



FRV Outcomes Report

Business Rules & Definitions

FY 2020/21



Fire Safety

#	2
Name	Number of hoarding risk referrals (YTD)
Type	Outcome
Objective	Hoarding risk referrals enable targeted assistance and education within the Community which will influence and reduce the impact of fire in the community. This measure will monitor the number of referrals.
Business Rules	This is a count of the number of hoarding risk referrals in the year to date.
Formula	
2020/21 Target	Q1-60; Q2-120; Q3-200; Q4-300
Tolerance Rules	Tolerance levels are generally +-5%
Accountability	Michelle Young
Performance Improvement	Commentary to be provided by Darren McQuade
Data Source	Fire Safety
Data Access	Darren McQuade
Processing Timeframe	4th working day of the month
Analysis	Prepared by Darren McQuade
Review	Michelle Young
Approval	Michelle Young
Submission	Darren McQuade
Contact	Darren McQuade
Responsibility	Meg Cato

Fire Safety

#	3
Name	Number of residential risk referrals (YTD)
Type	Outcome
Objective	Residential risk referrals enable targeted assistance and education within the community which will influence and reduce the impact of fire in the community. This measure will monitor the number of referrals.
Business Rules	This is a count of the number of residential risk referrals in the year to date.
Formula	
2020/21 Target	Q1-30; Q2-65; Q3-100 Q4-130.
Tolerance Rules	Tolerance levels are generally +-5%
Accountability	Michelle Young
Performance Improvement	Commentary to be provided by Darren McQuade
Data Source	Fire Safety
Data Access	Darren McQuade
Processing Timeframe	4th working day of the month
Analysis	Prepared by Darren McQuade
Review	Michelle Young
Approval	Michelle Young
Submission	Darren McQuade
Contact	Darren McQuade
Responsibility	Meg Cato

Fire Safety

#	4
Name	Number of engagements with Local Government Areas through the Community Safety team
Type	Outcome
Objective	Engagement with the Local Government Areas assists in developing collaborative strategies within the Community which will influence and reduce the impact of fire in the community. This measure will ensure these engagement activities are maintained.
Business Rules	This is a count of the number of formal Local Government Area meetings that the Community Safety team attended in the Quarter.
Formula	
2020/21 Target	Q1-86; Q2-86; Q3-86 Q4-86
Tolerance Rules	Tolerance levels are generally +-5%
Accountability	Michelle Young
Performance Improvement	Commentary to be provided by Darren McQuade
Data Source	Fire Safety
Data Access	Darren McQuade
Processing Timeframe	4th working day of the month
Analysis	Prepared by Darren McQuade
Review	Michelle Young
Approval	Michelle Young
Submission	Darren McQuade
Contact	Darren McQuade
Responsibility	Meg Cato

Operations

#	5
Name	Total operational fleet availability
Type	Outcome
Objective	To maintain optimum availability of Primary Appliances
Business Rules	Reported as a % of Primary Appliances each quarter
Formula	Calculated from SAP. Figures entered by Fleet Planning Admin Officer. Availability spread sheet updated by Fleet Asset Maintenance Admin Officer
2020/21 Target	85%
Tolerance Rules	85% or greater - Green 80% - 84% - Amber Less than 80% - Red
Accountability	David Bruce
Performance Improvement	Commentary to be provided by Manager Fleet Asset Maintenance
Data Source	SAP, Excel
Data Access	Continuous Improvement Officer, Director Fleet Services, Manager Fleet Asset Maintenance
Processing timeframe	4th working day of the month
Analysis	Prepared by Continuous Improvement Officer with commentary from the Manager Fleet Asset Maintenance
Review	David Bruce
Approval	David Bruce
Submission	Continuous Improvement Officer
Contact	Kim Willey
Responsibility	Janna Shnaider

Operations

#	7
Name	Percentage of staff with core skills maintenance drills completed
Type	Output
Objective	To ensure regular firefighting skills maintenance is undertaken on station
Business Rules	% of scheduled drills completed (additional drills as undertaken locally are not included)
Formula	Number of drills scheduled & completed/ Number of drills scheduled
2020/21 Target	95%
Tolerance Rules	5% (of 95% target)
Accountability	David Bruce
Performance Improvement	Operational Commanders re-engagement with officers and crews of importance of skills maintenance to ensure the safety of firefighters and the community.
Data Source	Skills maintenance database application
Data Access	Janna Shnaider
Processing Timeframe	4 working days
Analysis	Janna Shnaider
Review	David Bruce
Approval	David Bruce
Submission	COB 5th working day
Contact	Janna Shnaider
Responsibility	Janna Shnaider

