



Fire Department

Strategic Business Plan

Effective Date: July 1, 2018

Oklahoma City Vision

Oklahoma City seeks to further progress as a vibrant, diverse, safe, unified and welcoming community.

Oklahoma City Mission

The mission of the City of Oklahoma City is to provide exceptional service to residents and visitors. We do this by ensuring the safety of the public, delivering quality services, and maintaining infrastructure to support the growth of the city.

Department Mission

The mission of the City of Oklahoma City Fire Department is to provide emergency response, fire prevention, and public education services to the Oklahoma City community so they can have their lives and property protected. — Respond Quickly, Safely, Courteously – Meet the Need!

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Issues, Strategies, and Results

Issue 1: Life Safety – Property Loss

The lack of awareness and application of personal safety and health measures by residents, if not addressed, will result in fire fatalities, illness, injuries and property loss.

Strategies

- Conduct community risk reduction activities where a safety survey, home smoke alarms, healthcare needs, and safety messages or drills are provided.
- Increase improved life safety knowledge through safety education sessions.
- Distribute long life smoke alarms in targeted high fire risk areas.
- Provide online pre-inspection checklists and provide regular inspections.
- Provide CPR training to Oklahoma City employees and residents.

Strategic Results

- Annually, the structure fire fatality rate in Oklahoma City will be at or below the national average (1.05 per 100,000 residents based on the latest available data from the National Fire Protection Association (NFPA)).
- Annually, Oklahoma City will achieve a cardiac arrest resuscitation rate of 33%.
- Annually, the community of Oklahoma City will benefit from comprehensive fire and life safety and prevention education, as evidenced by:
 - 100% of elementary public schools in Oklahoma City limits receiving fire and life safety presentations per year.
 - 40,000 community risk reduction activities involving the community of Oklahoma City.

Issue 2: Increased Service Demand

The growing demand on Fire Department services and resources caused by population growth, development, and changing demographics, coupled with an increasing role in EMS delivery, if not addressed, will result in:

- Increased response times leading to property loss
- Deterioration of patient condition
- Increasing delays in delivering other services
 - Hazardous Materials
 - Technical Rescue
 - Water Rescue
 - High Angle Rescue

- Trench Rescue
- Confined Space Rescue
- Structural Collapse Rescue
- Wildland Urban Interface
- Agency Assist

Strategies

- Continue to review and upgrade the Advanced Life Support Program (ALS) to meet City Council directives. Concentrate recruitment and training efforts on increasing Oklahoma City Fire Department paramedics.
- Continue the planning and construction of new fire stations authorized as General Obligation Bond projects.
- Continue the implementation and training for enhanced communications and data systems.
- Continue integration with EMSA including the periodic analysis of the Medical Priority Dispatch System (MPDS) to ensure appropriate allocation of our EMS resources.
- Continue to work with local, state and federal organizations to assist and provide monitoring and detection for our residents and responders at large venues and National Security Events.
- Collaborate with other City Departments to implement plans that are conducive for emergency responses to include faster routes and areas free of permanent obstructions.
- Collaborate with local educational institutions, Medical Director, local law enforcement, state and federal organizations, and medical transport agencies to increase educational opportunities.

Strategic Result

- Annually, the residents of Oklahoma City, even anticipating growth in outlying areas, will receive emergency responses within 7 minutes 70% of the time in order to protect lives, assess and treat medical emergencies, and limit damage to property and the environment.

Issue 3: Aging Facilities and Fleet Replacement

A lack of capital funding for Fire Department facilities and fleet replacement past 2021, , if not addressed, will result in increased facility and fleet maintenance costs and a diversion of resources from direct services to the public.

Strategies

- Continue the planning and construction of new fire stations authorized as General Obligation Bond projects.
- Complete facility repairs funded by General Obligation Bonds and Fire Sales Tax Fund.



