Anchorage Fire Department

Anchorage: Performance. Value. Results

Mission

Serve our community before, during, and after an emergency, providing professional emergency medical, fire prevention and suppression, and rescue services with a well-developed workforce.

Core Services

- Emergency medical and behavioral crisis services
- Fire control and rescue services
- Fire prevention

Accomplishment Goals

- Improve outcomes for sick, injured, trapped, and endangered individuals
- Minimize casualties and property losses from fires
- Reduce the threat of unintended fires

Mobile Emergency Medical and Health Services

Anchorage Fire Department

Anchorage: Performance. Value. Results.

Purpose

Treat individuals experiencing medical, trauma, and behavioral emergencies and transport to a receiving facility (e.g. hospital) when indicated

Direct Services

- Basic and advanced life support and ambulance transportation to hospitals
- Emergency response to and treatment of individuals in behavioral crises

Accomplishment Goals

- Improve the outcome of individuals experiencing acute medical emergency
- Prevent unnecessary transport to hospitals and increase availability of ambulances

Performance Measures

Progress in achieving goals shall be measured by:

Performance Measure #1: Response time to cardiac arrest calls

Target: 4-minutes, 90% of the time	2020	2021	2022	2023	2024	2025 Q1
Incident Count	269	324	317	333	1172	319
Percentage	45.7%	46.9%	32.9%	50.2%	50.17%	49.84%

Performance Measure #2: Cardiac arrest survival rate

Target: 50% survival rate	2020	2021	2022	2023	2024	2025 Q1
Percentage	37%	46%	53%	45%	47%	16.7%

Performance Measure #3: Diversion rate of individuals in behavioral crisis from hospitals

Target: 70% of individuals in behavioral crisis are treated in the field	**2020***	**2021**	**2022**	**2023**	**2024**	**2025 Q1**
Total Calls		679	2,530	3,639	4,657	1,216
Stayed in the community		589 (**84.51%**)	2,277 (**90.0%**)	3,318 (**91.18%**)	4,065 (**87.25%**)	1,075 **(88.40%)**
Transported by EMS to hospital		94 (13.49%)	219 (8.66%)	280 (7.69%)	518 (11.2%)	128 (10.53%)
Transported by Law Enforcement		14 (2.01%)	35 (1.28%)	42 (1.15%)	74 (1.59%)	13 (1.07%)

*The data above is from the inception of AFD Mobile Crisis Team (MCT) on July 14, 2021 through 2025 Q1.

Fire Prevention
Anchorage Fire Department
Anchorage: Performance. Value. Results.

Purpose

Prevent unintended fires and make the built environment safer for occupants and firefighters

Direct Services

- Code enforcement and certificate of occupancy inspections
- Building plan fire code review
- Fire origin and cause investigations
- Collect Community Right to Know hazardous materials inventories
- Wildfire planning and mitigation

Accomplishment Goals

- Reduce the occurrence of structure fires
- Reduce fire fatalities
- Reduce the number of residential fires without working smoke alarms
- Reduce wildfire incidents in Anchorage

Performance Measures

Progress in achieving goals shall be measured by:

Performance Measure #4: Number of residential and commercial working fire incidents (per 1000 residents) below the national average adjusted for Anchorage population

Target: 20 percent below the national average	**2020**	**2021**	**2022**	**2023**	**2024**	**2025 Q1**
National Avg. adjusted to compare to Anchorage population	412	409	441	403	403*	403*
Number of Anchorage residential and commercial structure fires	309	278	340	379	371	104
Percent below	25%	32%	23%	6%	8%	74%

***** 2024 national averages not yet available

Performance Measure #5: Number of annual fire fatalities (per 100,000 residents) lower than the national fire death rate adjusted for Anchorage population

Target: Equal to or less than the national average	2020	2021	2022	2023	2024	2025 Q1
National Avg. adjusted to compare to Anchorage population	3	5	5	3	3*	3*
Anchorage fire fatalities	3	4	3	7	5	0

***** 2023 Census data (*2024 not available*)

Performance Measure #6: Percentage of residential fires where working smoke alarms are present

Target: 75% or greater	2020	2021	2022	2023	2024	2025 Q1
Number of residential fires w/ working smoke alarms	82	63	77	67	73	18
Percentage	42%	34%	33%	24%	26%	17%

Performance Measure #7: Percentage of outside fires that expand to greater than 1 acre in size

Target: Less than 5%	2020	2021	2022	2023	2024	2025 Q1
Number of outside fires	86	96	197	85	95	13
Percentage	0.0%	3.1%	2.5%	0.0%	1.05%	0%

Fire and Rescue Services

Anchorage Fire Department

Anchorage: Performance. Value. Results.

