

Fire

FY22 Actual FY23 Actual FY24 Projection FY24 Target FY25 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.*
- *Provide alternative response through the Mobile Integrated Health Program.*
- *Provide supplemental EMS transport through the Medical Transport Program.*

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 (1.14 per 100,000 residents based on the latest available data from the National Fire Protection Association (NFPA)).

| | | | | | | |
|-----|--|------|------|------|------|------|
| 282 | # of structure fire fatalities per 100,000 residents | 1.42 | 0.98 | 1.52 | 1.30 | 1.03 |
|-----|--|------|------|------|------|------|

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

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

| | | | | | | |
|-----|--|-----|-----|-----|-----|-----|
| 283 | % of cardiac arrest patients receiving resuscitative efforts where return of spontaneous circulation is achieved | N/A | N/A | 35% | 29% | 29% |
|-----|--|-----|-----|-----|-----|-----|

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.*

| | | | | | | |
|-----|--|-------|--------|-----|--------|--------|
| 285 | # of Fire Department Community Risk Reduction activities | 7,957 | 21,795 | N/A | 40,000 | 40,000 |
|-----|--|-------|--------|-----|--------|--------|



Fire

FY22 Actual

FY23 Actual

FY24 Projection

FY24 Target

FY25 Target

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 patient care, transport and 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 institutions, 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.

| | | | | | | | |
|-----|---|--|-----|-----|-----|-----|-----|
| 286 |  | % of emergency incidents responded to within 7 minutes | 70% | 70% | 71% | 70% | 70% |
|-----|---|--|-----|-----|-----|-----|-----|

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.
- Utilize Fire Station Renovation Team, in General Services, to continually update, remodel and modernize existing fire stations.

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.

| | | | | | | | |
|-----|--|---|-----|----|----|-----|-----|
| 287 | | % of annual fleet replacement needs with an identified funding source | N/A | 0% | 0% | N/A | N/A |
|-----|--|---|-----|----|----|-----|-----|

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

By 2025, 100% of annual facility improvement needs will have an identified funding source.

| | | | | | | | |
|-----|--|--|-----|-----|-----|-----|-----|
| 288 | | % of annual facility improvement needs with an identified funding source | N/A | N/A | N/A | N/A | N/A |
|-----|--|--|-----|-----|-----|-----|-----|

Administrative - Executive Leadership

| | | | | | | | |
|-----|---|--|-----|-----|-----|-----|-----|
| 289 |  | % of key measures and strategic results achieved | 27% | 13% | 20% | 75% | 75% |
|-----|---|--|-----|-----|-----|-----|-----|

| | | | | | | | |
|-----|--|---|-----|----|-----|-----|-----|
| 290 | | % of Fire Department applicants that are female and/or minority | N/A | 5% | N/A | 45% | 45% |
|-----|--|---|-----|----|-----|-----|-----|

Administrative - Public Relations and Marketing

| | | | | | | | |
|-----|---|-------------------------------------|-----|----|----|---|---|
| 291 |  | # of social media posts per workday | N/A | 96 | 84 | 8 | 8 |
|-----|---|-------------------------------------|-----|----|----|---|---|



Fire

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| Administrative - Public Relations and Marketing | | | | | | |
| 292 | # of new social media followers | 12,616 | 13,232 | 12,251 | 18,000 | 18,000 |
| 293 | # of social media engagements | 712,236 | 681,531 | 852,043 | 800,000 | 900,000 |
| 294 | # of social media posts | 2,895 | 2,039 | 1,760 | 2,000 | 2,000 |
| 295 | # of videography projects completed | 52 | 100 | 69 | 40 | 50 |
| Fire Prevention Services - Community Risk Reduction | | | | | | |
| 296 |  % of Community Risk Reduction training presentations that achieve a rating of 4 or higher (on a scale of 1 to 5) on after-action survey question regarding overall satisfaction of presentation | N/A | N/A | N/A | 95% | 95% |
| 297 |  # of Community Risk Reduction participants served | 17,359 | 17,237 | 13,480 | 15,000 | 15,000 |
| 298 | # of after-action surveys completed | N/A | N/A | N/A | N/A | N/A |
| 299 | # of educational or emergency preparedness training sessions | N/A | 106 | 130 | 150 | 75 |
| 300 | # of fire safety sessions | N/A | 74 | 104 | 125 | 50 |
| 301 | # of Health and Safety Sessions provided | 35 | 38 | 61 | 100 | 50 |
| 302 | # of hours spent on Community Risk Reduction requests for service | 2,107 | 1,595 | 1,850 | 2,500 | 2,500 |
| 303 | # of smoke alarms distributed (installed) to residents | 1,042 | 1,389 | 1,310 | 1,500 | 1,500 |
| Fire Prevention Services - Fire Code Compliance | | | | | | |
| 304 |  % of fire protection system plan reviews completed within 5 business days of receipt | 100% | 100% | 100% | 98% | 98% |
| 305 |  % of identified high-risk commercial locations inspected by renewal date | 3% | 454% | 1,069% | 70% | 75% |
| 306 |  % of new construction inspections completed within 2 business days of request | N/A | 99% | 96% | 97% | 97% |
| 307 | # of identified high-risk commercial locations inspected by renewal date | 1,416 | 1,999 | 3,015 | 2,800 | 3,000 |