- Work with City leadership to identify a funding source for Fleet replacement.
- Use MA+ Engineering facility assessment to prioritize building improvements throughout the Fire Department and identify a funding source.

Strategic Results

- By 2021, 100% of annual fleet replacement needs will have an identified funding source.
- By 2021, 100% of annual facility improvement needs will have an identified funding source.

Accomplishments

Administrative LOB

Public Relations and Marketing (PRM)

- Modified the structure of the PRM office and the duties of personnel to optimize our ability to provide exceptional service to the media, the general public, and other partners
- We have the largest social media following of all fire departments across the nation who are in our ten-city average universe of cities. Social media continues to be paramount as we maintain our position as an authoritative, honest, and transparent source of information
- Maintained and improved our website as another source of valuable information: We designed a page dedicated to the OK CHILD injury prevention program, a page for CPR training and associated information, and a page for our Project Life Smoke Alarm program including an option to register online for the annual Project Life Run

Operational Services Line of Business

Suppression

- Engine-51 placed back in service on March 25, 2018
- Purchased and installed Knox Key Retention system on all Suppression Apparatuses
- Completed Apparatus Compartment standardization on all Engine Companies
- Purchased and issued battery powered extrication equipment to all Ladder Companies to increase rescue effectiveness
- Developed and implemented 316-BEEP, a 24-hour bi-lingual smoke alarm hotline staffed by Community Service Liaisons
- Responded on a State level to assist western Oklahoma on a Type 1 wildland urban interface fire (Rhea Fire)
- Developed and Implemented a Smoke Alarm Installation Response by partnering with the American Red Cross to provide free smoke alarms in neighborhoods where fatalities in structure fires occur
- Finished Insurance Services Office (ISO) audit and received a Class 1 rating by the ISO. A huge accomplishment in the fire service and great for our citizens. There are only 241 communities nationwide with a Class 1-rated fire department

Suppression Training

- Completed construction of the flammable liquid and gas training props for live fire training of recruit and incumbent personnel
- Provided crew development training for all suppression personnel that included thermal imager camera (TIC) operations, live fire situations and crucial conversations
- Completed NFPA 1403 live fire training for select personnel

- Completed first accelerated recruit class (17-2) that consisted of 15 personnel who were at least FF-1, EMT-B, HMA and HMO certified and working in the fire service when hired by OKCFD. Academy took six weeks
- Completed a 20-week recruit academy that consisted of 51 males and three female personnel who graduated March 23, 2018
- Continued Crew Development with emphasis on live burn training and emphasis on leadership and communication skills
- Promotion of four-District Chiefs and the completion of a one-week academy
- Completed Sergeant Academy May 25, 2018 (25 candidates)
- Completed Captains Academy June 15, 2018 (15 candidates)
- Beginning phases of Emergency Response Simulation Lab at old Station 23

EMS

- Implemented an Exposure Immediate Action Guide for District Officers to use in the event of an exposure to personnel
- Successfully incorporated the National Continued Competency Program into all EMS Training provided
- Narcotics program gained full compliance status from the Drug Enforcement Agency (DEA) and Oklahoma Pharmacy Board
- Fifteen (15) incumbents completed paramedic training and system credentialing, continuing toward the goal of 100% ALS Engine implementation
- Updated EMS supply distribution and EMSA equipment replacement program to improve efficiency and reduce cost
- Completed active assailant functional exercise with Oklahoma City Police Department and updated active assailant response protocols
- Improved EMS response efficiency removing two low acuity MPDS determinant codes accounting for over 2,000 calls annually
- Replaced/updated 50 automated defibrillators for placement on non-ALS apparatus and Fire Department office locations
- Provided CPR training opportunities to City departments

