



### **TCFES Steering Committee**

**To:** Committee Members & Staff  
**From:** Cameron Haller, TCFES Chief  
**Date:** 9-23-22  
**Re:** Organizational Performance Goals

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Introduction – The listed organizational performance goals are created by the 2022 Tipp City Fire & Emergency Services Steering Committee. The performance goals provide the foundation, along with other factors, from which to determine the appropriate level of resources to meet the goals. This process also provides a method from which to analyze response and other related data and report to the citizens on the agency's performance in a clear and understandable manner.

- Provide the Citizens of Tipp City and all contracted areas a primary emergency response to all hazards 97% of the time.
  - Mutual aid will be needed and utilized and not as a first response in our primary response area unless necessary
- Turnout time will be less than one (1) minute for all emergency calls dispatched for service.
  - Turnout time is Dispatch to Enroute time
  - The standard for fire incidents is 90 seconds
- Two state of Ohio certified EMT-Paramedics will be on duty 100% of the time
- Our goal is to provide fire and EMS response to 97% of all Tipp City Fire & EMS incidents.
- Four state of Ohio certified Firefighter II should respond to 80% of all fire responses
- Response by personnel (recalled personnel) not on station to emergency calls should be enroute in four minutes to 80% of all fire responses.

- Utilize automatic mutual aid low frequency/high risk incidents to provide safe and resilient service to all citizens and visitors
- Tipp City will continue to support the Miami County Hazardous Material Team with funding and human resources
  - 75% or greater of Tipp City personnel will be trained to the Hazmat Operations Level
  - 25% or greater of Tipp City personnel will be trained to the Hazmat Technician Level
- Provide Technical Rescue capabilities to our primary response area.
  - All personnel will be trained to the minimum level of Awareness
  - 25% or greater of Tipp City personnel will be trained to the Tech Rescue Operations Level
  - 25% or greater of Tipp City personnel will be trained to the Tech Rescue Technician Level
- Maintain an ISO rating of three or less
  - Document review that Chief sent out since last meeting.

**Recommendation #4: *Develop organizational performance goals.*** The department is strongly encouraged to work collaboratively with the city administration in developing and adopting organizational performance goals. An example of an organizational performance goal would be: *the first-due emergency services unit will arrive within 7 minutes, 30 seconds total response time for 80% of all incidents in the city.* This performance goal then provides the foundation, along with other factors, from which to determine the appropriate level of resources to meet the goal(s). This also provides a method from which to analyze response and other related data and report to the citizens on the agency's performance in a clear and understandable manner. Page 56 OFCA 2020, Study