



# Fire Department

## Strategic Business Plan

Effective Date: July 1, 2019

### **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 participating in Community Risk Reduction activities.
  - 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

#### **Executive Leadership**

- Created new payroll Kronos interface for the Leave Management Database (LMDB).
- Administered the Staffing for Adequate Fire and Emergency Response (SAFER) Grants for 39 firefighting personnel.
- Provided oversight of the Department's budget, purchasing, contract management and payroll.
- Updated, developed and maintained the Department's leave management (LMDB), Fire Investigations, and station databases, and the Target Solutions Training Platform.
- Concerted programs to improve collaboration with joint labor/management programs and labor/management negotiations.
- Monitored and administered the Leading for Results (LFR) Program for performance-based budgeting.

#### **Public Relations and Marketing (PRM)**

- Continued to streamline workflow and more accurately define roles of PRM staff to increase efficiency.
- Added official Department profile on Instagram to reach a greater audience.
- Utilized traditional media, social media, and the Department's website to promote events, programs, and activities such as Project Life Run, Citizen's Fire Academy, free smoke alarm program, smoke alarm canvassing initiative, OK Child, and CPR training.
- Engaged with citizens, business owners, and various community partners concerning project collaboration, general assistance and information dispersal, including with the Oklahoma Blood Institute for the Boots and Badges event and with residents about questions concerning burn permits, ISO ratings and special appearances.
- Produced frequent short videos for social media use to promote the department, and for internal customers, including the regularly-occurring Fire Department Connection video series and the "Mayday Video" training video utilized on Target Solutions.

### Operational Services Line of Business

#### **EMS**

- Improved fire resource efficiency and firefighter safety by reducing emergency responses to low acuity determinant codes that are not time sensitive.
- Moved all personnel to electronic renewal of certifications through the National Registry of EMTs
- Partnered with the Medical Control Board to implement alternative training and certification for systems resuscitation protocols.

- Established wireless internet service for the Fire Training Center.
- Purchased a cache of 18 computer tablets available for students at the Fire Training Center, for Fire Suppression training and for EMS training and on-line testing.
- Conducted functional active assailant/hostile situation exercises with EMSA and Police.
- Furthered the goal of 100% ALS Engine implementation by partnering with OSU-OKC to enroll 15 incumbents in their paramedic program with an expected graduation in December 2019.
- Replaced 17 LifePak-15 defibrillators on ALS engines.
- Provided training for HandTevy system which increases efficiency in managing pediatric cardiac arrests.
- Maintained 27% return of spontaneous circulation for cardiac arrest incidents.
- Addressed temperature control issues for medications carried on fire apparatus.
- Performed interagency mass casualty training for the OKC Streetcar.
- Placed binder lift devices on all fire engines to assist in moving heavy patients and reduce firefighter injury.

### **Suppression**

- Continued training with Chief Officers, Rideout Majors, Fire Information Technology (FIT) and Police personnel to staff the Mobile Communications Center (MCC) when deployed.
- Helped to directly save 66 lives during Special Operations incidents, including 201 Hazmat and 512 Technical Rescue calls during a 12-month period.
- Acquired a new boat package to enhance water rescue capabilities.
- Deployed the Helicopter Search and Rescue Team (HSART) for the first time to North Carolina to assist with water rescues during Hurricane Florence.
- Responded to a federal emergency in North Carolina during Hurricane Florence, and to a state emergency in Eastern Oklahoma during a flood event with Type 1 Swiftwater teams.
- Continued partnership with the Red Cross to provide free smoke alarms in OKC areas where there was an increase in fatality fires.

### **Suppression Training**

- Provided crew development training for all suppression personnel, including targeted search, live reset fire situations and the Hartman Personality profile.
- Saved several thousand dollars by building training and live burn props to use during recruit class 18-1 for Fire Fighter (FF) 1 and 2 certifications.
- Provided Fire Officer I training for the Captain's and Sergeant's Academy with a 98% pass ratio.
- Provided Fire Instructor 1 on-line class through Target Solutions and facilitated certification testing through OSU/FST. Over 45 personnel have taken the written and practical exam with a 100% pass rate.
- Graduated Recruit Class 18-1 which consisted of 48 personnel, including 2 females and 46 males. The recruits graduated with certifications in FF-1, FF-2, flammable liquids and gas (FLaG), Hazmat materials awareness (HMA), Hazmat materials operations (HMO), and vehicle extrication.