Special Ops

- Responded on federal level with a Type 1 Swiftwater team to Houston TX during Hurricane Harvey
- Purchased and issued two Thermo Fisher Scientific Haz-Mat Monitors to improve product identification for Hazardous Materials Responses
- Swift water rescue helmets, whistles, Throw Bags, and updated PFD's to all Suppression Apparatus
- Addition of two canines to OKTF-1 (Zip and Zero)
- Participated in monthly HSART training with Tulsa and OKARNG. We now have 4 HSART personnel ready for deployment
- Participated in the Texas Search and Rescue Exercise in May. This involved helicopter rescue teams from Texas, North Carolina, South Carolina, Missouri, and Arizona:

- Total number of aircraft involved: 21
- Total number of participants (including volunteers): 280
- Total number of missions: 67
- Mission flight hours total (day & night): 80.1
- Hoist rescues performed (day & night): 122
- Short haul rescues performed (day & night): 9
- Total “survivors” rescued (day & night): 220
- Added 25 new members to OK-TF1. Members from several metro departments were included: Moore (5), Norman (4), Yukon (4), Edmond (2), Bethany (1), Chickasha (1), Mustang (1), The Village (1)

Prevention Services

Code Enforcement

- Maintained 98% of initial new construction inspections being completed within two days
- Maintained 100% of fire protection system plan reviews being completed within seven days
- Increased staff to provide an inspector for hotels
- Identified ‘High-Risk’ facilities in order to make the section more goal-oriented
- Conducted the Inspector 1 course in the Lieutenant’s Academy: 16 of 23 attendees passed (70% pass-rate)
- Updated burn permit process to utilize automated burn hotline
- Utilized the Burn Permit Manager in CAD system to assist fire companies in determining if address has a valid burn permit
- Conducted Fire Watch classes to nursing homes and senior centers to ensure those occupants are safe even when the fire protection systems go down
- Awarded numerous commendations for employee’s outstanding work performances
- Completed Fire Department Knox Key inventory and received inventory reports from OCPD and EMSA
- Implementing an enforcement plan with collaboration with OCPD and OK County Sheriff Department to address illegal fireworks use
- Successfully petitioned the TTC for ‘No Parking’ street signs in Will Rogers Court apartment complex to assist responding fire companies
- Initiated the Fee Feasibility project to review and restructure inspection fees
- Implemented new Code Interpretations to address issues such as insulation of residential sprinkler systems, private hydrants, Knox Devices, Fire Protection Systems plan submittals
- Created Bulletin Board Message on Sharepoint, Target Solutions, and Fireweb to communicate fire code-related information throughout the Fire Department
- Created training for Fire Company Inspections to prepare fire companies in inspecting restaurants
- Created Code Enforcement Smartbooks for all Code Inspectors that details job descriptions, mission statement of the section, goals and objectives, inspection procedures, etc. so that all inspectors are knowledgeable of their jobs and that new inspectors will know what is expected of them in this position

- Created Code Enforcement strengths, weaknesses, opportunities and threats (SWOT) analyses and vision of a 21st Century Fire Department
- Created 3 additional duty positions within Code Enforcement to assist the work section in achieving its goals
- The positions of Education, Public Information and Training Officers have been beneficial and motivating to the work section
- Assisted OKCPS in creating new fire drill procedures to combat school shootings

Fire Investigations

- Maintained a Fire Investigation Clearance rate at or above the national average
- New Investigators attended National Fire Academy Essentials in Fire Investigation Class
- New Investigations Log Book Data retention system in use
- Converted all investigation case files to electronic format
- Shredded and cleaned out old paper case files
- Sorted and cleaned out old evidence
- Purchased new cameras that are more durable and made to be used in an unfriendly environment
- 100% of investigations conducted with peer review
- New PPE in use particulate respiratory protection mask
- New PPE Dual Certified work gloves in use

Public Education

- Activated web-based child injury program *OK Child* available for elementary educators and the general public via okc.gov
- Established a new District Smoke Alarm distribution process
- Completed the 5th Annual Project Life 5K Run and raised over \$19,000.00: our highest total to date
- Published the OK Child Injury Prevention Newsletter

