

FRV Outcomes Report

Business Rules Documentation

FY 2020/2021





Business Rules

FRV Outcomes Measures - 2020/21



Outcome Measure #	1
Outcome Measure Description	Number of sessions of fire education and risk reduction programs delivered to the community
Domain	Community
Financial Year	2020/21
Objective	Delivery of these programs to the community will influence and reduce the impact of fire in the community. This measure will monitor the number of sessions delivered.
Business Rules	This is a count of the number of sessions of the following programs delivered to the community in the Quarter: Fit to drive; FLAMES; Fire Education for Upper Primary; Fire Education for Foundation (Prep); Fire Education for Special Schools; Seniors Fire Safety.
Formula	
Target	Q1-80; Q2-80; Q3-10; Q4-80
Tolerance Rules	<ol style="list-style-type: none">1. Green: Target met: result is equal to or exceeded the target2. Amber: Target not met and within 5% tolerance: result missed target and is within or equal to 5% of the target3. Red: Target not met: result missed target by greater than 5%
Accountability	Deputy Commissioner - Fire Safety



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FRV Outcomes Measures - 2020/21



Outcome Measure #	2
Outcome Measure Description	Number of hoarding risk referrals (YTD)
Domain	Community
Financial Year	2020/21
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	
Target	Q1-60; Q2-120; Q3-200; Q4-300
Tolerance Rules	<ol style="list-style-type: none">1. Green: Target met: result is equal to or exceeded the target2. Amber: Target not met and within 5% tolerance: result missed target and is within or equal to 5% of the target3. Red: Target not met: result missed target by greater than 5%
Accountability	Deputy Commissioner - Fire Safety



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Outcome Measure #	3
Outcome Measure Description	Number of residential risk referrals (YTD)
Domain	Community
Financial Year	2020/21
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	
Target	Q1-30; Q2-65; Q3-100; Q4-130
Tolerance Rules	<ol style="list-style-type: none">1. Green: Target met: result is equal to or exceeded the target2. Amber: Target not met and within 5% tolerance: result missed target and is within or equal to 5% of the target3. Red: Target not met: result missed target by greater than 5%
Accountability	Deputy Commissioner - Fire Safety



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FRV Outcomes Measures - 2020/21



Outcome Measure #	4
Outcome Measure Description	Number of engagements with Local Government Areas by the Community Safety team
Domain	Collaboration
Financial Year	2020/21
Objective	Maintaining engagement with Local Government Areas will influence and reduce the impact of fire in the community by developing collaborative strategies within the community.
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	
Target	Q1-86; Q2-86; Q3-86; Q4-86
Tolerance Rules	<ol style="list-style-type: none">1. Green: Target met: result is equal to or exceeded the target2. Amber: Target not met and within 5% tolerance: result missed target and is within or equal to 5% of the target3. Red: Target not met: result missed target by greater than 5%
Accountability	Deputy Commissioner - Fire Safety



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FRV Outcomes Measures - 2020/21



Outcome Measure #	5
Outcome Measure Description	Total operational fleet availability (YTD)
Domain	Service
Financial Year	2020/21
Objective	The objective of this measure is 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 spreadsheet updated by Fleet Asset Maintenance Admin Officer
Target	85%
Tolerance Rules	<ol style="list-style-type: none">1. Green: Target met result: $\geq 85\%$2. Amber: Target not met: result is $\geq 80\%$ but $< 85\%$3. Red: Target not met: result is $< 80\%$
Accountability	Deputy Commissioner North & West Operations Deputy Commissioner Central, South & East Operations



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FRV Outcomes Measures - 2020/21



Outcome Measure #	6
Outcome Measure Description	Improve containment of structure fires (YTD)
Domain	Community
Financial Year	2020/21
Objective	Department of Justice and Community Safety Budget Paper 3 quality performance measure for Objective 2: Reduce the impact of, and consequences from, natural disasters and other emergencies on people, infrastructure, the economy and the environment.
Business Rules	AIRS: A23 (Type of Incident) = 110–129 where K20 (Extent of Flame Damage) is (1,2,3) / A23 (Type of Incident) 110–129 where K20 (Extent of Flame Damage) is (1 to 7))*100 expressed as a percentage Excludes calls outside FRV jurisdiction.
Formula	Number of calls contained / Total calls in the period expressed as a percentage
Target	90%
Tolerance Rules	1. Green: Target met result: >= 90% 2. Amber: Target not met: result is >= 85% but < 90% 3. Red: Target not met: result is < 85%
Accountability	Deputy Commissioner North & West Operations Deputy Commissioner Central, South & East Operations