- Continued to create an Incident Command Simulation lab at old Fire Station 23 which will allow for emergency incident scenarios to be computer generated and for officers to practice command operations inside a controlled environment.

## **Prevention Services**

### **Code Enforcement**

- Coordinated with the Department's Business Manager to complete a third-party provider Fire Code Enforcement Fee Feasibility Study to evaluate and reorganize our processes to collect more accurate data.
- Increased current staff with two additional inspectors added to the Department's FY20 budget to address high risk commercial businesses.
- Completed 97% of Initial New Construction inspections within two days.
- Completed 99% of Fire Protection Plans reviews within seven business days.
- Launched the company inspection pilot program with District 605 to be followed by Districts 601, 602, 603, 604 and 606. All districts will be performing company inspections by July 2019.
- Adopted position renaming from Code Enforcement Officers to Code Compliance Officers and submitted proposal to standard operating procedures (SOP) committee for review.

### **Fire Investigations**

- Continued to negotiate for a new Mid-Level Supervisor to assist with case continuity and overall supervision of Investigators.
- Continued to negotiate for there to be at least two Investigators on duty per shift.
- Progressed with a wear test for dual certified gear used by Investigators in place of standard structural gear.
- Began using digital SharePoint daily logbook.
- Purchased a new Fire Investigation response vehicle.
- Completed daily documentation of vehicle inventory on Target Solutions.
- Purchased a new weapon retention safe for all investigation vehicles.
- Began remodel of Investigator sleeping and restroom area.
- Created an office work procedure book for all functions of Fire Investigation.

### **Public Education**

- Provided all 2<sup>nd</sup> grade classes in city elementary schools with fire and life safety education.
- Replaced the previous fire and life safety education program with OK Child which will reach grades K-6. The inaugural kickoff reached over 7,000 youth in 25 schools and over 20,000 youth are expected for next year
- Created OK Child Injury Prevention web site.
- Exceed smoke alarm distribution goal of 2,500.
- Continued to establish a plan to reduce the fire load in Northeast Oklahoma City (602 District).



- Began implementing a Prescribed Burn Plan with the cooperation of various City Departments.
- Developed instructional videos illustrating what staff in the Prevention Services Line of Business Programs are responsible for.

## **Support Services**

### **Dispatch**

- Provided aid to firefighters when rescuing an elderly female was trapped inside a building.
- Decreased the amount of time it takes to dispatch emergency incidents to meet the LFR goal of dispatching incidents within one-minute 90% of the time. Have continued to meet this goal every month since July 2019.
- Implemented the Public Safety Communications Liaison position that will assist in bridging the gap between Fire Dispatch and 911 Communications personnel.

### **Facilities**

- Continued construction on new Fire Station 29.
- Began Fire Station 14 remodel.
- Replaced all mattresses with new foam mattresses for 36 fire stations.
- Replaced furniture at identified Fire Stations based on Furniture Replacement Schedule.
- Completed database to track LFR measure for Priority 1 work requests competed within 24 hours.
- Made various repairs and upgrades at work sites based on MA+ Engineering report.

### **Fire Information Technology (FIT)**

- Hired a new System Support Specialist (SSS) IV supervisor to lead the FIT Team.
- Hired a new System Support Specialist III to replace incumbent that was promoted to the SSS IV position.
- Hired a new System Support Specialist II added in the Department's FY20 budget.
- Assisted the Human Resource work section with the implementation of NEO.gov.
- Created a project request database for administrative staff to allow them to process and prioritize Department projects.
- Configured 40 rugged book computers and developed an inspection form for the implementation of the Department's inspection program.
- Upgraded all computers to the Windows 10 operating system.
- Upgraded all computers to support the Microsoft Teams application.

