



Commission on
Fire Accreditation
International

Annual Compliance Report 8th Edition

Rockford Fire Department
204 South First Street
Rockford, Illinois
USA 61104



This Report Prepared on June 30, 2012
By
Michele L. Pankow, Captain/Accreditation Manager
For The
Commission on Fire Accreditation International, Inc.

This Report Represents The Agency's Status
As It Relates To Its Accreditation Report
Dated August 22, 2011

Table of Contents

Preface	3
Agency Information	4
Agency/Jurisdiction Description.....	5
Agency Environmental Changes	6
Changes in Compliance With Legal Requirements in Federal, State and Local Government(s)	7
Changes in Compliance With Adopted Community/Agency Standards	8
Changes in Compliance With Self-Assessment Core Competencies	9
Changes in Compliance with Core Competencies Within the Self-Assessment Process ..	10
Strategic and Specific Recommendations	13
Other Information.....	19
Exhibit List	20
Verification.....	21

Preface

The accreditation report submitted to the Commission on Fire Accreditation International, Inc. enabled the commission to award accreditation status to your agency. Part of the requirements to retain accredited agency status is your commitment to keep the commission staff informed of any significant changes or developments in activities, direction, or programming. This is accomplished by the preparation and submission of an annual compliance report.

The accreditation report is the internal control document of the commission that establishes your agency's benchmarks. The annual compliance report is the document used by the Commission to monitor your status as it relates to your standards, procedures and practices as well as the progress made toward completing all strategic and specific recommendations.

Each section must be completed if there is any activity to report. An activity is any rate of change, direction of change, nature of change or amount of change. Appropriate documentation must accompany this report to demonstrate that official action occurred that resulted in a change to the agency's benchmarks or progress/completion of the strategic and specific recommendations. Examples of appropriate documentation are: certified copy of the governing body minutes, CEO written directives, copies of Federal or State Statutes, copies of local ordinances or resolutions, copies of purchase orders, copies of signed contracts, copies of Federal or State administrative rules, copies of Federal or State regulatory agency ordered action or settlement agreement, copies of court ordered action or settlement agreement, copies of local government charters, or copies of voter approved referendum. Copies of any supporting documentation that was used by the agency to effectuate a change should also accompany the compliance report. Examples of supporting documentation are: feasibility studies, ISO grading reports, position papers, legal opinions, recommendation memos, or consultants reports.

The annual compliance report is due 45 days before the anniversary date of your agency's most recent award of accreditation.

Any questions regarding the report, its content or length should be directed to the [CFAI Program Manager](#).

Agency Information

Agency Name: Rockford Fire Department

Agency Address: 204 South First Street
Rockford, Illinois 61104

Agency Website: <http://www.rockfordil.gov/fire>

Agency Head: Chief Derek Bergsten

Agency Head E-Mail: derek.bergsten@rockfordil.gov

Agency Head Phone: 815.987.5799

Accreditation Mgr: Captain Michele Pankow

Accred. Mgr. E-Mail: michele.pankow@rockfordil.gov

Accred. Mgr. Phone: 815.987.5669

Date of most recent
Award of Accreditation: August 25, 2012

Annual Compliance
Report due date: July 11, 2012

Annual Compliance
Report Number (1-4): 1

Current ISO Rating 2

Current Population 152,871

Agency/Jurisdiction Description

The City of Rockford, county seat of Winnebago County, is located in north central Illinois approximately 70 miles northwest of Chicago. According to the 2010 United States Census Bureau, Rockford is the largest city in the area with a population of 152,871. The jurisdiction covers approximately 64 square miles.

The Rockford Fire Department is the second largest fire department in the State of Illinois, staffed with 333 (sworn, support and Emergency 9-1-1) members, responding to 23,737 incidents in 2011. The Department's incident history over the past five years shows an overall increase of 3.80%

The Department currently provides services through the work of four (4) divisions: Administration Division, Fire Prevention and Training Division, Operations Division, and 9-1-1 Division. Utilizing eleven (11) fire stations, the Department operates with nine (9) engine companies, two (2) quint companies, one (1) ladder company, one (1) ladder/quick response vehicle company, one (1) quick response vehicle company, and five (5) advanced life support (ALS) ambulances. All fire companies provide first response ALS emergency medical care.