Purpose

Save lives and property imperiled by fires, hazardous conditions, and other emergencies

Direct Services

- Fire control and suppression
- Hazardous materials response
- Rescue trapped or endangered victims from fires, collapses, environmental, and other emergencies

Accomplishment Goals

- Contain residential structure fires to the room of origin
- Limit property damage from fires

Performance Measures
Progress in achieving goals shall be measured by:

Performance Measure #8: Response time to structure fire calls

Target: 4-minutes, 90% of the time	**2020**	**2021**	**2022**	**2023**	**2024**	**2025 Q1**
Incident Count	269	324	317	333	269	61
Percentage	45.7%	46.9%	32.9%	50.2%	45.72%	45.9%

Performance Measure #9: Annual property value saved from fire, with a target of property damage less than 10% of net asset value

Target: Damage less than 10%	2020	2021	2022	2023	2024	2025 Q1
Total Value	$119,805,645	$90,736,614	$351,935,524	$127,386,615	$368,933,823	$111,233,368
Percentage Loss	**10.58%**	**24.51%**	**8.79%**	**17.60%**	**5.66%**	**2.33%**
Percentage Saved	**89.42%**	**75.49%**	**91.21**	**82.4%**	**94.34%**	**97.66%**

Purpose

Provide administrative and support services to ensure readiness for the departmental mission

Direct Services

- Field 911 emergency calls, provide prearrival care and instruction, and dispatch responders
- Public information and outreach

Accomplishment Goals

- Improve the outcome of individuals experiencing acute medical emergency
- An informed, engaged community

Performance Measures

Progress in achieving goals shall be measured by:

Performance Measure #10: Receiving and processing time for cardiac arrest calls

Target: 1-minute, 90% of time	2020	2021	2022	2023	2024	2025 Q1
Incident Count	269	324	317	333	1,172	319
Percentage	63.94%	66.05%	76.97%	71.77%	74.74%	79.31%

Performance Measure #11: Rate of survey respondents indicating awareness of fire department information and understanding of safety/emergency actions, with a target of 90%

Target: 90%	2020	2021	2022	2023
New PVR				

Performance Measure Methodology Sheet

Mobile Emergency Medical and Health Services
Anchorage Fire Department

Performance Measure #1: Response time to cardiac arrest calls

Type

Effectiveness

Accomplishment Goal Supported

Improve the outcome of individuals experiencing acute medical emergency.

Definition

This measure reports the average time required for emergency responders to travel to the scene of a cardiac arrest emergency call.

Data Collection Method

Response times are automatically recorded by the dispatching computer using information from vehicle status equipment. Response time data for cardiac arrest calls can be accessed and reported as needed.

Frequency

Measured continuously

Measured By

Incident records are automatically time-stamped when a response vehicle begins driving and their response has begun. Time stamps are again recorded when the responding vehicle arrives at the emergency scene as determined by its actual GPS location. Travel time is calculated for each vehicle by determining the elapsed time from the responding time to the arrival time for cardiac arrest calls.

Reporting

This information is reported to Fire Department executive staff quarterly or as needed.

Used By

This information is used by fire department staff to influence where responders are to be staged or stationed. Cardiac arrest calls represent the most urgent medical emergency. The sooner responders arrive the better are the odds for survival from a cardiac arrest. Overemphasis on travel times can lead to an increase in accidents. Response times vary with fire station location, traffic

congestion, traffic preemption devices (Opticom ®), traffic calming (e.g. speed humps), road design, and parking enforcement. We are primarily concerned with the response time of the first responding unit to arrive, which could be an engine, ambulance, or other vehicle. All responders are trained, certified, and equipped to initiate life stabilizing interventions. Response time is one component of overall response time, which also includes dispatching time and turnout time.

Performance Measure Methodology Sheet

Mobile Emergency Medical and Health Services
Anchorage Fire Department

Performance Measure #2: Cardiac arrest survival rate

Type

Effectiveness

Accomplishment Goal Supported

Improve the outcome of individuals experiencing acute medical emergency.

