

# Fire

FY19 Actual    FY20 Actual    FY21 Projection    FY21 Target    FY22 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)).*

338	# of structure fire fatalities per 100,000 residents	2.39	1.47	1.09	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%.*

339	% of cardiac arrest patients receiving resuscitative efforts where return of spontaneous circulation is achieved	37%	39%	23%	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.

340	% of elementary public schools in Oklahoma City limits participating in Community Risk Reduction activities	N/A	N/A	100%	100%	100%
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341	# of Fire Department Community Risk Reduction activities	39,155	34,968	28,696	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.

342		% of emergency incidents responded to within 7 minutes	65%	65%	61%	70%	70%
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## Long-Term Issue - Aging Facilities and Fleet Replacement

A lack of ongoing capital funding for Fire Department facilities and fleet replacement, 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 2028, 100% of annual fleet replacement needs will have an identified funding source.


343		% 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.





344		% 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

345		% of key measures and strategic results achieved	26%	47%	11%	75%	75%
346		% of Fire Department applicants that are female and/or minority	42%	40%	40%	45%	45%
347		% of performance evaluations completed by the review date	92%	94%	95%	100%	100%







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<b>Administrative - Public Relations and Marketing</b>						
348	 % of photography/videography/graphic arts projects completed on time	N/A	96%	100%	100%	100%
349	# of Fire apparatus appearance requests	N/A	255	74	600	600
350	# of new social media followers	N/A	12,288	9,566	18,000	18,000
351	# of photography/videography/graphic arts projects projects completed	N/A	45	26	40	40
352	# of Smoke Alarm requests via OKC Fire website in English	N/A	408	327	500	500
353	# of Smoke Alarm requests via OKC Fire website in Spanish	N/A	19	11	36	36
354	# of social media engagements	N/A	486,962	552,976	800,000	800,000
355	# of social media posts	N/A	1,855	1,773	2,000	2,000
<b>Fire Prevention Services - Fire Code Compliance</b>						
356	 % of fire protection system plan reviews completed within 7 business days of receipt	100%	95%	94%	100%	100%
357	 % of initial new construction inspections completed within 2 business days of request	97%	97%	94%	90%	95%
358	% of identified high-risk commercial businesses inspected annually	N/A	49%	N/A	50%	50%
359	# of identified high risk commercial businesses	N/A	3,224	3,240	3,600	4,000
360	# of requests for service completed (re-inspections, surveys, open records requests, training sessions, and monthly permits)	49,065	52,546	47,136	53,494	53,494
<b>Fire Prevention Services - Fire Investigations</b>						
361	 % of incendiary (set fire) fire investigations referred to the district attorney for prosecution of arson	37%	28%	39%	63%	63%
362	% of fire investigations resulting in a cause determination of accidental, incendiary, or natural	61%	65%	63%	56%	56%
363	# of fire investigations conducted	208	257	231	200	200









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<b>Fire Prevention Services - Fire Investigations</b>						
364	# of investigations resulting in a cause determination of incendiary	63	93	81	70	70
365	# of juveniles referred to the Operation Safe Fire Program	20	10	5	30	30
<b>Fire Prevention Services - Public Safety Education Services</b>						
366	 % of elementary public schools in Oklahoma City limits participating in Community Risk Reduction activities	N/A	N/A	100%	100%	100%
367	% of youth referred to Fire Prevention Services that have previously attended Operation Fire Safe	N/A	39%	100%	0%	0%
368	 # of Fire Department public safety education participants served	20,086	26,262	2,004	36,000	36,000
369	# of elementary students in the Oklahoma City limits participating in Community Risk Reduction activities	3,230	12,303	1,300	6,824	6,824
370	# of Health and Safety Sessions provided	40	15	11	50	50
371	# of hours spent on Community Risk Reduction requests for service	1,598	487	758	3,500	3,500
372	# of smoke alarms distributed to residents	8,047	5,126	3,754	6,500	6,500
<b>Operational Services - Emergency Medical Services</b>						
373	 % of cardiac arrest patients receiving resuscitative efforts where return of spontaneous circulation is achieved	37%	39%	23%	29%	29%
374	 % of Fire Department emergency medical responses provided within 5 minutes or less from being dispatched to arrival	62%	60%	56%	70%	70%
375	% of Fire Department emergency medical responses provided with Advanced Life Support (ALS) staff and equipment	87%	89%	89%	85%	85%
376	% of Fire Department emergency medical responses where treatment is indicated and condition is improved or stabilized	100%	100%	100%	95%	95%
377	% of time Fire apparatus arrives on scene prior to EMSA	N/A	21%	36%	33%	N/A
378	# of Fire Department emergency medical responses	52,188	54,012	57,340	55,579	55,579