The Department also provides many special operations services. These include the following: hazardous materials; water rescue and recovery; extrication; trench; confined space; structural collapse; high/low angle rope; and airport rescue and fire fighting services at the Chicago-Rockford International Airport. The 9-1-1 Center operates under the auspices of the Fire Department by providing the public service answering point (PSAP) for the City of Rockford, and conducting fire dispatch for the City and its surrounding areas. Additionally, the 9-1-1 Center serves as the secondary PSAP for Winnebago County.

Additionally, the Department is a member of Mutual Aid Box Alarm System (MABAS) Division Eight. There are twenty-five (25) fire departments that belong to MABAS Division Eight sharing resources on a regular basis. The Department responds to MABAS Division Eight requests and has the potential to respond for assistance to over 794 square miles. In addition, the Department has written agreements with five (5) other MABAS Divisions, which cover 5,000 square miles, to provide assistance with water rescue, hazardous materials and technical rescue.

Agency Environmental Changes

Beginning January 1st, 2012, the Department added two SUVs as quick response vehicles (QRV) to its response plan. One vehicle is a stand-alone company and is staffed by three personnel. This vehicle has an assigned response territory for both emergency medical and fire responses. The other QRV is operated as a "jump company" with four personnel from its assigned aerial company. This company responds within its assigned territory to emergency medical incidents on the QRV and to fire incidents on the aerial apparatus.

The department has also replaced one quint apparatus with an engine apparatus. This will reduce the jurisdiction's aerial apparatus compliment from five to four.

Hydrant testing and maintenance responsibilities have been transferred from the fire department to the water department. The water department will complete all hydrants over a ten year cycle.

The department has entered into an apparatus replacement leasing program. In 2012, three quint apparatus, one engine apparatus, and four SUVs have been or will be entered into service. Future plans call for all front line vehicles to be replaced by 2015.

The department's maintenance facility began developing a parts room to stock an applicable inventory of repair and replacement parts. Several coding systems that will coordinate with FireHouse software are being researched for inventory control. It is expected that as the parts room process is implemented, the repair areas of the maintenance facility will become safer and efficiency will improve.

In October of 2011, in order to reduce the call handling time, the department implemented a change in the call taking procedures at the public safety answering point (PSAP). Incidents are directed to the appropriate emergency agency as soon the type of emergency is identified. Further information regarding the incident is forwarded to the dispatcher after the dispatch sequence had been initiated.

In an effort to decrease the water rescue response times, the department has stationed one of its boats directly on the river throughout the recreational boating season.

Changes in Compliance With Legal Requirements in Federal, State and Local Government(s)

1. Is your agency in compliance with all standards applicable to the agency at its most recent accreditation, or last annual compliance report, whichever is the most recent? Examples of standards are ADA, OSHA, Fair Labor Standards Act., etc.

Yes

2. If no, list the standard(s) not in compliance. Briefly describe the reason for non-compliance, what actions need to be taken to regain compliance with each listed standard, and what impact will it have on your agency.

NA

Changes in Compliance With Adopted Community/Agency Standards

1. Is your agency in compliance with all community/agency standards at its most recent accreditation, or last annual compliance report, whichever is the most recent? Examples of community/agency standards are: established response time, minimum staffing, any NFPA standard adopted or used that is not mandated by the Federal or State governments, labor contracts, etc.

Yes

2. If no, list the community/agency standard(s) not in compliance. Briefly describe the reason for non-compliance, what actions need to be taken to regain compliance with each listed standard, and what impact will it have on your agency.

NA

Changes in Compliance With Self-Assessment Core Competencies

1. Is your agency in compliance with all self-assessment core competencies since its most recent accreditation, or last annual compliance report, whichever is the most recent?

Yes

2. If no, list core competencies not in compliance. Briefly describe the reason for non-compliance, what actions need to be taken to regain compliance with each listed standard, and what impact will it have on your agency.

