

Waco Fire Department



First 90 Days Update

Fire Chief
Scott Walker

AGENDA

- Waco Fire Overview
- My Vision
- Transition Plan
- Outreach Efforts
- Common Themes
- Moving Forward

Waco Fire Department

- All-Hazards Department
 - 221 Sworn members
 - 13 Fire Stations
 - 12 Engine Companies
 - 3 Truck Companies
 - 22,000 Calls for Service



My Vision

- High-Level Customer Service
- Members are Healthy, Safe, and Empowered
- Culture Where Everyone is Welcome, Valued, and Engaged
- Culture Where all Members Have the Opportunity for Success
- Consistently Evolving and Seeking Innovative Solutions
- Data-Informed Decision Making
- Engaged with and Listening to the Community
- Live our Mission and Values





Transition Plan

- 3 Phase Approach
 - Build Trust-Based Relationships
 - Learn and Understand the Waco Way
 - Assess Current State (SWOT Analysis)

Outreach

- Leadership Meetings
 - Deputy Chiefs
 - Battalion Chiefs
 - Captains
- Town Hall Style Meetings
 - Approximately 195 attended
 - 6 –BC
 - 55 – Captains/Lieutenants
 - 48 – Engineers
 - 86 - Firefighters



Outreach

- **Listening Tours and Meetings**
 - 12 Fire Station Visits
 - Female Firefighters
 - Peer Support Team
 - Dispatch Center Visit
 - Training Facility Visits
 - Local 478
 - Director Meetings



Outreach

- Crew Ride-outs
- Respond to Incidents
- Strategic Partner Meetings
 - Regional Chief Meetings
 - AMR Meetings
 - Baylor Emergency Management
 - School District Visits
 - Multiple Community Events



Common Themes

- Improved Communication
- Employee Engagement Opportunity
- Additional Training
- EMS Service Delivery
- Need for Proactive Planning
- Hiring Process
- Staffing Needs
- Facilities Needs



Moving Forward

Strategic Roadmap

- Improve Communication
- Member Engagement
- Recruiting, Testing, and Selection
- Fire Department KPI's
- Affirm Mission, Vision, Motto, and Values
- Define FD Programs
- Comprehensive Staffing Model



Moving Forward

Strategic Roadmap

- Health and Wellness Programs
- Apparatus Replacement Plan
- Fire Station Needs Forecast
- Predictive Analytics Tool
- Expand Community Outreach
- Technology to Manage Fire Code
- Future Service Delivery Model





Summary

- Relationships Are Being Built
- Working Together
- Achieving Results
- Focused on Improving
- Moving Forward

QUESTIONS