Outcome Measure #	7
Outcome Measure Description	Percentage of staff with core skills maintenance drills completed (YTD)
Domain	People
Financial Year	2020/21
Objective	The objective of this measure is to ensure regular firefighting skills maintenance is undertaken at station level.
Business Rules	% of scheduled drills completed (additional drills as undertaken locally are not included)
Formula	Number of drills scheduled & completed/ Number of drills scheduled
Target	95%
Tolerance Rules	<ol style="list-style-type: none"> 1. Green: Target met result: $\geq 95\%$ 2. Amber: Target not met and within 5% tolerance: result is $\geq 90.25\%$ but $< 95\%$ 3. Red: Target not met: result is $< 90.25\%$
Accountability	Deputy Commissioner North & West Operations Deputy Commissioner Central, South & East Operations

Outcome Measure #	8
Outcome Measure Description	Structure Fires (SF) response times within benchmark (YTD)
Domain	Service
Financial Year	2020/21
Objective	Department of Justice and Community Safety Budget Paper 3 timeliness performance measure for Objective 2: Reduce the impact of, and consequences from, natural disasters and other emergencies on people, infrastructure, the economy and the environment.
Business Rules	<p>Emergency response times meeting benchmarks (7.7 minutes) - structural fires</p> <p>Response time is defined as the interval between the call initiation and the arrival of the first vehicle at the scene (that is, when the vehicle is stationary and handbrake is applied).</p> <p>AIRS: A23 (Type of Incident) = 110-129, Jurisdiction = MD, Emergency Call Only (excludes all calls where vehicles travel 'code3' or under normal road conditions)</p> <p>Excludes records with incomplete time stamps and records where the appliance was called off en-route to scene.</p>
Formula	Number of calls meeting benchmark 7.7 minutes / Total calls in the period expressed as a percentage
Target	90%
Tolerance Rules	<ol style="list-style-type: none"> 1. Green: Target met result: $\geq 90\%$ 2. Amber: Target not met: result is $\geq 85\%$ but $< 90\%$ 3. Red: Target not met: result is $< 85\%$
Accountability	Deputy Commissioner North & West Operations Deputy Commissioner Central, South & East Operations

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Outcome Measure #	9
Outcome Measure Description	Road Rescue (RR) response time within benchmark (YTD)
Domain	Service
Financial Year	2020/21
Objective	Department of Justice and Community Safety Budget Paper 3 timeliness performance measure for Objective 2: Reduce the impact of, and consequences from, natural disasters and other emergencies on people, infrastructure, the economy and the environment.
Business Rules	<p>Emergency response times meeting benchmarks (13.5 minutes) - road accident rescue</p> <p>Response time is defined as the interval between appliance dispatched and the arrival of the vehicle at the scene (that is, when the vehicle is stationary and handbrake is applied).</p> <p>AIRS: AIRS codes selected incidents from A23 351 or 352 based on A24 (Type of Action Taken) = 20 - 23 or 29 OR D2 (No of Injuries) >=1 OR D4 (No of Fatalities) >=1 OR D5 (No Rescued) >=1 OR D5 A(No Rescued) >=1 OR D5 B(No Rescued) >=1 AND J1 (Mobile Property Type)=10-29 or 61-65, 67).</p> <p>Appliance Type Abbreviation –R, Jurisdiction = FRV.</p> <p>Emergency Call Only (excludes all calls where vehicles travel ‘code3’ or under normal road conditions)</p> <p>Excludes records with incomplete time stamps and records where the appliance was called off en-route to scene.</p>
Formula	Number of calls meeting benchmark 13.5 minutes / Total calls in the period expressed as a percentage
Target	90%
Tolerance Rules	<ol style="list-style-type: none"> 1. Green: Target met result: >= 90% 2. Amber: Target not met: result is >= 85% but < 90% 3. Red: Target not met: result is < 85%
Accountability	<p>Deputy Commissioner North & West Operations</p> <p>Deputy Commissioner Central, South & East Operations</p>