NA

Changes in Compliance with Core Competencies Within the Self-Assessment Process

In Compliance	No Longer In Compliance	Core Competency		
		No.	Partial Description	Change in Performance Measure/Benchmark
X		1A.1	The agency is legally established.	
X		1B.3	compliance with legal requirements	
X		2A.3	analyzes by service area/population density	Information updated with 2010 Census data
X		2B.1	Each planning zone and population area is analyzed and evaluated	
X		2B.5	travel time objectives for fire response conform to industry best practices	First response travel time decreased 38 seconds and ERF travel time increased by 30 seconds
X		2B.6	standards of response coverage strategy is established	
X		2B.8	formal process to assess the balance between fire suppression capabilities and fire risks	
X		2C.1	Each planning zone and population area is analyzed and evaluated	
X		2C.5	travel time objectives conform to industry best practices	
X		2C.6	standards of response coverage strategy is established	Standard of cover adopted 6/10
X		2D.1	agency has a published strategic plan	New Strategic Plan adopted 5/12
X		3A.1	general organizational goals specific objectives are published	Organizational goals established & published 5/12
X		3B.1	management process identified	
X		3C.1	examined and modified at least annually	
X		4A.2	Policies, guidelines and processes for developing the annual budget	
X		4B.5	financial audits are conducted annually for the prior fiscal year	
X		4C.1	Programs based on anticipated revenues	
X		5A.1	agency meets its deployment objectives fire suppression emergency incidents	3 year analysis 90 th percentile travel time first response is 4:27 and ERF is 9:55
X		5A.4	Current standard operating procedures in place	
X		5A.5	incident command/management system	
X		5A.7	appraisal is conducted	
X		5B.1	adopted fire prevention code	Adopted 2009 International Fire Code
X		5B.2	compliance with applicable fire protection law	
X		5B.3	adequate staff with specific expertise to meet program goals	Appointed 2 additional inspectors 01/12
X		5B.8	appraisal is conducted	
X		5C.4	targets specific risks and risk audiences	Added home safety surveys & drunk driving education 5/12
X		5C.5	Current standard operating procedures in place	
X		5C.7	appraisal is conducted	Added CPSE customer prioritization surveys at neighborhood meetings 11/11 – 02/12
X		5D.1	fire investigation program is authorized	
X		5D.2	scientific method utilized	
X		5D.3	adequate staff with specific expertise	Trained an additional investigator
X		5D.6	current standard operating procedures in place	Standard operating procedures being updated
X		5D.8	appraisal is conducted	The arson clearance rate for 2011 is currently at 18%
X		5E.1	agency meets its deployment objectives technical rescue emergency incidents	3 year analysis 90 th percentile travel time for first response and ERF is as follows: <ul style="list-style-type: none"> • Water rescue – 5:52 & 13:39 • Extrication – 4:17 & 12:25 • Technical rescue – 3:49 & 9:49
X		5E.4	standard operating procedures in place	Standard operating procedures being updated
X		5E.7	appraisal is conducted	
X		5F.1	agency meets its deployment objectives hazardous materials emergency incidents	3 year analysis 90 th percentile travel time first response is 6:28 and ERF is 20:02
X		5F.4	Current standard operating procedures in place	Standard operating procedures being updated
X		5F.7	appraisal is conducted	