Operations

#	11
Name	Breakdown of calls attended by type of incident
Type	Outcome
Objective	This measure provides visibility of FRV call volumes by reporting overall activity and the breakdown of calls attended by type of incident: fires and explosions; hazardous conditions; emergency medical response; rescues and other medical assistance; service calls; false alarms and false calls; other situations.
Business Rules	The total number of calls attended is determined by the count of call Id's in FRV and CFA jurisdiction. The breakdown of these calls is based on AIRS A23 codes.
Formula	Not applicable
2020/21 Target	Not applicable - for information purposes only
Tolerance Rules	Not applicable - for information purposes only
Accountability	David Bruce
Performance Improvement	Commentary to be provided by Corporate Strategy and Performance
Data Source	Firecom, SAP Business Objects
Data Access	Corporate Strategy and Performance
Processing Timeframe	4th working day of the month
Analysis	Corporate Strategy and Performance
Review	David Bruce
Approval	David Bruce
Submission	Corporate Strategy and Performance
Contact	Corporate Strategy and Performance
Responsibility	Noreen Laurin

Office of the Fire Rescue Commissioner

#	12
Name	FRVSafe: initial investigation within 14 days
Type	Outcome
Objective	This measure is an indicator of how quickly incidents are opened in FRVSafe, once reported. The objective of this measure is to optimise the process of hazard risk remediation.
Business Rules	This measure counts hazard and incident reports that were opened in the period (Quarter). It is the number of reports where an action plan is developed within 14 days, as a proportion of all reports entered. It is sourced from FRVSafe. The scope is reports entered in the last 12 months.
Formula	Count incidents where (Date Action Plan Entered - Date Entered) <= 14 days / Count of Incidents entered x 100
2020/21 Target	100%
Tolerance Rules	100% green >=80% but not 100% amber <80% red
Accountability	Ken Brown
Performance Improvement	
Data Source	FRVSafe
Data Access	Hayden Collins
Processing Timeframe	4th working day of the month
Analysis	Hayden Collins
Review	ACFO Operational Safety
Approval	Ken Brown
Submission	Hayden Collins
Contact	Hayden Collins
Responsibility	Meg Cato

Office of the Fire Rescue Commissioner

#	13
Name	FRVSafe: corrective actions implemented within 30 days
Type	Outcome
Objective	This measure is an indicator of how quickly incidents are closed out of FRVSafe. The objective of this measure is to optimise the process of hazard risk remediation
Business Rules	<p>The measure counts reports that were closed in the period (ie have a "Task actual completion date" entered into FRVSafe which is within the period)</p> <ul style="list-style-type: none"> • Includes closed and open incident and hazards/near miss reports. • Excludes new, cancelled and draft reports. • Reported on a quarterly basis and calculated for a 12 month period. • Calculated from the date the report was entered to the date the task was completed.
Formula	From FRVSafe: $\frac{\text{Sum}(\text{Task Actual Completion Date} - \text{Date Entered})}{\text{number of tasks completed in the 12 month period}}$ where Task Actual Completion Date is entered (ie not Null)
2020/21 Target	100%
Tolerance Rules	100% green >=80% but not 100% amber <80% red
Accountability	Ken Brown
Performance Improvement	
Data Source	FRVSafe
Data Access	Hayden Collins
Processing Timeframe	4th working day of the month
Analysis	Hayden Collins
Review	ACFO Operational Safety
Approval	Ken Brown
Submission	Hayden Collins
Contact	Hayden Collins
Responsibility	Meg Cato

Operational Training

#	20
Name	Percentage of specialist capability staff (Technical Operations skills maintenance completed)
Type	Outcome
Objective	To ensure adequate numbers of trained specialists are available to maintain operational capability
Business Rules	<ol style="list-style-type: none">1. Report will show current numbers of trained specialist operators.2. It will show trigger numbers to run additional courses3. It will show optimal numbers for all specialist capabilities (workforce plan)
Formula	<ol style="list-style-type: none">1. Current number of skills maintained operators2. Optimal numbers minus 1/2 minimum candidates required to run a course3. Minimum operators per shift X 6 (FRV multiple) X 1.5 (to allow for rotation of personnel) = Optimal numbers required
2020/21 Target	100%
Tolerance Rules	5% of target
Accountability	Brendan Angwin/Mark O'Connor
Performance Improvement	Monitoring the statistics provided by the workforce plan, working towards 100% of targets achieved.
Data Source	Workforce Plan (provided by Workforce Development)
Data Access	Fionn Nguyen
Processing Timeframe	4 working days
Analysis	Fionn Nguyen
Review	Mark O'Connor
Approval	Brendan Angwin
Submission	COB 5th working day
Contact	Mark O'Connor
Responsibility	Janna Shnaider