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| Fire Prevention Services - Fire Code Compliance | | | | | | |
| 308 | # of requests for service completed (re-inspections, surveys, open records requests, training sessions, and monthly permits) | 23,217 | 22,749 | 23,031 | 25,000 | 25,000 |
| Fire Prevention Services - Fire Investigations | | | | | | |
| 309 |  % of incendiary (set fire) fire investigations that meet the elements for arson referred to the district attorney for prosecution | 28% | 38% | 48% | 50% | 50% |
| 310 | % of fire investigations resulting in a classification of accidental, incendiary that meet the elements for arson, or natural | 74% | 70% | 66% | 56% | 56% |
| 311 | # of fire investigations conducted | 280 | 289 | 320 | 350 | 350 |
| 312 | # of investigations resulting in a classification of incendiary that did not meet the elements of arson | N/A | N/A | 58.00 | 70.00 | 70.00 |
| 313 | # of investigations resulting in a classification of incendiary that meet the elements for arson | 109 | 82 | 79 | 70 | 70 |
| 314 | # of juveniles referred to the Youth FireSetter Intervention Program | 12 | 12 | 13 | 30 | 30 |
| Operational Services - Emergency Medical Services | | | | | | |
| 315 |  % of cardiac arrest patients receiving resuscitative efforts where return of spontaneous circulation is achieved | N/A | N/A | 35% | 29% | 29% |
| 316 |  % of Fire Department emergency medical responses provided within 5 minutes or less from being dispatched to arrival | 55% | 56% | 57% | 70% | 54% |
| 317 | % of Fire Department emergency medical responses provided with Advanced Life Support (ALS) staff and equipment | 83% | 84% | 76% | 85% | 55% |
| 318 | % of Fire Department emergency medical responses where treatment is indicated and condition is improved or stabilized | N/A | N/A | N/A | 95% | 95% |
| 319 | % of time Fire apparatus arrives on scene prior to EMSA | 82% | 76% | N/A | 80% | 80% |
| 320 | # of Fire Department Emergency Medical responses | 58,908.00 | 59,350.00 | 65,227.42 | 45,150.00 | 60,000.00 |
| 321 | # of Fire Department emergency medical responses with qualifying treatments administered | N/A | N/A | N/A | 48,157 | 48,157 |



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| Operational Services - Emergency Medical Services | | | | | | |
| 322 | # of Fire Department emergency medical calls dispatched | 71,048 | 72,121 | 68,483 | 64,919 | 70,000 |
| Operational Services - Fire Suppression Operations | | | | | | |
| 323 |  # of structure fire fatalities per 100,000 residents | 1.42 | 0.98 | 1.52 | 1.30 | 1.03 |
| 324 |  # of structure fire rescues per 100,000 residents | 4.13 | 2.23 | N/A | 3.14 | 3.14 |
| 325 |  % of residents will receive emergency responses by the fire department within 6 minutes from enroute time stamp to arrival | N/A | N/A | N/A | 70% | 70% |
| 326 |  % of structure fire incident responses within 5 minutes and 20 seconds or less from being dispatched | 71% | 73% | 75% | 70% | 70% |
| 327 |  % of emergency incidents responded to within 7 minutes | 70% | 70% | 71% | 70% | 70% |
| 328 | % of other fire incident responses within 5 minutes 20 seconds or less from being dispatched | 60% | 59% | 68% | 70% | 70% |
| 329 | % of structure fires contained to the room of origin | 8% | N/A | N/A | 65% | 65% |
| 330 |  # of Fire Department Community Risk Reduction activities | 7,957 | 21,795 | N/A | 40,000 | 40,000 |
| 331 | # of Fire Department daily training hours per Operations position | 1.87 | 2.65 | N/A | 1.99 | 1.99 |
| 332 | # of other fire incident responses provided | 1,957 | 1,760 | 3,000 | 1,800 | 1,800 |
| 333 | # of structure fire fatalities | 10.00 | 7.00 | 11.18 | 6.30 | 6.30 |
| 334 | # of structure fire incident responses provided | 2,612 | 2,781 | 1,581 | 1,000 | 1,000 |
| 335 | # of structure fire rescues | 29 | 16 | N/A | 20 | 20 |
| Support Services - Fire Dispatch | | | | | | |
| 336 |  % of incidents dispatched within 60 seconds of receipt at Fire Dispatch | 87% | 80% | 80% | 90% | 90% |
| 337 |  % of medical responses dispatched within 20 seconds or less from Emergency Medical First Responders (EMFR) initiation | 74% | 69% | N/A | 90% | 90% |
| 338 | % of 911 telephone calls answered within 15 seconds or less from transfer to Fire Dispatch | 96% | 96% | N/A | 100% | 100% |
| 339 | % of EMSA/Police Call Taker incidents dispatched in 2 minutes | 86% | 86% | 87% | 70% | 70% |



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| Support Services - Fire Dispatch | | | | | | |
| 340 | # of calls automatically dispatched by the Fire Department | N/A | N/A | N/A | N/A | N/A |
| 341 | # of incidents dispatched to the Fire Department | 91,940 | 93,723 | 97,824 | 78,400 | 78,400 |
| 342 | # of 911 telephone calls received | 23,145 | 22,714 | N/A | 17,600 | 17,600 |
| 343 | # of EMFR initiated responses | 33,740 | 35,090 | N/A | 30,495 | 30,495 |
| Support Services - Fire Logistics and Facilities Maintenance | | | | | | |
| 344 |  % of Priority 1 facility work orders completed within 24 hours | 76% | 85% | 95% | 90% | 90% |
| 345 |  % of time the fire apparatus is available for use (not down for maintenance) | 96% | 96% | 92% | 90% | 90% |
| 346 | % of fleet direct labor hours realized | 52% | 73% | 82% | 70% | 73% |
| 347 | % of PPE gear meeting NFPA biannual inspections and receiving advanced cleaning | N/A | N/A | N/A | N/A | N/A |
| 348 | # of fleet direct labor hours realized | 7,579 | 10,294 | 11,450 | 9,800 | 10,192 |
| 349 | # of Priority 1 Fire Department facility work orders completed | 112 | 197 | 141 | 160 | 160 |

