

Fire

FY18 Actual FY19 Actual FY20 Projection FY20 Target FY21 Target

Long-Term Issue - 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 to address the Long-Term Issue

- 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 Result(s) to measure annual progress on Long-Term Issue

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)).

389	# of structure fire fatalities per 100,000 residents	3.21	2.39	2.20	1.03	1.03
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Strategic Result(s) to measure annual progress on Long-Term Issue

Annually, Oklahoma City will achieve a cardiac arrest resuscitation rate of 33%.

390	% of cardiac arrest patients receiving resuscitative efforts where return of spontaneous circulation is achieved	38%	37%	38%	29%	29%
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Strategic Result(s) to measure annual progress on Long-Term Issue

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 participating in Community Risk Reduction activities.
- 40,000 community risk reduction activities involving the community of Oklahoma City.

391	% of elementary public schools in Oklahoma City limits participating in Community Risk Reduction activities	93%	26%	26%	100%	100%
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392	# of Fire Department Community Risk Reduction activities	37,393	39,155	38,936	40,000	40,000
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Long-Term Issue - 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 to address the Long-Term Issue

- *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 institution, Medical Director, local law enforcement, state and federal organizations, and medical transport agencies to increase educational opportunities.*



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Long-Term Issue - Increased Service Demand

Strategic Result(s) to measure annual progress on Long-Term Issue

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.

393	 % of emergency incidents responded to within 7 minutes	65%	65%	65%	70%	70%
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Long-Term Issue - 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 to address the Long-Term Issue

- 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 Result(s) to measure annual progress on Long-Term Issue

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


394	% of annual fleet replacement needs with an identified funding source	N/A	0%	0%	N/A	N/A
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Strategic Result(s) to measure annual progress on Long-Term Issue

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




395	% of annual facility improvement needs with an identified funding source	N/A	N/A	N/A	N/A	N/A
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Administrative - Executive Leadership

396	 % of key measures and strategic results achieved	18%	26%	42%	75%	75%
397	% of Fire Department applicants that are female and/or minority	36%	42%	42%	45%	45%
398	% of full-time equivalent employees without an on the job injury (OJI) in the current fiscal year	95%	95%	95%	95%	95%
399	% of performance evaluations completed by the review date	77%	92%	91%	100%	100%








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Administrative - Executive Leadership						
400	% of terminations submitted to the Personnel Department within 3 days of the termination date	94%	100%	100%	95%	95%
401	# of full-time employees supported	986	1,004	1,008	1,034	1,037
402	Dollar amount of operating expenditures managed	131,474,884	140,439,838	133,920,991	155,754,857	151,985,888
Administrative - Public Relations and Marketing						
403	 % of photography/videography/graphic arts projects completed on time	N/A	N/A	95%	100%	100%
404	# of Fire apparatus appearance requests *	N/A	N/A	301	540	600
405	# of new social media followers *	N/A	N/A	13,051	13,200	18,000
406	# of photography/videography/graphic arts projects completed *	N/A	N/A	49	48	40
407	# of Smoke Alarm requests via OKC Fire website in English *	N/A	N/A	453	300	500
408	# of Smoke Alarm requests via OKC Fire website in Spanish *	N/A	N/A	21	36	36
409	# of social media engagements *	N/A	N/A	512,129	408,000	800,000
410	# of social media posts *	N/A	N/A	1,928	1,800	2,000
Fire Prevention Services - Fire Code Compliance						
411	 % of fire protection system plan reviews completed within 7 business days of receipt	88%	100%	100%	100%	100%
412	 % of initial new construction inspections completed within 2 business days of request	98%	97%	97%	90%	90%
413	% of identified high-risk commercial businesses inspected annually	0%	N/A	N/A	10%	10%
414	# of identified high risk commercial businesses *	N/A	N/A	3,217	N/A	N/A
415	# of requests for service completed (re-inspections, surveys, open records requests, training sessions, and monthly permits)	60,842	49,065	57,765	53,494	53,494