In Compliance	No Longer In Compliance	Core Competency		
		No.	Partial Description	Change in Performance Measure/Benchmark
X		5G.1	agency meets its deployment objectives emergency medical incidents	3 year analysis 90 th percentile travel time first response is 4:52 and ERF is 8:59
X		5G.4	Standard operating procedures or general guidelines, and standing orders/protocols, are in place	Standard operating procedures being updated
X		5G.6	created and maintained for each patient	
X		5G.7	HIPAA compliance program in place all personnel have been properly trained	
X		5G.10	appraisal conducted, at least annually	
X		5H.1	an all-hazards plan appropriate multi-agency organizational structure is identified	
X		5H.4	current standard operating procedures in place	Standard operating procedures being updated
X		5H.5	interoperability with other public safety agencies in the field	NIMS compliant
X		5I.1	agency meets its deployment objectives aviation emergencies	The department passed all Federal Aviation Agency time trials in May of 2012
X		5I.4	Current standard operating procedures in place	Standard operating procedures being updated
X		5I.6	appraisal is conducted	
NA		5J.1	agency meets its deployment objectives marine and shipboard emergency incidents	
NA		5J.4	Current standard operating procedure in place	
NA		5J.6	An appraisal is conducted	
X		6A.2	involved in the planning for physical facilities	Due to a State road project, the department is in the process of relocating Station #3.
X		6B.3	Physical facilities are adequate	Preparing to relocate Station 3 due to road project.
X		6B.4	Facilities comply	
X		6C.1	located strategically to accomplish the stated standards of response coverage	Two alternate response vehicles added to response coverage in 2012 – one "jump company" and one stand-alone company staffed with three personnel.
X		6D.1	maintenance program is established	The department is 83.33% compliant with scheduled maintenance.
X		6D.5	Current standard operating procedures in place	Standard operating procedures being updated
X		6E.3	maintenance, testing, and inspections are conducted by qualified personnel	The department is in the process of electronically recording both external and internal equipment maintenance records, and has entered into an agreement with a local service provider.
X		6F.1	Safety equipment is identified and distributed	
X		7A.1	human resources manager is designated	
X		7B.3	Processes and screening/qualifying devices used for recruitment and selection are job related and comply with requirements	
X		7B.6	probationary process is used to evaluate new and promoted members	
X		7C.1	Personnel policies are current and communicated	
X		7C.2	policy defines and prohibits harassment, bias, and unlawful discrimination	
X		7D.1	position classification system process by which jobs are audited and modified are in place	
X		7E.1	Rates of pay and compensation are published	
X		7F.5	occupational health and safety training program is established	
X		7G.1	provides for initial, regular, and rehabilitative medical and physical fitness evaluations	
X		7G.5	Current policies in place	
X		8A.1	process in place to identify training needs	
X		8B.4	evaluation through performance-based measurements	
X		8C.1	training facilities and apparatus are provided	
X		8C.7	Training materials are evaluated	
X		9A.1	establishes minimum fire flow requirements	
X		9A.2	adequate and reliable fixed or portable water supply	
X		9B.1	system is in place to ensure communications in the field	
X		9B.5	Standard operating procedures in place	Standard operating procedures being updated

In Compliance	No Longer In Compliance	Core Competency		
		No.	Partial Description	Change in Performance Measure/Benchmark
X		9C.1	administrative support services are appropriate for the agency's size, function, complexity, and mission, and are adequately staffed and managed	
X		10A.1	develops and maintains outside relationships	
X		10B.1	agreements are current and support organizational objectives	

Strategic Recommendations

Recommendation	ACCEPTED	IMPLEMENTED	REJECTED
<p>2D.1 - The department should review, revise and update the strategic plan to include and reflect current agency long-range goals. The process should be completed on an annual basis thereafter.</p>		<p>The department developed a new strategic plan that was distributed in May 2012, with an annual update/revision scheduled for December 2012.</p>	
<p>6D.1 - The department should adopt and adhere to the apparatus manufacturers' recommended service intervals for apparatus maintenance to ensure the safety, health and security aspects of equipment operation and service.</p>	<p>The department is currently meeting apparatus maintenance requirements for 55 of 66 vehicles (83.33%).</p>	<p>The department will continue to address service gaps on the maintenance delivery program, and intends to be fully compliant by the end of 2012.</p>	
<p>6E.3 - All equipment inspection, testing, repair and maintenance should be conducted by authorized personnel and records from both internal and external sources should be kept electronically in the records management system for ease of tracking, oversight, analysis and planning.</p>	<p>The department is in the process of electronically recording both external and internal equipment maintenance records.</p>	<p>The department has contracted with a local authorized maintenance service provider.</p>	