Support Services

Dispatch:

- Fire Department accommodation for actions taken during a fire where a family was trapped, and dispatch aided in them finding shelter and keeping them calm until Fire Department Units could arrive
- Continued to make improvements by decreasing the amount of time it takes to dispatch emergency incidents

Facilities:

- Finished construction on re-builds of Stations 21 and 23
- Completed Firefighter Memorial at Fire Station 1
- Started construction on new Fire Station 29
- Made numerous repairs to various work-sites based on prioritization of MA+ Engineering's report
- Preventative Maintenance completed on all HVAC systems
- Preventative Maintenance completed on all overhead doors

Fire Information Technology:

- Hired a new System Support Specialist III position to enhance our ability to utilize SQL database systems
- Set up and training on NEOGOV application platform to be ready to launch 01/19.
- Transferred commonly used databases from MS Access to SQL to enhance performance and simplify processes
- Created a project request database for Public Relations and Marketing Team to allow them to process and prioritize work requests
- Narc box and Knox Key Retention System- implement both systems to enhance our drug and knox key security systems
- Converted all computers from 32 bits to 64 bits

Human Resources:

- Promoted a new Human Resource Officer
- Promoted a new Recruitment Officer
- Processed and hired 114 new recruits.
- Developed and administered several promotional exams for Sergeant, Captain, District Chief, and Deputy Chief in Suppression
- Assisted with promotional process in Fire Prevention for four Public Educations Officers and one Fire Investigator
- Worked with the Personnel Department and Fire Information Technology on a new hiring process that is set to begin January 2019
- Completed 16 retirement packages for employees that have retired over the past year

Fleet Maintenance:

- Hired four new mechanics
- Standardized equipment on all engine companies so all engine companies carry the same equipment and are placed in the same location
- Completed all NFPA required pump testing of apparatus
- Completed all NFPA required hose testing
- Placed five regular engine companies and one brush pumper into service
- Put new fire pump and hose testing trailer into service
- Awarded contracts for one Dive Rescue Unit and one Heavy Rescue Unit

Lines of Business and Programs

Department Organization

Administrative Line of Business

- Executive Leadership Program
- Public Relations and Marketing Program

Fire Prevention Services Line of Business

- Fire Investigations Program
- Fire Prevention Inspection and Code Compliance Program
- Public Safety Education Services Program

Operational Services Line of Business

- Emergency Medical Services Program
- Fire Suppression Operations Program

Support Services Line of Business

- Fire Dispatch Program
- Fire Maintenance Services Program

Administrative Line of Business

The purpose of the Administrative Line of Business is to provide leadership, support and information to the department so it can achieve its strategic and operational results.

Programs and Key Measures

Executive Leadership Program

 % of key measures achieved

Public Relations and Marketing Program

 # reached per Facebook post

 # of impressions per tweet on twitter

Executive Leadership Program

The purpose of the Executive Leadership Program is to provide planning, management, administrative and reporting services to department employees and City leaders so they can achieve strategic goals and key results.


Program Managers: Richard Kelley and Clint Regier

Program Budget: \$11,604,236 (FY19)

Program Services:

- Agenda Items / Packets
- Audit Responses
- Budget Proposals
- Citizen Responses
- Continuity of Operations Plan
- Contract Compliance Reviews
- Contracts, Leases, and Agreements
- Executive Reports
 - City Manager Reports
 - Ad Hoc Reports
 - Special Project Reports
 - Performance Reports
- FMLA Authorizations
- Grant Applications
- Grant Status Reports
- Grievance Resolutions
- Internal Investigation Reports
- Legislative Recommendations
- Needs Analyses
- Open Record Responses
- Personnel Transactions
- Plans (i.e. Master, Strategic Business Plans)
- Policies and Procedures
- Presentations
- Project and Financial Impact Analyses
- Union Negotiations and Recommendations
- Recruitment Status and Diversity Reports