Outcome Measure #	10
Outcome Measure Description	Emergency Medical Response (EMR) times within benchmark (YTD)
Domain	Service
Financial Year	2020/21
Objective	Department of Justice and Community Safety Budget Paper 3 timeliness performance measure for Objective 2: Reduce the impact of, and consequences from, natural disasters and other emergencies on people, infrastructure, the economy and the environment.
Business Rules	<p>Emergency response times meeting benchmarks (9.2 minutes) - emergency medical response</p> <p>Response time is defined as the interval between the call initiation and the arrival of the first vehicle at the scene (that is, when the vehicle is stationary and handbrake is applied).</p> <p>AIRS: (Type of Incident) 320-329, Jurisdiction = FRV, Emergency Call Only (excludes all calls where vehicles travel 'code3' or under normal road conditions)</p> <p>Excludes records with incomplete time stamps and records where the appliance was called off en-route to scene.</p>
Formula	Number of calls meeting benchmark 9.2 minutes / Total calls in the period expressed as a percentage
Target	90%
Tolerance Rules	<ol style="list-style-type: none"> 1. Green: Target met result: $\geq 90\%$ 2. Amber: Target not met: result is $\geq 85\%$ but $< 90\%$ 3. Red: Target not met: result is $< 85\%$
Accountability	Deputy Commissioner North & West Operations Deputy Commissioner Central, South & East Operations



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Outcome Measure #	11
Outcome Measure Description	Breakdown of calls attended by type of incident
Domain	Service
Financial Year	2020/21
Objective	The objective of this metric is to show the number of incidents attended by FRV for the period of 1 July - 30 September 2020.
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
Target	Not applicable - for information purposes only
Tolerance Rules	Not applicable - for information purposes only
Accountability	Deputy Commissioner North & West Operations Deputy Commissioner Central, South & East Operations

Business Rules

FRV Outcomes Measures - 2020/21

Outcome Measure #	12
Outcome Measure Description	FRVSafe: initial investigation within 14 days
Domain	People
Financial Year	2020/21
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. 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 x100
Target	100%
Tolerance Rules	<ol style="list-style-type: none"> 1. Green: Target met result: 100% 2. Amber: Target not met: result is >= 80% but < 100% 3. Red: Target not met: result is < 80%
Accountability	Deputy Commissioner Office of the Fire Rescue Commissioner

Business Rules

FRV Outcomes Measures - 2020/21

Outcome Measure #	13
Outcome Measure Description	FRVSafe: corrective actions implemented within 30 days
Domain	People
Financial Year	2020/21
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: $\frac{[\text{Sum}(\text{Task Actual Completion Date} - \text{Date Action Plan Entered}) / \text{number of tasks completed in the 12 month period}]}{\text{where Task Actual Completion Date is entered (ie not Null)}}$
Target	100%
Tolerance Rules	<ol style="list-style-type: none"> 1. Green: Target met result: 100% 2. Amber: Target not met: result is $\geq 80\%$ but $< 100\%$ 3. Red: Target not met: result is $< 80\%$
Accountability	Deputy Commissioner Office of the Fire Rescue Commissioner

Business Rules

FRV Outcomes Measures - 2020/21



Outcome Measure #	14
Outcome Measure Description	Number of stations/work sites visited against schedule (YTD)
Domain	People
Financial Year	2020/21
Objective	Conversations in the Mess is designed to formalise leadership commitment to improving engagement within FRV. It is comprised of visits to stations and work sites aimed at promoting awareness and improving relationships using a proactive leadership and a mutual learning approach.
Business Rules	<p>Scheduled: This is the aggregate of SLT Conversations in the Mess scheduled visits.</p> <p>Actual: This is the aggregate of SLT Conversations in the Mess visits that occurred as scheduled (or rescheduled).</p> <p>Rescheduled: The count for a rescheduled visit will be in the month that it occurs. The month of the original scheduled visit will not be counted. Where a visit has not been rescheduled then it will be considered cancelled.</p>
Formula	$\frac{\text{Number of stations/work sites visited for the quarter}}{\text{Number of scheduled visits for the quarter}} \times 100$ <p>Reported as a percentage of the target</p>
Target	85%
Tolerance Rules	<p>Quarterly result based on YTD:</p> <ol style="list-style-type: none"> 1. Green: Target met result $\geq 85\%$ 2. Amber: Target not met and within 5% tolerance: result is $\geq 80.75\%$ but $< 85\%$ 3. Red: Target not met: result is $< 80.75\%$
Accountability	Deputy Secretary Corporate, Regulations and Strategic Services