Specific Recommendations

Recommendation	ACCEPTED	IMPLEMENTED	REJECTED
<p>5F.3 - The department should routinely rotate, remove, or replace out of date stocks of supplies assigned to the hazardous materials program.</p>	<p>All hazardous materials stock will be rotated per manufacturer's recommendations.</p>		
<p>5G.8 - The department should work to strengthen the relationship with the primary care hospital to improve the quality assurance program.</p>		<p>The department has worked closely with the resource hospital to develop a two-tiered quality assurance program, and meets on monthly basis to conduct quality assurance.</p>	
<p>5G.8 - The department should utilize data collected from the appraisal and quality assurance program for emergency medical services to support and supplement the current training curriculum.</p>		<p>The department meets with the resource hospital on a monthly basis to review and analyze the previous month's data, using this information as a tool to guide EMS training.</p>	
<p>6B.2 - The department should conduct an in-depth facility needs assessment and adhere to a regularly scheduled preventative maintenance program. It should avoid using a system where maintenance and repair of facilities is completed on an emergency or as</p>	<p>In conjunction with the City Public Works Department, the department conducts an annual facility needs assessment, with repairs and</p>		

needed basis.	maintenance completed as finances allow.		
6C.3 - To prioritize future purchases and fully understand the condition of its fleet, a detailed assessment of the department's assets should take place and a formal plan should be developed, enabling the department to make strategic and informed decisions regarding the replacement of fire apparatus.		The department has conducted a resource assessment and has entered into a leasing agreement for apparatus.	
6D.2 – The maintenance facility needs to inventory its current cache of parts and equipment to ensure all materials kept on site are applicable and useful.	The department is currently developing a parts supply room and will stock all applicable parts and supplies.		
6D.2 – The department should organize the maintenance and repair facility to maximize the efficiency, utilization and safety of the available workspace.	As the parts supply room is completed, the organization efficiency and safety of the maintenance facility should improve.		
6D.4 – The department should evaluate and address service gaps in the current maintenance delivery program that result in delayed maintenance and consider alternative means to support its diverse fleet requirements.	The department has entered into a leasing agreement for its apparatus, and intends to have the entire fleet (emergency) replaced by the end of 2015.	Maintenance of the department's non-emergency fleet is conducted by the City's garage, instead of the Fire Department Shop facility.	
6E.1 – The department should secure equipment carried inside apparatus to	The department has solicited bids for a		

prevent the risk of injury to personnel.	restraining system for technical rescue apparatus.		
6E.2 – To preclude the practice of as needed and emergency repairs to tools and equipment, and to ensure that timely replacement of essential tools and equipment is regularly scheduled, a formal capital replacement plan should be re-established.			Tools and equipment for new apparatus are included in leasing specifications. Replacement tools and equipment are included as a line item in the department's budget.
6E.4 – The department should utilize its existing electronic inventory system to track all capital assets including apparatus, tools, equipment and supplies. It should be capable of tracking maintenance, testing, repairs, loss, damage, planned replacement and costs in a manner consistent with contemporary and recognized asset management and inventory control.	The department is continuing to integrate all capital assets into one common database that will be capable of tracking maintenance, testing, repairs, loss, damage, planned replacement and associated costs.	The department has combined its various records management systems into one common database (FireHouse).	
6F.3 – The department should develop and publish a personal protective equipment replacement plan that is reflective of the associated manufacturer's recommendations, current industry standards and applicable laws.		The department has implemented a replacement plan for personal protective equipment that adheres to current industry standards (NFPA 1500 & NFPA 1581) and applicable laws.	
6F.4 – The department should develop a comprehensive maintenance,	The department will purchase an additional	The department has entered all personal	

