

---

## Fire Department

*Anchorage: Performance. Value. Results.*

---

### Mission

To serve our community, before, during, and after an emergency.

### Core Services

- Emergency medical services response and transportation to hospitals
- Fire suppression and life rescue
- Fire code compliance inspections, fire code plan review, fire cause investigations

### Accomplishment Goals

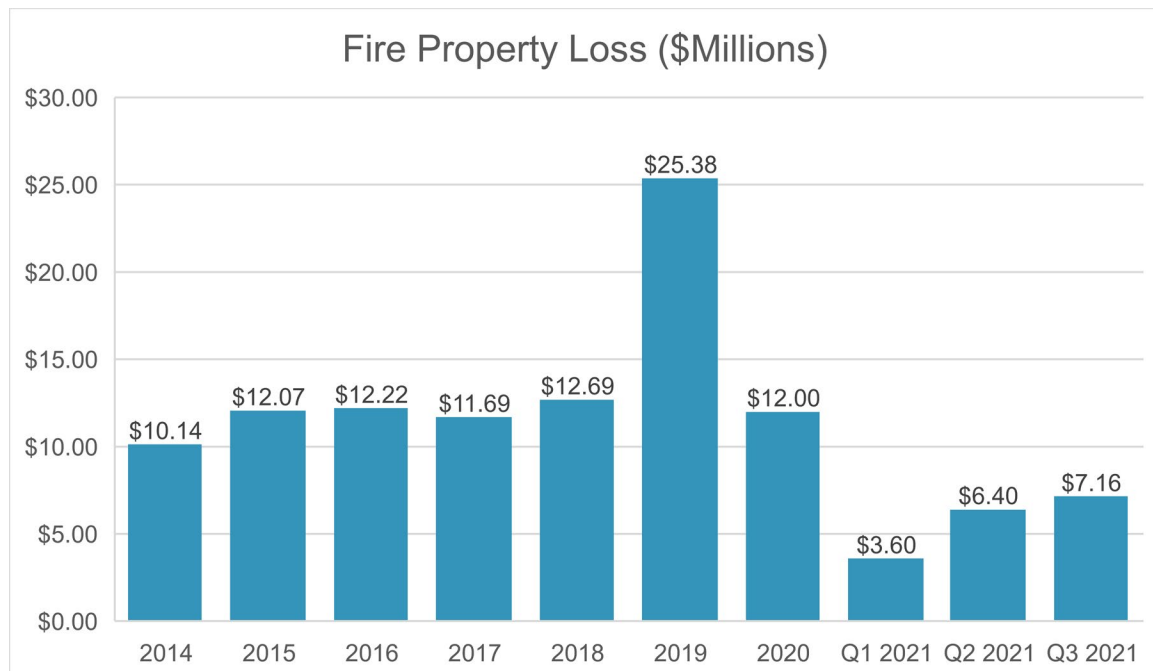
- Improve outcome for sick, injured, trapped, and endangered victims
- Reduce fire damage, eliminate fire deaths, and injuries
- Prevent unintended fires

### Performance Measures

Progress in achieving goals shall be measured by:

|   |
|---|
| <b>Measure #1: Annual property loss due to fire</b> |
|---|

| 2014    | 2015    | 2016    | 2017    | 2018    | 2019    | 2020    | 2021<br>1Q | 2021<br>2Q | 2021<br>3Q |
|---------|---------|---------|---------|---------|---------|---------|------------|------------|------------|
| \$10.14 | \$12.07 | \$12.22 | \$11.69 | \$12.69 | \$25.38 | \$12.00 | \$ 3.60    | \$ 6.40    | \$7.16     |



- Amounts are estimates based on fire department investigation
- 2017 amount reflects Royal Suites Lodge fire.
- Reduction in property loss in 2020 may be attributed to a reduction in the number and severity of fires to people spending more time at home. For example, a reduction in unattended cooking fires because people are more likely to have the time to pay attention to their cooking.

