In Year 2012, the Olathe Fire Department will continue with our long tradition of providing the people we interact with our usual and customary level of outstanding service delivery. *Keeping a clear focus on our main fire department mission*, we will also endeavor to improve through the following initiatives.

1. **Maintain a continuous and systematic process of improvement**

   - **Standards of Cover (SP Objective 7B):** Conduct a community hazards and risk assessment and publish a Standards of Cover Document
   - **Self Assessment Document (SP Objective 7C):** Conduct and document a self assessment appraisal of the department using the CPSE Criteria
   - **Preparatory site visit from CPSE:** with the Standards of Cover document and Self Assessment in place, we will host a CPSE preparatory site visit.
   - **Achieve Accreditation (SP Objective 7D):** Achieve agency accreditation by the Commission on Fire Accreditation International.

2. **Focus on our Operational Readiness and strengthen our methods for Knowledge Transfer**

   - **Fire Administration Training Space:** We will develop outdoor and indoor spaces for training that will improve our skills and bridge the department as we continue to work towards a Fire Training Center.
   - **Chief Officer Mentoring Initiative:** Transferring knowledge is a key for learning organizations. We will maintain this formal mentoring initiative.
   - **Damage Assessment Guide:** Create a practical Damage Assessment Guide for the City.
   - **Emergency Operations Plan:** We will finalize the update to the City EOP and move to an electronic format in 2012.
   - **Company Performance Standards:** Establish a series of incident-based company evolutions.

3. **Enhance Service Quality and promote a Progressive Safety Environment**

   - **Focus on Fire Analysis & Matching Service to Demand:** We will increase our reliance on data based decision making.
   - **Update the Fire Code:** Seek to update the Fire Code to enhance Community safety.
   - **Be Safe (SP Objective 2A, 2B, 2C, 2D):** Evaluate and analyze current safety programs, policies, PPE, staffing, deployment and practices

4. **Communicate, Collaborate, Integrate and Recognize**

   - **Communicate (SP Objective 1A, 1B, 1C, 1D):** We will maintain frequent, open, honest communication in the department (internal and external) at all levels in a spirit of cooperation looking for the solutions that are best for our members and those we serve.
   - **Fire Safety House:** Use the Fire Safety House to provide targeted fire and life safety education to elementary age children.
   - **Fire Pre Plans:** Update all Fire Pre Plans utilizing the new software, policy and procedures
   - **After the Fire connection with Public Education:** Capitalize on the opportunity to educate the community after working fires.
   - **Smoke Alarm Hotline:** Create a process for assisting the public with Smoke Alarm issues.

**Watchword for 2012:** A watchword is a word that embodies a principle or is a guide to action of an organization. This year **SERVICE** will be the watchword for our department. We will focus on our SERVICE to the department and SERVICE to our community.