Outcome Measure #	15
Outcome Measure Description	Workforce turnover - All employees (12 month extrapolated result)
Domain	People
Financial Year	2020/21
Objective	The purpose of this measure is to monitor separations for the whole of the organisation to assist in identifying issues relating to the workplace culture and capability.
Business Rules	FRV Corporate and Operational employees excluding agency staff Includes all reasons for separation (retirement, death, disability, resignation, contract expiry, dismissal, abandoned employment)
Formula	Total number of separations in the previous 12 months / 12 month average employee head count
Target	4.5%
Tolerance Rules	Rolling 12 month average result based on YTD: 1. Green: Target met result $\geq 4.5\%$ 2. Amber: Target not met and within 5% tolerance: result is $\geq 4.28\%$ but $< 4.5\%$ 3. Red: Target not met: result is $< 4.28\%$
Accountability	Deputy Secretary Corporate, Regulations and Strategic Services

Business Rules

FRV Outcomes Measures - 2020/21

Outcome Measure #	16
Outcome Measure Description	Workforce turnover – Firefighters (12 month extrapolated result)
Domain	People
Financial Year	2020/21
Objective	The purpose of this measure is to monitor separations for Operations to assist in identifying issues relating to the workplace culture and capability.
Business Rules	<p>FRV Operational employees defined as those who undertook a recruit course Includes all reasons for separation (retirement, death, disability, resignation, dismissal) (2019/20: 3.1% - all separations)</p> <p>With quarter 1 result currently at 2.4%, achieving the target of 3.2% or above is considered a success.</p>
Formula	Total number of Operational separations in the previous 12 months / 12 month average employee head count
Target	3.2%
Tolerance Rules	<p>Rolling 12 month average result based on YTD:</p> <ol style="list-style-type: none"> 1. Green: Target met result $\geq 3.2\%$ 2. Amber: Target not met and within 5% tolerance: result is $\geq 3.04\%$ but $< 3.2\%$ 3. Red: Target not met: result is $< 3.04\%$
Accountability	Deputy Secretary Corporate, Regulations and Strategic Services

Business Rules

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Outcome Measure #	17
Outcome Measure Description	Permanent operational staff FTE
Domain	People
Financial Year	2020/21
Objective	Department of Justice and Community Safety Budget Paper 3 quantity performance measure for Objective 2: Reduce the impact of, and consequences from, natural disasters and other emergencies on people, infrastructure, the economy and the environment. This measure monitors permanent operational positions against funded positions.
Business Rules	Sum of FTE of all FRV Operational employees referring to Operational as those who undertook recruit course.
Formula	Sum of Operational FTE as at quarter end date
Target	3628
Tolerance Rules	As per EMV Budget Paper 3 rules - result will be green if tracking within +- 5% of the target. 1. Green: Target met result: between 3,447 and 3,809 2. Red: Target not met and within 5% tolerance: result is < 3,447 3. Red: Target not met: result is > 3,80
Accountability	Deputy Secretary Corporate, Regulations and Strategic Services

Business Rules

FRV Outcomes Measures - 2020/21

Outcome Measure #	18
Outcome Measure Description	Permanent non-operational staff FTE
Domain	People
Financial Year	2020/21
Objective	Department of Justice and Community Safety Budget Paper 3 quantity performance measure for Objective 2: Reduce the impact of, and consequences from, natural disasters and other emergencies on people, infrastructure, the economy and the environment. This measure monitors permanent corporate positions against funded positions.
Business Rules	Agency staff, other contractors, terminated, WorkCover and Strategic Advisory Committee are excluded.
Formula	Sum of non-operational FTEs as at quarter end date
Target	598
Tolerance Rules	As per EMV Budget Paper 3 rules - result will be green if tracking within +- 5% of the target. 1. Green: Target met result: between 568 and 628 2. Red: Target not met and within 5% tolerance: result is < 568 3. Red: Target not met: result is > 628
Accountability	Deputy Secretary Corporate, Regulations and Strategic Services