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<b>Operational Services - Emergency Medical Services</b>						
379	# of Fire Department emergency medical responses where treatment is provided	41,205	41,769	48,504	48,157	48,157
380	# of Fire Department emergency medical calls dispatched	61,234	64,128	67,575	64,919	64,919
<b>Operational Services - Fire Suppression Operations</b>						
381	 # of structure fire fatalities per 100,000 residents	2.39	1.47	1.09	1.03	1.03
382	 # of structure fire rescues per 100,000 residents *	N/A	N/A	N/A	N/A	N/A
383	 % of structure fire incident responses within 5 minutes and 20 seconds or less from being dispatched	N/A	73%	70%	70%	N/A
384	% of all fire incident responses within 5 minutes and 20 seconds or less from being dispatched	N/A	67%	65%	N/A	N/A
385	 % of emergency incidents responded to within 7 minutes	65%	65%	61%	70%	70%
386	% of other fire incident responses within 5 minutes 20 seconds or less from being dispatched	N/A	63%	63%	70%	N/A
387	% of structure fires contained to the room of origin	71%	76%	74%	65%	65%
388	 # of Fire Department Community Risk Reduction activities	39,155	34,968	28,696	40,000	40,000
389	# of Fire Department daily training hours per Operations position	2.92	2.90	2.75	2.00	2.00
390	# of fire incident responses provided	2,581	3,490	4,128	3,100	3,100
391	# of other fire incident responses provided	N/A	2,268	2,603	1,800	1,800
392	# of people assisted by the Fire Department Community Service Liaison	900	622	951	3,000	3,000
393	# of special operations responses provided by the Fire Department	1,129	928	961	800	800
394	# of structure fire incident responses provided	N/A	1,198	1,492	1,000	1,000
<b>Support Services - Fire Dispatch</b>						
395	 % of incidents dispatched within 60 seconds of receipt at Fire Dispatch	88%	92%	N/A	90%	90%



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<b>Support Services - Fire Dispatch</b>						
396	% of 911 telephone calls answered within 15 seconds or less from transfer to Fire Dispatch	98%	97%	94%	100%	100%
397	% of medical responses dispatched within 20 seconds or less from Emergency Medical First Responders (EMFR) initiation *	N/A	N/A	N/A	N/A	N/A
398	# of incidents dispatched to the Fire Department	74,411	79,152	85,445	78,400	78,400
399	# of 911 telephone calls received	17,157	19,488	24,892	17,600	17,600
400	# of EMFR initiated responses *	N/A	N/A	N/A	N/A	N/A
<b>Support Services - Fire Logistics and Facilities Maintenance</b>						
401	 % of Priority 1 facility work orders completed within 24 hours	N/A	86%	106%	90%	90%
402	 % of time the fire apparatus is available for use (not down for maintenance)	92%	92%	93%	90%	90%
403	% of fleet direct labor hours realized	60%	100%	51%	70%	70%
404	% of repairs outsourced	4%	4%	N/A	8%	8%
405	% of total maintenance hours that are scheduled	93%	84%	87%	80%	80%
406	# of fleet direct labor hours realized	8,245	7,704	6,720	9,800	9,800
407	# of Priority 1 Fire Department facility work orders completed	112	138	141	160	160

