System.						

**Perspective: Serve Community**

Town Goal: Provide a Safe Community

<b>Objective:</b>		Maintain a call processing time for all emergency incidents of 60 seconds or less 90% of the time.				
<b>Performance Measure:</b>		<b>FY2012</b>	<b>FY2013</b>	<b>FY2014</b>	<b>FY2015</b>	<b>Benchmark</b>
<b>PM1</b>	% of emergency calls processed in 60 seconds or less	37%	37%	39%	39%	90%
Factors for Understanding Results: Raleigh Wake 911 dispatches emergency calls for Morrisville and approximately 45 other agencies.						
Resources or Programs Required to Achieve Objective: Improve processes (fast dispatching), achieve minimal emergency communicator staffing and strategically invest in technology as equipment ages out. Evaluate switching to Cary Communications for emergency dispatching.						
Data Collection Method(s): Computer Aid Dispatch System						

**Perspective: Serve Community**

Town Goal: Provide a Safe Community

Objective: Maintain adequate turnout times

Performance Measure:		FY2012	FY2013	FY2014	FY2015	Benchmark
PM1	Maintain a turnout time for all emergency medical incidents of 60 seconds or less 90% of the time.	83%	80%	79%	67%	90%
PM2	Maintain a turnout time for all fire related emergency incidents of 80 seconds or less 90% of the time.	90%	89%	86%	74%	90%

Factors for Understanding Results: Station design, deployment protocols and time of day call is received.

Resources or Programs Required to Achieve Objective: Improve deployment protocols and capture accurate turnout time data.

Data Collection Method(s): Computer Aid Dispatch System

**Perspective: Serve Community**

Town Goal: Provide a Safe Community

Objective: Maintain adequate turnout times

Performance Measure:		FY2012	FY2013	FY2014	FY2015	Benchmark
PM1	Maintain a turnout time for all emergency medical incidents of 60 seconds or less 90% of the time.	83%	80%	79%	67%	90%
PM2	Maintain a turnout time for all fire related emergency incidents of 80 seconds or less 90% of the time.	90%	89%	86%	74%	90%

Factors for Understanding Results: Station design, deployment protocols and time of day call is received.

Resources or Programs Required to Achieve Objective: Improve deployment protocols and capture accurate turnout time data.

Data Collection Method(s): Computer Aid Dispatch System

# Perspective: Serve Community

Town Goal: Provide a Safe Community

Objective:		Maintain a travel time of 4 minutes or less 90% of the time.				
Performance Measure:		FY2012	FY2013	FY2014	FY2015	Benchmark
PMI	% of calls with a travel time of 4 minutes or less	70%	62%	68%	61%	90%
Factors for Understanding Results: Travel distance, traffic congestion (time of day call received) and road improvement projects.						
Resources or Programs Required to Achieve Objective: Strategically relocate Fire Station #3 and implement the Town's Transportation Road Improvement Plan (improve road network).						
Data Collection Method(s): Fire Department Records Management System and quarterly review & analyses.						

The PMAC asked the following questions.

### Public Information

Q - If a citizen calls 911 in Morrisville where does the call go?

A - The call routes to the Raleigh/Wake County 911 Communication Center and is then dispatched directly to Morrisville

Q - How does the Fire Department determine what trucks respond to the call?

A - The Morrisville Fire department has a protocol to follow and they receive approximately 2,300 calls annually and it depends on the type of call which vehicle responds. Example: if it is a fire call all trucks and staff on duty respond and if it is a medical call only 1 vehicle will respond.

Q- Where do emergency calls from cell phones go?

A - Those calls go to the Town of Cary 911 Center who sends the call to the Raleigh/Wake Co. Communications and they dispatch Morrisville currently. This process creates a delay in the response time and Chief Wright is on a task force that is evaluating and recommending changes to the system.

Q- Does the Morrisville Fire Department have any problems responding to calls in Morrisville subdivisions?

A - Yes, the response time can be effected by speed bumps/traffic calming devices or vehicles parked along streets. In a recent case, the Fire Dept. received an emergency medical call and could not reach the street address due to cars being parked along the street.

Q- Does the Fire Department have any retired performance measures and why?

A - No, but staff is currently reviewing at this time.

Q - Does the fire department utilize volunteer fire fighters and how do they sign up for duty time?

A - Yes, the Town has 18 volunteers and volunteers work mostly night shifts and sign up for duty time (tour of duty) as they have available time and they wear uniforms, stay on site and act just was full time employees but working a 12 hour period usually includes 6:00 p.m. to 6:00 a.m.

Q - How much of the budget is available to hire additional fire fighters?

A - Morrisville Town Council and citizens of Morrisville are very supportive to the needs of Public Safety and provide continued support of the Quint staffing plan.

Q - In your performance measures what is the basis for the 90% comparison?

A - The 90% is the National Fire Protection Agency (NFPA) recommended standard to measure performance. It is considered to be a better method than average 50% which is what the Town used in the past.

Q - How do the Town's fire department's performance measures rank with other Wake Co. municipalities?

A - The Morrisville Fire has not compared their performance measures to others but the Institute of Government routinely benchmarks with larger municipalities. Morrisville is unique by being smaller department but our services demands are much higher due to the daytime population. In comparison other small town municipalities do not track performance measures.

Q - Where do the Morrisville fire department staff reside?

A - Two staff members reside in the Town but most live within a 45 minute commute to work.

Q- Does the fire department ISO rating effect Morrisville resident's insurance premiums?

Yes, the rating affects the homeowner's insurance premiums. The Town currently holds a class 3 Insurance Services Office (ISO) rating. It is the Town's goal to achieve the highest rating possible which is a class 1.

The committee thanked Todd Wright for the Fire Department performance measure presentation.

#### **OLD BUSINESS – Performance Measures Advisory Committee Charter**

- A draft of the PMAC charter was distributed by email for review and input following the January PMAC meeting.
- PMAC members recommended minor changes and they were reviewed at the March 9<sup>th</sup> meeting.

Action: Motion was made to accept the PMAC charter with the recommended changes by Member Steve Baker and seconded by Member Renie Graham and the motion passed unanimously.

**4. ADJOURNMENT**

**ACTION:** *Chairman Smith* made a motion to adjourn, seconded by *Member Stephanie Embry* and the motion passed unanimously.

*Chairman Smith* adjourned the meeting at 7:18 p.m.

G. Curtis Smith

Chairman G. Curtis Smith

5-11-16

Date

Julia Ketchum

Secretary to the Committee

5-11-16

Date