---

## Emergency Medical Services Division Fire Department

*Anchorage: Performance. Value. Results.*

---

### Mission

Improve outcome for sick, injured, trapped, and endangered victims

### Core Services

- Fielding 9-1-1 emergency calls and dispatching emergency medical resources
- First response basic life support
- Advanced life support response and transportation to hospitals

### Accomplishment Goals

Maintain one of the highest cardiac arrest survival rates in the nation

### Performance Measures

Explanatory Information

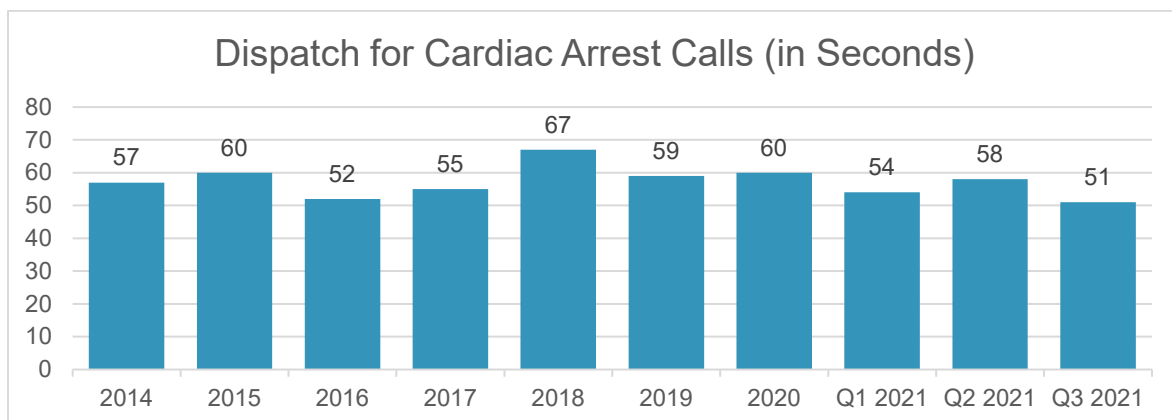
Measures are in substantial part based on National Fire Protection Association 1710: *Standard for the Organization and Deployment of Fire Suppression Operations, Emergency Medical Operations and Special Operations to the Public by Career Fire Departments 2004 Edition.*

Progress in achieving goals shall be measured by:

|  |
|--|
| <b>Measure #2: Dispatch for cardiac arrest calls</b> |
|--|

Performance target: Units dispatched within 60 seconds, 90% of the time

|                               | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | 2020 | 2021<br>1Q | 2021<br>2Q | 2021<br>3Q |
|-------------------------------|------|------|------|------|------|------|------|------------|------------|------------|
| Average<br>(seconds)          | 57   | 60   | 52   | 55   | 67   | 59   | 60   | 54.3       | 58         | 51         |
| % under<br>60<br>seconds      | 74%  | 79%  | 73%  | 72%  | 68%  | 68%  | 63%  | 72%        | 73%        | 75%        |
| # of<br>cardiac<br>dispatches | 693  | 845  | 624  | 642  | 593  | 599  | 685  | 216        | 93         | 255        |