### **Human Resources**

- Promoted a new Human Resource Officer.
- Promoted a new Recruitment Officer.
- Hired and graduated 46 new fire recruits.

- Administered written exam to 843 new applicants.
- Developed and administered several promotional exams for Sergeant, Captain, District Chief, and Shift Commander in Suppression.
- Worked with the Personnel Department and FIT on a new hiring process that was implemented in January 2019.
- Completed 16 retirement packages for employees that have retired over the past year.
- Began holding an annual retirement seminar to educate employees on the process and life after retirement.

### **Logistics**

- Restructured Fire Maintenance into the Fire Logistics Service Center.
- Hired one new mechanic.
- Awarded contracts for eight Pumper Engines and one Hazmat Response Vehicle.
- Completed all National Fire Protection Association (NFPA) required pump and aerial testing of apparatus.
- Completed all NFPA required hose and ground ladder testing.
- Completed integrating NAPA Integrated Business Solutions into the fleet automotive repair parts storeroom.
- Completed all scheduled preventative maintenance for all frontline apparatus.
- Implemented the EMS/ Station Supply Work Center.

## 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 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 Logistics and Facilities Maintenance 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 and strategic results achieved

Public Relations and Marketing Program

 % of photography/videography/graphic arts projects completed on time

## 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.

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Program Managers: Richard Kelley and Clint Regier

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Program Budget: \$11,446,419 (FY20)

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### 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 |  <b>% of key measures and strategic results achieved</b> |
|         | % 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.

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Program Managers: Richard Kelley and Benny Fulkerson

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Program Budget: \$419,971 (FY20)

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Program Services:

- Coordinating Special Events
  - Citizen Engagements
  - Citizen Responses
  - Emergency Incident Responses
  - Graphic Design Projects
  - Social Media Communications
  - Media Requests
  - News Releases
  - Open Records Requests
  - Photography/Video Productions
  - Public Speaking Events
  - Websites Updates
- 

### Family of Measures

|         |                                                                                                                                                          |
|---------|----------------------------------------------------------------------------------------------------------------------------------------------------------|
| Results |  % of photography/videography/graphic arts projects completed on time |
| Outputs | # of photography/videography/graphic arts projects completed                                                                                             |
|         | # of social media posts                                                                                                                                  |
|         | # of new social media followers                                                                                                                          |
|         | # of social media engagements                                                                                                                            |
|         | # of Fire apparatus appearance requests                                                                                                                  |
|         | # of Smoke Alarm requests via OKC Fire website in English                                                                                                |
|         | # of Smoke Alarm requests via OKC Fire website in Spanish                                                                                                |

## Fire Prevention Services Line of Business



The purpose of the Fire Prevention Services Line of Business is to provide community risk reduction education, compliance 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 incendiary (set fire) fire investigations referred to the district attorney for prosecution of arson

#### Fire 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 participating in Community Risk Reduction activities
-  # 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.

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Program Managers: Harold Thompson and Randy Williams


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Program Budget: \$2,208,846 (FY20)

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Program Services:

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



| Family of Measures |                                                                                                                                                                                             |
|--------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Results            |  % of incendiary (set fire) 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 investigations resulting in a cause determination of incendiary                                                                                                                        |
|                    | # of juveniles referred to the Operation Fire Safe Program                                                                                                                                  |



## Fire Code Compliance Program

The purpose of the Fire 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 compliant with safety codes and ordinances.