Family of Measures

Results	 % of key measures achieved
	% of full-time equivalent employees without an on the job injury (OJI) in the current fiscal year
	% of Fire Department applicants that are female and/or minority
	% of performance evaluations completed by the review date
	% of terminations submitted to the Personnel Department within 3 days of the termination date
Outputs	Dollar amount of operating expenditures managed
	# of full-time employees supported

Public Relations and Marketing Program

The purpose of the Public Relations and Marketing Program is to provide informational, educational and promotional services to residents, the media, the business community and departmental personnel so they will be aware of Fire Department programs, activities, and emergency service delivery.

Program Managers:	Richard Kelley and Benny Fulkerson
Program Budget:	New for FY20
Program Services:	<ul style="list-style-type: none"> ▪ Coordinating Special Events ▪ Citizen Engagements ▪ Citizen Responses ▪ Emergency Incident Responses ▪ Social Media Communications <ul style="list-style-type: none"> ○ Facebook ○ Instagram ○ NextDoor ○ Twitter ○ YouTube ▪ Media Requests ▪ News Releases ▪ Open Records Requests ▪ Photography/Video Productions ▪ Public Speaking Events ▪ Websites Updates

Family of Measures	
Results	 # reached per Facebook post
	 # of impressions per tweet on Twitter
	% of time photography/video productions are completed by due date
Outputs	# of Facebook followers
	# of Instagram followers
	# of Twitter followers
	# of photography/video projects completed
	# of social media posts

Fire Prevention Services Line of Business

The purpose of the Fire Prevention Services Line of Business is to provide community risk reduction education, enforcement and investigation services to the residents, business community and visitors of Oklahoma City so they can benefit from a reduced risk of loss from fire and other hazards.

Programs and Key Measures

Fire Investigations Program



% of fire investigations referred to the district attorney for prosecution of arson

Fire Prevention, Inspection and Code Compliance Program



% of fire protection system plan reviews completed within 7 business days of receipt



% of initial new construction inspections completed within 2 business days of request

Public Safety Education Services Program



% of elementary public schools in Oklahoma City limits receiving fire and life safety presentations per year



of Fire Department public safety education participants served

Fire Investigations Program

The purpose of the Fire Investigations Program is to provide investigation services to prosecutors, property owners, and property insurers so they can receive fire cause determinations that allow them to receive (or provide) appropriate compensation and prosecute alleged arsonists.


Program Managers: Harold Thompson and Randy Williams

Program Budget: \$2,060,099 (FY19)

Program Services:

- Fire Investigation Case Files
 - Fire Investigation Consultations / Testimony and/or Depositions
 - Fire Investigations / Reports
-

Family of Measures

Results	 % of fire investigations referred to the district attorney for prosecution of arson
	% of fire investigations resulting in a cause determination of accidental, incendiary, or natural
Outputs	# of fire investigations conducted
	# of juveniles referred to the Operation Fire Safe Program



Fire Prevention, Inspection and Code Compliance Program

The purpose of the Fire Prevention, Inspection and Code Compliance Program is to provide specialized inspections, testing and consultation services to the residents of Oklahoma City, property and business owners, and industry professionals so they can be in compliance with fire safety codes and ordinances.

Program Managers: Harold Thompson and Prince Morgan

Program Budget: \$2,261,928 (FY19)

- Program Services:
- Certification Tests
 - Code Interpretations
 - Consultations
 - Enforcement Actions
 - Expedited Inspections
 - Expedited Plan Reviews
 - Fire Protection Plan Reviews
 - Fire Protection System Acceptance Tests
 - Fire Watch Education Services
 - Incident Reports
 - Inspections
 - Knox Box Security Services
 - Self-Inspection checklists
 - Occupant Load Certifications
 - Permits, Licenses, and Fees
 - Property / Environmental Surveys
 - Special Event Coordination and Preplans
 - Telephone Inquiry Responses
-

Family of Measures	
Results	 % of fire protection system plan reviews completed within 7 business days of receipt
	 % of initial new construction inspections completed within 2 business days of request
	% of high risk commercial businesses inspected annually
Outputs	# of requests for service completed (re-inspections, surveys, open records requests, training sessions, and monthly permits)

Public Safety Education Services Program



The purpose of the Public Safety Education Services Program is to provide community risk reduction activities to the community of Oklahoma City so they can prevent and better prepare for emergencies to have a reduced risk of loss from fire, injury, or illness.