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Fire Prevention Services - Fire Investigations						
416	 % of incendiary (set fire) fire investigations referred to the district attorney for prosecution of arson	N/A	37%	29%	35%	63%
417	% of fire investigations resulting in a cause determination of accidental, incendiary, or natural	65%	61%	65%	68%	56%
418	# of fire investigations conducted	229	208	268	126	200
419	# of investigations resulting in a cause determination of incendiary	67	63	94	126	70
420	# of juveniles referred to the Operation Safe Fire Program	12	20	10	50	30
Fire Prevention Services - Public Safety Education Services						
421	 % of elementary public schools in Oklahoma City limits participating in Community Risk Reduction activities	93%	26%	26%	100%	100%
422	% of youth referred to Fire Prevention Services that have previously attended Operation Fire Safe	N/A	N/A	N/A	0%	0%
423	 # of Fire Department public safety education participants served	23,455	20,086	34,627	36,000	36,000
424	# of elementary students in the Oklahoma City limits participating in Community Risk Reduction activities	7,276	N/A	N/A	6,824	6,824
425	# of Health and Safety Sessions provided	83	N/A	19	30	50
426	# of hours spent on Community Risk Reduction requests for service	4,645	1,598	N/A	3,500	3,500
427	# of smoke alarms distributed to residents	6,511	8,047	5,777	6,500	6,500
Operational Services - Emergency Medical Services						
428	 % of cardiac arrest patients receiving resuscitative efforts where return of spontaneous circulation is achieved	38%	37%	33%	29%	29%
429	 % of Fire Department emergency medical responses provided within 5 minutes or less from being dispatched to arrival	61%	62%	61%	70%	70%
430	% of Fire Department emergency medical responses provided with Advanced Life Support (ALS) staff and equipment	87%	87%	88%	85%	85%





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Operational Services - Emergency Medical Services						
431	% of Fire Department emergency medical responses where treatment is indicated and condition is improved or stabilized	100%	100%	100%	95%	95%
432	% of time Fire apparatus arrives on scene prior to EMSA *	N/A	N/A	N/A	28%	N/A
433	# of Fire Department emergency medical responses	52,924	52,188	56,152	55,579	55,579
434	# of Fire Department emergency medical responses where treatment is provided	N/A	41,205	43,410	48,157	48,157
435	# of Fire Department emergency medical calls dispatched	61,788	61,234	66,356	64,919	64,919
Operational Services - Fire Suppression Operations						
436	 # of structure fire fatalities per 100,000 residents	3.21	2.39	1.41	1.03	1.03
437	 % of structure fire incident responses within 5 minutes or less from being dispatched to arrival	N/A	68%	68%	70%	70%
438	 % of emergency incidents responded to within 7 minutes	65%	65%	65%	70%	70%
439	% of other fire incident responses within 5 minutes or less from being dispatched	N/A	56%	55%	70%	70%
440	% of structure fires contained to the room of origin	63%	71%	76%	65%	65%
441	 # of Fire Department Community Risk Reduction activities	37,393	39,155	37,725	40,000	40,000
442	# of Fire Department daily training hours per Operations position	3.04	N/A	N/A	2.00	2.00
443	# of fire incident responses provided	2,926	2,581	3,472	3,100	3,100
444	# of other fire incident responses provided	N/A	1,469	2,261	1,800	1,800
445	# of people assisted by the Fire Department Community Service Liaison	1,661	900	567	3,000	3,000
446	# of special operations responses provided by the Fire Department	905	1,129	959	800	800
447	# of structure fire incident responses provided	N/A	1,097	1,184	1,000	1,000
Support Services - Fire Dispatch						
448	 % of incidents dispatched within 60 seconds of receipt at Fire Dispatch	83%	88%	92%	90%	90%



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Support Services - Fire Dispatch						
449	% of 911 telephone calls answered within 15 seconds or less from transfer to Fire Dispatch	97%	98%	97%	100%	100%
450	# of incidents dispatched to the Fire Department	75,089	74,411	80,787	78,400	78,400
451	# of 911 telephone calls received	17,006	17,157	19,761	17,600	17,600
Support Services - Fire Logistics and Facilities Maintenance						
452	 % of Priority 1 facility work orders completed within 24 hours	90%	81%	N/A	90%	90%
453	 % of time the fire apparatus is available for use (not down for maintenance)	92%	92%	92%	90%	90%
454	% of fleet direct labor hours realized	N/A	60%	96%	70%	70%
455	% of repairs outsourced	6%	4%	5%	12%	8%
456	% of total maintenance hours that are scheduled	65%	93%	83%	70%	80%
457	# of fleet direct labor hours realized	6,495	8,245	7,743	9,800	9,800
458	# of Priority 1 Fire Department facility work orders completed	158	112	N/A	160	160
459	# of Priority 1 Fire Department facility work orders completed within 24 hours	142	91	N/A	144	144