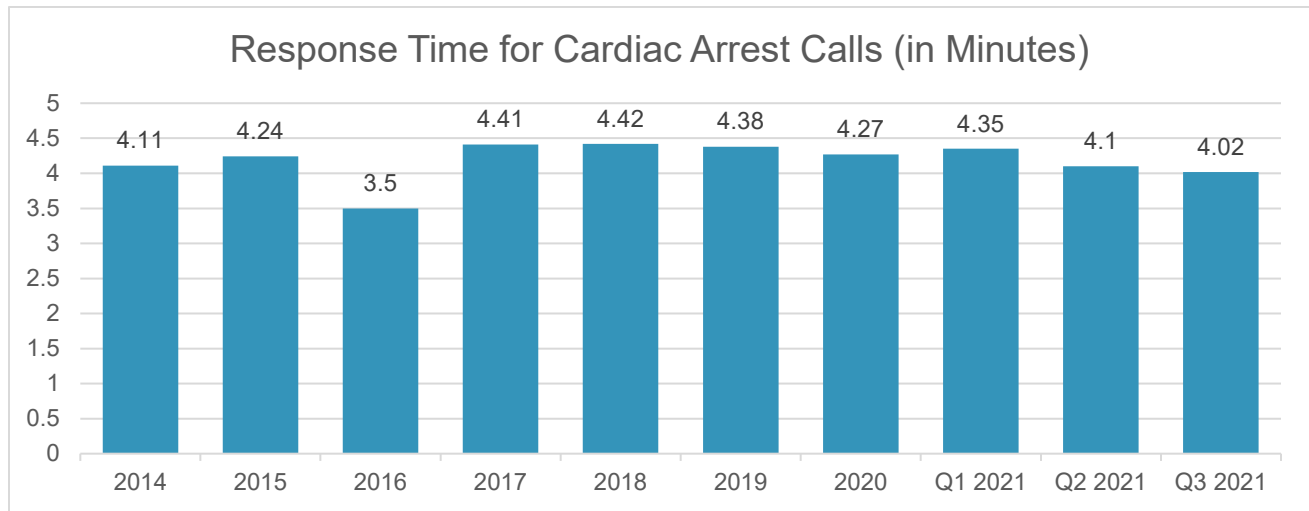


In January 2013, AFD changed this measure from 90 seconds to 60 seconds.

### Measure #3: Response time to cardiac arrest calls

Performance target: Arrive at the patient within 4 minutes of being dispatched, 90% of the time

|                          | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | 2020 | 2021<br>1Q | 2021<br>2Q | 2021<br>3Q |
|--------------------------|------|------|------|------|------|------|------|------------|------------|------------|
| Average (minutes)        | 4.11 | 4.24 | 3.5  | 4.41 | 4.42 | 4.38 | 4.27 | 4.35       | 4.10       | 4.02       |
| % under 4 minutes        | 70%  | 67%  | 70%  | 46%  | 46%  | 42%  | 44%  | 38%        | 48%        | 55%        |
| # of occurrences         | 723  | 845  | 624  | 641  | 593  | 599  | 685  | 216        | 93         | 255        |
| Confirmed Cardiac Events | 203  | 198  | 181  | 259  | 235  | 197  | 268  | 77         | 78         | 105        |



Second quarter of 2020: Dispatch and response times may have increased for two reasons:

- The addition of coronavirus exposure screening questions asked of most callers seeking EMS services
- Prior to departing the station AFD personnel are required to don a higher level of PPE especially for EMS responses

---

## Fire and Rescue Operations Division Fire Department

*Anchorage: Performance. Value. Results.*

---

### Mission

Reduce fire damage, eliminate fire deaths and injuries

### Core Services

- Fielding 9-1-1 emergency calls and dispatching fire and rescue resources
- Fire control and suppression
- Life rescue

### Accomplishment Goals

- Timely and effective response
- Insurance Services Office Fire Suppression Rating of 1 (on a scale of 10–1; 1 is highest)

### Performance Measures

Explanatory Information

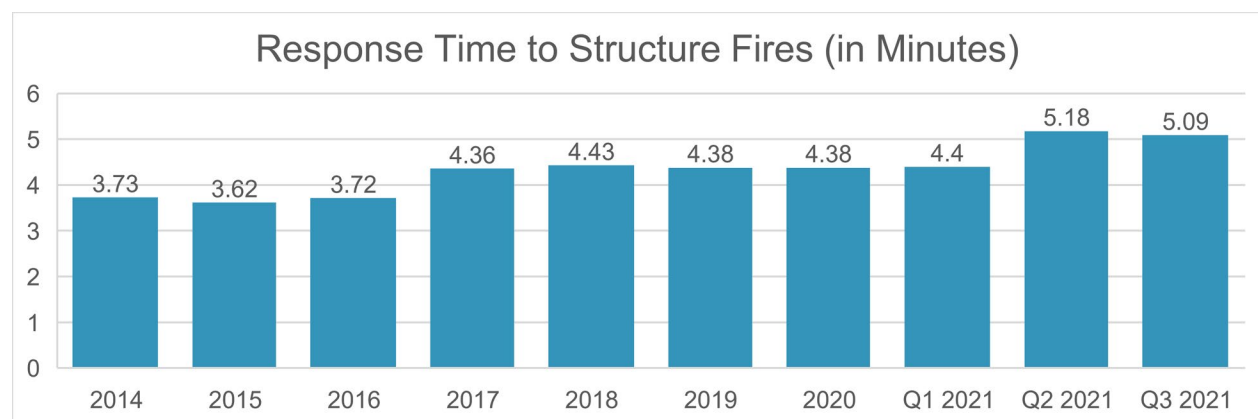
Measures are in substantial part based on National Fire Protection Association 1710: *Standard for the Organization and Deployment of Fire Suppression Operations, Emergency Medical Operations and Special Operations to the Public by Career Fire Departments* 2004 Edition.