Program Managers: Harold Thompson and Kevin Berry

Program Budget: \$1,327,961 (FY19)

Program Services:

- Business Emergency Operations and Evacuation Plans
- Citizens Fire Academy
- Community Meetings
- Educational Sessions
- Emergency Consultation Sessions
- Fire Extinguisher Training Sessions Inter-Agency Health and Safety Updates
- Juvenile Fire-Setter Intervention Sessions
- Media Fire Safety Information Demonstrations
- Public Policy Consultations
- Safety Displays
- Safety Materials
- School Mentoring Sessions
- Smoke Alarms and Batteries
- Train the Trainer Health and Safety Sessions and Materials



Family of Measures	
Results	 % of elementary public schools in Oklahoma City limits receiving fire and life safety presentations per year
	% of juveniles referred to Fire Prevention Services that have previously attended Operation Fire Safe
Outputs	 # of Fire Department public safety education participants served
	# of hours spent on Community Risk Reduction requests for service
	# of elementary students in the Oklahoma City limits educated in the fire and life safety presentations
	# of smoke alarms distributed to residents
	# of Train the Trainer Health and Safety Sessions provided

Operational Services Line of Business




The purpose of the Operational Services Line of Business is to provide emergency response and Community Risk Reduction activities to residents and visitors in our community in order to minimize life and property loss from fires and reduce injury and death from medical emergencies as well as other hazards.

Programs and Key Measures

Emergency Medical Services Program

-  % of Fire Department emergency medical responses provided within 5 minutes or less from being dispatched to arrival
-  % of cardiac arrest where return of spontaneous circulation is achieved

Fire Suppression Operations Program

-  # of Fire Department Community Risk Reduction contacts
-  % of fire incident responses within 5 minutes or less from being dispatched to arrival
-  Structure fire fatalities per 100,000 residents

Emergency Medical Services Program

The purpose of the Emergency Medical Services Program is to provide response to life threatening emergencies and medical assistance services to residents and visitors of Oklahoma City, so they can receive immediate medical assessment and treatment that will improve, resolve or stabilize their condition.



Program Manager: James Blocker

Program Budget: \$80,355,035 (FY19)

Program Services:

- Advanced Life Support Call Responses
- Basic Life Support Call Responses
- Cardiac Arrest Responses
- Citizen CPR and First Aid Courses
- Medical Responses
- Medical Assessments
- Quality Assurance Audits
 - Cardiac Incidents, OBGYN Incidents, Poisoning/Ingestion Incidents, Trauma Incidents
 - Procedures Performed (12 lead ECG, IV's, Chest Decompressions, etc.
 - Medication administered and if there is patient improvement (Narcan, Fentanyl, Glucose, Morphine, Nitro, etc.)
- Trauma Responses

Family of Measures

Results	 % of Fire Department emergency medical responses provided within 5 minutes or less from being dispatched to arrival
	 % of cardiac arrest where return of spontaneous circulation is achieved
	% of Fire Department emergency medical responses where treatment is indicated, and condition is improved or stabilized
	% of Fire Department emergency responses provided with Advanced Life Support (ALS) staff and equipment
Outputs	# of Fire Department emergency medical responses
	# of Fire Department emergency medical responses where treatment is provided
Demands	# of Fire Department emergency medical calls dispatched

Fire Suppression Operations Program




The purpose of the Fire Suppression Operations Program is to provide fire protection and emergency response services to our residents, so they can realize minimized property loss, reduced injuries and fatalities.