Business Rules

FRV Outcomes Measures - 2020/21

Outcome Measure #	19
Outcome Measure Description	Service Level Agreements
Domain	Service
Financial Year	2020/21
Objective	This outcome measure monitors the implementation progress of Operations Service Level Agreements (SLAs) and the Corporate Memorandum of Understanding (MOU) providing operational and management support to the CFA, both of which shall be completed by 30 June 2021. operational and management support to the CFA, both of which shall be completed by 30 June 2021.
Business Rules	<p>A consolidated result comprising the nine Operational SLAs and sixteen Corporate MOU appendices will be reported in the FRV Outcomes report. The result will be expressed as the percentage of Operational SLAs and MOU appendices assessed as complete and implemented at the end of each quarter.</p> <p>To calculate this, each Operational SLA and each Corporate Services MOU appendix is assigned a status. An Operational SLA is considered complete if it has the status:</p> <ul style="list-style-type: none"> - Interim work instructions (IWIs) in place, or - SLA completed <p>A Corporate Services MOU Appendix is considered complete if it has the status:</p> <ul style="list-style-type: none"> - Executed by parties, or - Appendix implemented
Formula	The consolidated result is the number of all SLAs and MOU appendices with a "complete" status expressed as a percentage of the total number (25).
Target	100% complete by FY 2021. Cumulative target : Q1 - 25%; Q2 - 50%; Q3 - 75%; Q4 - 100%
Tolerance Rules	<p>The quarterly consolidated result is assessed against a quarterly target and reported as follows:</p> <ol style="list-style-type: none"> 1. Green: Target met: result is equal to or exceeded the target 2. Amber: Target not met and within 5% tolerance: result missed target and is within or equal to 5% of the target 3. Red: Target not met: result missed target by greater than 5%
Accountability	Deputy Secretary Corporate, Regulations and Strategic Services

Outcome Measure #	20
Outcome Measure Description	Percentage of specialist capability staff (Technical Operations skills maintenance completed)
Domain	Service
Financial Year	2020/21
Objective	The objective of this measure is to ensure adequate numbers of trained specialists are available to maintain operational capability (% of specialist capability against agreed optimal number).
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 courses. 3. It will show optimal numbers for all specialist capabilities (workforce plan).
Formula	<ol style="list-style-type: none"> 1. Current number of skills maintained operators 2. Optimal numbers minus 1/2 minimum candidates required to run a course 3. Minimum operators per shift X 6 (FRV multiple) X 1.5 (to allow for rotation of personnel) = Optimal numbers required
Target	100%
Tolerance Rules	<ol style="list-style-type: none"> 1. Green: Target met result: 100% 2. Amber: Target not met and within 5% tolerance: result is $\geq 95\%$ but $< 100\%$ 3. Red: Target not met: result is $< 95\%$
Accountability	Deputy Commissioner Operational Training



Business Rules

FRV Outcomes Measures - 2020/21



Outcome Measure #	21
Outcome Measure Description	FRV represented at all State emergency management meetings and exercises
Domain	Collaboration
Financial Year	2020/21
Objective	Improve organisational capacity to operate jointly with other agencies and government departments to plan and prepare for the response to, and in responding to major emergencies.
Business Rules	This is a count of the number of formal State emergency management meetings and exercises that the Strategy Directorate attended in the quarter.
Formula	Number of State emergency management meetings and exercises attended/Number of scheduled State emergency management meetings and exercises. Reported as a percentage of the target.
Target	95%
Tolerance Rules	<ol style="list-style-type: none">1. Green: Target met result: $\geq 95\%$2. Amber: Target not met and within 5% tolerance: result is $\geq 90.25\%$ but $< 95\%$3. Red: Target not met: result is $< 90.25\%$
Accountability	Deputy Commissioner Strategy