Progress in achieving goals shall be measured by:

|  |
|--|
| <b>Measure #4: Response time to structure fire calls</b> |
|--|

Performance target: Arrive at the scene within 4 minutes of being dispatched, 90% of the time

|                   | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | 2020 | 2021 1Q | 2021 2Q | 2021 3Q |
|-------------------|------|------|------|------|------|------|------|---------|---------|---------|
| Average (minutes) | 3.73 | 3.62 | 3.72 | 4.36 | 4.43 | 4.38 | 4.38 | 4.4     | 5.18    | 5.09    |
| % under 4 minutes | 79%  | 79%  | 63%  | 51%  | 45%  | 42%  | 44%  | 45%     | 22%     | 29%     |
| # of occurrences  | 407  | 453  | 394  | 361  | 392  | 319  | 250  | 55      | 36      | 41      |



---

## Fire Prevention Division Fire Department

*Anchorage: Performance. Value. Results.*

---

### Mission

Prevent unintended fires

### Division Direct Services

- Code enforcement inspections
- Certificate of Occupancy inspections
- Building plan fire code review
- Fire origin and cause investigations

### Key Accomplishments

- High level of responsiveness to the building community

### Performance Measures

Progress in achieving goals shall be measured by:

|   |
|---|
| <b>Measure #5: Percentage of hotels that are inspected for life safety annually</b> |
|---|

Performance Target: 90%

| 2015 | 2016 | 2017 | 2018 | 2019 | 2020 | 2021<br>1 <sup>st</sup> Qtr | 2021<br>2 <sup>nd</sup> Qtr | 2021<br>3 <sup>rd</sup> Qtr | 2021<br>4 <sup>th</sup> Qtr |
|------|------|------|------|------|------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|
| 64%  | 100% | 57%  | 100% | 71%  | 81%  | 42%                         | 27%                         | 21%                         |                             |

\*\*Reported Annually

|  |
|--|
| <b>Measure #6: Percentage of 1/3 of commercial occupancies that are inspected for fire code violations triennially</b> |
|--|

Performance Target: 90% of one-third of commercial occupancies to be inspected annually

| 2015  | 2016  | 2017  | 2018  | 2019 | 2020 | 2021<br>1 <sup>st</sup> Qtr | 2021<br>2 <sup>nd</sup> Qtr | 2021<br>3 <sup>rd</sup> Qtr | 2021<br>4 <sup>th</sup> Qtr |
|-------|-------|-------|-------|------|------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|
| 31.5% | 42.5% | 21.0% | 97.0% | 28%  | 25%  | 8%                          | 7%                          | 6%                          |                             |

\*\*Reported Annually

### PVR Measure WC: Managing Workers' Compensation Claims

Reducing job-related injuries is a priority for the Administration by ensuring safe work conditions and safe practices. By instilling safe work practices, we ensure not only the safety of our employees but reduce the potential for injuries and property damage to the public. The Municipality is self-insured and every injury poses a financial burden on the public and the injured worker's family. It just makes good sense to WORK SAFE.

Results are tracked by monitoring monthly reports issued by the Risk Management Division.