Program Manager: Mike Walker

Program Budget: \$35,992,159 (FY19)

Program Services:

- Community Service Liaison Responses
- Community Risk Reduction Activities
 - Hydrant Inspections
 - Smoke Alarm Distribution, Installation, and Checks
 - Wildland Urban Interface Services
- Fire Company Code Inspections
- Handicapped Assistance Responses
- Map Updates
- Mobile Property Incident Responses
- Mutual Aid Responses
- Special Operations Responses
 - Hazmat
 - Natural Disaster Incidents
 - Technical Rescues
- Structural Fire Incident Responses
- Wildland Incident Responses

Family of Measures	
Results	 % of fire incident responses within 5 minutes or less from being dispatched
	 Structure fire fatalities per 100,000 residents
	% of structure fires contained to the room of origin
Outputs	 # of Fire Department Community Risk Reduction activities
	# of Fire Department daily training hours per Operations position
	# of fire incident responses provided
	# of people assisted by the Fire Department Community Service Liaison
	# of special operations responses provided by the Fire Department

Support Services Line of Business

The purpose of the Support Services Line of Business is to provide Dispatch, Fire Information Technology, Fleet, Equipment and Facility Management Services to the Fire Department, so they can receive timely dispatches and properly maintained fleet, equipment and facilities.

Programs and Key Measures

Fire Dispatch Program



% of incidents dispatched within 60 seconds of receipt at Fire Dispatch

Fire Maintenance Services Program



% of time the fire apparatus is available for use (not down for maintenance)



% of Priority 1 facility work orders completed within 24 hours

Fire Dispatch Program

The purpose of the Fire Dispatch Program is to provide coordinated response services to residents and visitors in need, so they can receive immediate and appropriate emergency and non-emergency assistance.


Program Managers: Tony Davis and Al Cothran

Program Budget: \$2,046,261 (FY19)

Program Services:

- 911 Call and Radio Audio Productions
 - 911 Call Responses
 - Coordinated Emergency Responses
 - Emergency Call Prioritizations
 - Emergency Incident Dispatches
 - Non-Emergency Incident Dispatches
 - Public Burn Permit Inquiry Responses
-

Family of Measures

Results	 % of incidents dispatched within 60 seconds of receipt at Fire Dispatch
	% of 911 telephone calls answered within 15 seconds or less from transfer to Fire Dispatch
Outputs	# of incidents dispatched to the Fire Department
Demands	# of 911 telephone calls received

Fire Maintenance Services Program



The purpose of the Fire Maintenance Services Program is to provide fleet, equipment and facilities services to the Oklahoma City Fire Department, so it can have safe and reliable facilities and equipment to respond.

Program Managers: Tony Davis, Brent Pierce and Shawn Bray

Program Budget: \$10,962,072 (FY19)

Program Services:

- Building Repair Service Calls
- Equipment Tests
- Firefighting Tools and Rescue Equipment
- Fleet/ Equipment Repairs
- Fleet/ Equipment Reports
- Fleet/Equipment Inspections
- Fleet/Equipment Specifications
- Maintenance Services and Repairs
- Monthly Fuel Reports
- Parts, Station and EMS Inventories
- Self-Contained Breathing Apparatus (SCBA) Services and Repairs
- Vehicle Purchase Recommendations

Family of Measures	
Results	 % of time the fire apparatus is available for use (not down for maintenance)
	 % of Priority 1 facility work orders completed within 24 hours
	% of total maintenance hours that are scheduled
	% of repairs outsourced
	% of fleet direct labor hours realized
Outputs	# of Priority 1 Fire Department facility work orders completed within 24 hours
	# of fleet direct labor hours realized
	# of Priority 1 Fire Department facility work orders completed