<p>testing, repair, and inspection program for all personal protective clothing and equipment in accordance with <i>NFPA 1851: Standard on Selection, Care, Maintenance of Protective Ensembles for Structural Fire Fighting and Proximity Fire Fighting</i> and the manufacturers' recommendations.</p>	<p>complete set of personal protective clothing for each individual.</p>	<p>protective clothing and equipment records into the records management system (FireHouse), and has purchased an additional turnout coat for each personnel.</p>	
<p>6F.5 – The department should develop a system to track the cleaning, maintenance, repair and testing of individual pieces of personal protective clothing and equipment and, maintain those records at the department. The records should include provisions for tracking the service life of protective clothing and equipment according to manufacturers' recommendations, current industry standards and applicable laws.</p>	<p>The department is in the process of entering all associated personal protective equipment records into the records management system, and will develop a testing procedure that adheres to NFPA 1851.</p>	<p>The department has developed a system to track the cleaning, maintenance, and repair of personal protective equipment and maintains the applicable records.</p>	
<p>8B.1 – To prevent confusion on the fire ground, use of the 10-code system should be eliminated and the use of plain language terminology be substituted during all radio transmissions.</p>	<p>The department has eliminated 10-codes and established a standard operating procedure to address plain language transmissions.</p>	<p>The standard operating procedures are temporarily frozen due to the promotional testing process.</p>	
<p>8B.5 – Detailed information on lesson objectives should be included in the training reports recorded on the</p>	<p>The department is currently entering lesson objectives in</p>		

<p>department's records management system.</p>	<p>the records management system which correlate with the Illinois Office of the State Fire Marshal, NFPA, and the local resource hospital</p>		
<p>9B.2 – The department should streamline the procedure of public safety answering point (PSAP) notification of aircraft rescue and fire fighting (ARFF) emergencies by providing a crash phone in the dispatch center.</p>			<p>Based on the FAA Advisory Circular and discussions with Chicago Rockford International Airport personnel, the department is not providing a crash phone in the dispatch center as this has the potential to subject the ARFF incidents to delays.</p>

Other Information

The department has embraced the accreditation process and views it as continuous. We have made enormous strides since our site visit and continue to work towards improving our department as a whole.

Due to its aging fleet, the department has entered into an apparatus leasing program which is scheduled to replace all front-line apparatus within the next four years.

In the past year, the department developed a new strategic planning process as well as a new strategic plan which will include annual updates to short term goals and evaluation of long-range considerations.

Although the department previously had methods to track all apparatus, equipment, supplies, etc., we have made many changes and vast improvements to our record-keeping. All records have been entered into a common records management system (FireHouse) in an effort to more accurately track all facets of the department and improve efficiency.

The department also made changes to its call handling and dispatch procedures to streamline 9-1-1 emergencies as they come into to the public safety answering point (PSAP) and are routed to dispatchers. Additionally, the dispatch procedure for both hazardous materials and water rescue incidents has been modified in order to reduce call handling times. The year-to-date 90th percentile call handling time for all incidents has dropped from 2:28 to 1:43.

In an effort to provide better response coverage for fire apparatus, the department added two SUVs as quick response vehicles (QRV) to its response plan in January 2012. One vehicle is a stand-alone company and is staffed by three personnel. This vehicle has an assigned response territory for both emergency medical and fire responses. The other QRV is operated as a "jump company" with four personnel from its assigned aerial company. This company responds within its assigned territory to emergency medical incidents on the QRV and to fire incidents on the aerial apparatus.

The department examined the recommendation of providing a crash phone in the 9-1-1 center. Based on Federal Aviation Administration (FAA) requirements and discussions with personnel from the Chicago Rockford International Airport, the department has decided that an additional crash phone in the 9-1-1 center would create confusion for the air traffic control tower and would not significantly affect response times.

The Rockford Fire Department has engaged all personnel in the accreditation process, and continues to view the recommendations as avenues for positive change.

Exhibit List

- Exhibit #1: Cargo Tie-Down Specialty Quotes
- Exhibit #2: City of Rockford Ordinance No. 2010-123-0
- Exhibit #3: Federal Aviation Administration Advisory Circular
- Exhibit #4: General Guidelines and Responsibilities for Rockford Rescue 1
- Exhibit #5: Planned Maintenance Report
- Exhibit #6: Promotions and Appointments
- Exhibit #7: Rockford Fire Department Response Time Matrices
- Exhibit #8: Rockford Fire Department Strategic Plan 2012
- Exhibit #9: Standard Operating Procedure Draft for Rescue 2

Verification

I verify that the information contained in this report is complete and true to the best of my knowledge.

Signature of Agency Head

Title

Date