|                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|-------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Program Managers: | Harold Thompson and Prince Morgan                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Program Budget:   | \$2,676,789 (FY20)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Program Services: | <ul style="list-style-type: none"> <li>▪ Certification Tests</li> <li>▪ Code Interpretations</li> <li>▪ Consultations</li> <li>▪ Enforcement Actions</li> <li>▪ Expedited Inspections</li> <li>▪ Expedited Plan Reviews</li> <li>▪ Fire Protection Plan Reviews</li> <li>▪ Fire Protection System Acceptance Tests</li> <li>▪ Safety/Community Board Meetings</li> <li>▪ Fire Watch Education Services</li> <li>▪ Incident Reports</li> <li>▪ Inspections</li> <li>▪ Knox Box Security Services</li> <li>▪ Self-Inspection checklists</li> <li>▪ Occupant Load Certifications</li> <li>▪ Permits, Licenses, and Fees</li> <li>▪ Property / Environmental Surveys</li> <li>▪ Special Event Coordination and Preplans</li> <li>▪ Telephone Inquiry Responses</li> </ul> |

| 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 identified high-risk commercial businesses inspected annually*                                                                                                       |
| Outputs            | # of requests for service completed (re-inspections, surveys, open records requests, training sessions, and monthly permits)                                              |
|                    | # of identified high risk commercial businesses                                                                                                                           |

\*Apartments, schools, hospitals, hotel/motels, day cares, nursing homes, plant/grow enrichment facilities and extraction processing facilities and restaurants currently identified

## 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: \$1,505,663 (FY20)

### 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
- Health and Safety Sessions and Materials
- Media Fire Safety Information Demonstrations
- Public Policy Consultations
- Safety Displays
- Safety Materials
- School Mentoring Sessions
- Smoke Alarms
- Youth Fire-Setter Intervention Sessions



| Family of Measures |                                                                                                                                                                                                 |
|--------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Results            |  % of elementary public schools in Oklahoma City limits participating in Community Risk Reduction activities |
|                    | % of youth 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 participating in Community Risk Reduction activities                                                                                       |
|                    | # of smoke alarms distributed to residents                                                                                                                                                      |
|                    | # of Health and Safety Sessions provided                                                                                                                                                        |

## Operational Services Line of Business




The purpose of the Operational Services Line of Business is to provide innovative 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 patients receiving resuscitative efforts where return of spontaneous circulation is achieved

#### Fire Suppression Operations Program

-  # of Fire Department Community Risk Reduction activities
-  % of structure fire incident responses within 5 minutes or less from being dispatched to arrival
-  # of 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: \$84,901,270 (FY20)

### 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            |  <b>% of Fire Department emergency medical responses provided within 5 minutes or less from being dispatched to arrival</b> |
|                    |  <b>% of cardiac arrest patients receiving resuscitative efforts where return of spontaneous circulation is achieved</b>    |
|                    | % 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                                                                                                         |
|                    | % of time Fire apparatus arrives on scene prior to EMSA                                                                                                                                                        |
| 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: \$38,290,700 (FY20)

### Program Services:

- Community Service Liaison Responses
- Community Risk Reduction Activities
  - Hydrant Inspections
  - Smoke Alarm Distribution, Installation, and Checks
  - Wildland Urban Interface Services
  - Fire Company Inspections
- Fire Company Code Inspections
- Personal 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            |  <b>% of structure fire incident responses within 5 minutes or less from being dispatched</b> |
|                    | % of other fire incident responses within 5 minutes or less from being dispatched                                                                                                |
|                    |  <b># of structure fire fatalities per 100,000 residents</b>                                  |
|                    | % of structure fires contained to the room of origin                                                                                                                             |
| Outputs            |  <b># of Fire Department Community Risk Reduction activities</b>                              |
|                    | # of Fire Department daily training hours per Operations position                                                                                                                |
|                    | # of structure fire incident responses provided                                                                                                                                  |
|                    | # of other 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, Fire Logistics 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 Logistics and Facilities Maintenance 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.

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Program Managers: Tony Davis and Al Cothran


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Program Budget: \$2,279,492 (FY20)

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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
  - Continuing Education Trainings
- 

| Family of Measures |                                                                                                                                                                  |
|--------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Results            |  <b>% of incidents dispatched within 60 seconds of receipt at Fire Dispatch</b> |
|                    | % 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 Logistics and Facilities Maintenance Program



The purpose of the Fire Logistics and Facilities Maintenance 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: \$12,415,678 (FY20)

### 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                                                                                                   |