



FAIRVIEW

FIRE PROTECTION DISTRICT

POLICY**FIRE SERVICES PROVIDER EVALUATION**

NUMBER: 102.1
EFFECTIVE: March 26, 2018
PAGE 1 OF 2

I. **PURPOSE** - The purpose of this Policy is to set out a process for evaluating performance of a Fire Services Provider that delivers services to the District as outlined in a contract ("Contract").

II. **POLICY** - It shall be the policy of the District when served by an outside contractor for fire and emergency services ("Contractor") to require regular reports from the Contractor on its performance-based criteria and any other specific benchmarks set forth in the Contract. The Fire Chief or his designee shall deliver these reports of monthly performance to the Board at each Regular Meeting and an annual report of the previous year at the January meeting of the Board. It shall be the policy of the District for the Board to conduct an annual evaluation of Contractor performance based on performance requirements set forth below and in the Contract.

III. **PERFORMANCE CRITERIA** - Criteria for assessing the level and quality of Contractor's service shall be based primarily on level of achievement of the following:

Response Times: Contractor shall adhere to National Fire Protection Association (NFPA) 1710 Standard and respond to 90% of emergency calls in the District within 5 minutes and 50 seconds, with the balance of first alarm assignment arriving in under 8 minutes 90% of the time. These times are measured from the time Contractor's dispatch center alerts the responding units, to the time resources are on scene. This shall be measured monthly and reported by Contractor at each Regular FFPD Board Meeting.

Fire Prevention Activities: A qualified Fire Inspector shall inspect all required occupancies at least annually. All Building Permit applications shall receive appropriate plan check for Fire Code compliance. At each regular FFPD Board Meeting, Contractor shall report a summary of these fire prevention activities.

Weed Abatement: All parcels within the District that must comply with weed abatement requirements, shall be inspected by Contractor personnel and followed up by Contractor's Fire Prevention Staff. This shall include reporting to the Board any parcels where liens are necessary to secure payment for abatement contractor work. At each regular FFPD Board Meeting, Contractor shall report a summary of these activities.

Hazardous Materials: Contractor's Qualified Hazardous Materials staff shall inspect and follow-up all industrial generators within the District annually.

Disaster Preparedness and Public Education: Contractor will offer Disaster Preparedness training (CERT), and CPR training for residents annually.

Administrative Staff Support Services: Contractor will provide prompt, effective, and professional support services as called for in the Contract.

IV. EVALUATION PROCEDURE - The FFPD's Board of Directors shall determine, with Contractor's input, the criteria, schedule, method, and instrument(s) to be used for Contractor's evaluation. Evaluation criteria shall include, but are not limited to, the performance criteria set forth above, quality of reports received by the Board from Contractor, as well as Contractor's professional relationship with the Board and General Manager.

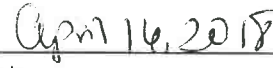
The Board of Directors shall evaluate Contractor's performance based upon the evaluation criteria and selected evaluation method. The evaluation shall provide commendations in areas of strength and achievement and recommendations for improving effectiveness in any areas of need, concern, or unsatisfactory performance.

On or before July 1 of each year, the annual evaluation will be completed and representatives of the FFPD Board of Directors and FFPD's General Manager shall meet with Contractor representatives to discuss the evaluation and the level and quality of services provided during the prior fiscal year.

V. AUTHORIZATION -



Board President



Date