



TOLEDO FIRE & RESCUE DEPARTMENT



AD-6 Bureau Reports & Program Appraisals

AD Manual

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Purpose

Defines the timeline requirements for effective internal assessment and program review. The Department strives to provide the most effective and efficient service possible to the community it serves.

Policy/Procedure:

In an effort to assist Deputy Chiefs and Bureau Supervisors with their bureau review and program appraisals, the following guidelines shall be met.

January 10

- Goals & Objectives Year-End Progress. On the P-drive update your objectives (matrix only)
- Add accomplishments in meeting objectives to form
- Submit final status of previous year's Bureau Goals. (this was partially completed in November)
- Submit (final) prior year accomplishments. (this was partially completed in November)

February 5

1) Submit Bureau Annual Report for the previous year from: Operations, Fire Prevention Bureau, Buildings, Fire Shop, Special Operations/Homeland Security, Communications, Training, Support Services, and EMS.

1. Include annual statistical reports, Examples include the following:
 1. FPB NFIRS Report

2. EMS Transport Totals
3. FPB Inspection Revenue Report
4. Arson Activity Report

2) Review and update all agreements under your area on the “P” drive spreadsheet. (P:\Fire\545 Fire Folder\Agreements\ Toledo Fire Agreements, MOU's and Relationships).

3) Submit a program appraisal for the following:

- Community Risk Reduction Program
- Public Education Program
- Fire Investigation, Origin and Cause Program
- Domestic Preparedness, Planning and Response
- Fire Suppression
- Emergency Medical Services (EMS)
- Technical Rescue
- Hazardous Materials (Hazmat)
- Marine and Shipboard Rescue and Fire Fighting Services.
- Training and Education Program Performance
- Communication Systems
- Wellness/Fitness Programs

April 5

- Deputy Chiefs submit quarterly updates of department objectives for the 1st quarter.

July 5

- Deputy Chiefs submit quarterly updates of department objectives for the 2nd quarter.

October 5

- Deputy Chiefs submit quarterly updates of department objectives for the 3rd quarter.
- Submit YTD Accomplishments.

November 30

1) Submit the a report - Goals and Objectives for 20XX

1. Reports are due from:
 1. Operations,
 2. Fire Prevention Bureau,

3. Buildings,
4. Fire Shop,
5. Special Operations/Homeland Security,
6. Communications,
7. Training,
8. Support Services,
9. EMS.
10. (Also to be included in meetings are FIU, Safety, Health & Wellness, Professional Standards Bureau, Public Education)

2. Follow Guidelines Listed Below.

2) What the report must include

1. Minutes of bureau staff meeting(s), workshop and or retreat, which was used to develop goals, objectives, and critical tasks?
2. Submit status of present year Bureau Goals.
3. Submit next year's bureau goals
4. Review Department objectives you are responsible for.
 1. Recommend that it stays the same
 2. Recommend changes
 3. Recommend deletion
 1. Completed
 2. Unattainable
5. Submit Status of Critical Tasks.
6. Submit YTD ALL Bureau Accomplishments.

Must have a formal documented bureau staff meeting(s), workshop and or retreat

Guidelines to formulate the Report

To formulate the Bureau Goals and Objectives the following shall be completed:

- Have a bureau staff meeting(s), workshop and or retreat, which will be used to develop goals, objectives, and critical tasks.
- Additionally, information will be used to complete the bureau end-of-year report and program

appraisals. At a minimum, these meetings shall include all bureau members involved with the Bureau and/or program.

- Keep minutes of the meeting and who was involved. These minutes must be attached to the Bureau Report and the formal documented program appraisals, which are due by February 5.

Meet with the personnel under your command and define the following:

- The expectations of the Bureau Supervisor.
- Each individual's role in the bureau.
- Each individual's responsibility in the bureau.
- A clear explanation on how their personal performance is to be measured.
- Are job descriptions remaining relevant and do employees have input?
- Do administrative support staff members have adequate training and education in order to perform their roles and responsibilities?

Did you accomplish what you set out to do?

What worked well? What didn't work well?

Discuss any program(s) under the bureau and its effectiveness. How can you make it better?

Evaluate the present administrative and related operational processes to make improvements in hierarchy, communications and related reporting structures.

What do you plan to do in the upcoming year?

What are the bureau goals for the upcoming year?

3rd Thursday in December

1) Executive Staff will meet to:

- Examine goals and objectives for quality and to ensure they remain current and consistent with the agency's mission, vision, and long range plans.
 - Evaluate and approve any changes made to previous Department objectives.
 - Evaluate and approve new bureau goals.
 - Evaluate new bureau objectives for consideration as Department objectives.
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All procedures and manuals shall be updated every three years.

- Last Completed in 2014

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