In 2013, the Olathe Fire Department will continue to provide our customers with the customary level of outstanding service delivery. Keeping a clear focus on our mission, we will also endeavor to improve through the following initiatives:

1. Ensure a quality and progressive safety environment.

   - **Mayday procedures (Strategic Plan Objective 2A):** Implement a revised Countywide Model Protocol for mayday situations.
   - **Evaluate equipment (SP Objective 2B):** The department will conduct a personal protective equipment safety check.
   - **Safety information (SP D):** Revitalize the delivery of regular and timely firefighting industry-wide safety information to department staff.
   - **Incident Command System (SP Objective 2C):** Adopt, train and implement the ICS position of command aid.
   - **Chief Officer Development (CFAI specific recommendation):** Embrace industry best practices as part of chief officer job descriptions, selection processes and professional development including the Blue Card program.

2. Enhance emergency service delivery.

   - **Administrative policy guide (CFAI final report strategic recommendation):** Create a multi-family and commercial structure fire policy.
   - **Continuous improvement (SP Objective 7E):** Measure and report operational performance and adjust systems as needed to ensure continuous improvement towards department benchmarks.
   - **Training (SP Objectives 4A and 4B):** Increase the usage of the virtual environment for training.
   - **Public Protection Classification™:** Receive an Insurance Services Office redetermination.

3. Maintain a systematic process of improvement.

   - **Technology (SP Objective 4B):** Utilize technology to augment service.
   - **Annual compliance report (SP Objective 7E):** Submit an ACR to the Commission on Fire Accreditation International from the continuous improvement team.
   - **Building codes integration (SP Objective 4A):** Continue to enhance the integration of Building Codes staff to support the department’s mission, vision and values.
   - **Codes:** Implement the 2012 International Code.
   - **Performance evaluations:** Review annual performance evaluations and accordingly adjust.

4. Establish and foster effective community relationships.

   - **Catalog (SP Objective 6A):** Inventory community relationships and match needs to partners.
   - **Assess (SP Objective 6B):** Analyze community relationships and all external contracts.
   - **Input (SP Objective 6C):** Encourage and collect community stakeholder feedback. Specific focus areas for 2013 include Community Education, Building Codes, Community Enhancement, Residential Fire Response and EMS.

**Watchword for 2013:** A watchword is a word that embodies a principle or guides action of an organization. The watchword for 2013 is *Thankful*. We will intentionally seek out opportunities to show our thankfulness to each other and the community.