Definition

This measure records the percentage of sudden cardiac arrest patients meeting certain criteria that are ultimately discharged from the hospital with good neurological outcomes. The measure is a reflection of the quality of emergency services provided and therefore excludes categories of patients such as those with unresuscitatable conditions.

Data Collection Method

After each sudden cardiac arrest call in which cardiopulmonary resuscitation (CPR) compressions were performed and/or an automatic external defibrillator (AED) was applied to the patient, the prehospital provider of record (EMT or paramedic) completes a confidential Cardiac Arrest Registry to Enhance Survival (CARES) report. The CARES aggregates these data and reports performance annually.

Frequency

Reported for each sudden cardiac arrest in which CPR was performed and/or an AED was applied to the patient.

Measured By

Utstein is a standard framework for comparing systems of care for cardiac arrest.

Reporting

This information is reported to Fire Department annually.

Used By

This information is used by fire department staff to understand the effectiveness of strategies to improve cardiac arrest survival rates and to refine or develop new strategies. Strategies include actions such as increasing public awareness,

increasing access to CPR training, expanding availability of public access AEDs, and improving the quality of CPR training by professional and lay responders.

Performance Measure Methodology Sheet

Mobile Emergency Medical and Health Services
Anchorage Fire Department

Performance Measure #3: Diversion rate of individuals in behavioral crisis from hospitals

Type

Effectiveness

Accomplishment Goal Supported

Prevent unnecessary transport to hospitals and increase availability of ambulances.

Definition

This is a measure of the percentage of Mobile Crisis Team responses that result in successful resolution of behavioral crisis episodes without requiring transportation by ambulance to a hospital emergency department.

Data Collection Method

Data are collected by the MCT practitioners for each client served by the MCT, including whether or not the crisis was resolved in the community (as opposed to transportation to a hospital).

Frequency

Measured continuously

Measured By

The total number of behavioral crisis episodes responded to by MCT is compared to the total number of responses to produce a percentage.

Reporting

This information is reported to Fire Department executive staff quarterly or as needed.

Used By

This information is used by fire department staff to assess the efficacy of the MCT and develop or refine strategies for improvement. The objective of AFD MCT is to respond to behavioral health crises first and/or in addition to the standard first responder response in our community. By meeting this objective, the AFD MCT can provide the most appropriate support and resources an

individual needs in a crisis. In addition, this relieves other first responders to respond to more resource appropriate calls for service.

Performance Measure Methodology Sheet

Fire Prevention
Anchorage Fire Department

Performance Measure #4: Number of residential and commercial working fires below the national average adjusted for Anchorage population

Type

Effectiveness

Accomplishment Goal Supported

Reduce the occurrence of structure fires.

Definition

This measure reports the total number of both residential and commercial structure fires that occur in Anchorage and Eagle River.

Data Collection Method

As each fire incident occurs it is recorded in AFD's Fire Records Management System and categorized as a residential or commercial structure fire incident type 1, 111 – 116 or 121.

Frequency

Data is recorded continuously.

Measured By

The total number of residential and commercial fire incidents are compared to national fire incident data compiled by the US Fire Administration (number of fires per 1,000 residents) and adjusted for Anchorage population.

Reporting

This information is reported to Fire Department executive staff quarterly or as needed.

Used By

This information is used by fire department staff to assess the effectiveness of fire community risk reduction efforts including fire inspections and public engagement.

Performance Measure Methodology Sheet

Fire Prevention
Anchorage Fire Department

Performance Measure #5: Number of annual fire fatalities lower than the national fire death rate adjusted for Anchorage

Type

Effectiveness

Accomplishment Goal Supported

Reduce fire fatalities.

Definition

This measure reports the total number of fatalities resulting from structure fire incidents in Anchorage and Eagle River.

Data Collection Method

If a fatality occurs as the result of a fire incident the fire victim status is recorded for each incident by the Company Officer or Fire Investigator in AFD's Fire Records Management System.

Frequency

Data is recorded continuously.

Measured By

The number of fatal fire incidents are divided by the total number of residential and commercial fire incidents. The number is compared to national fire incident data compiled by the US Fire Administration (number of fatalities per 100,000) and adjusted for Anchorage population.

Reporting

This information is reported to Fire Department executive staff quarterly or as needed. Fire fatality data is also reported to the State of Alaska Division of Fire and Life Safety

Used By

This information is used by fire department staff to assess the effectiveness of fire community risk reduction efforts including fire inspections and fire safety public engagement.

Performance Measure Methodology Sheet

Fire Prevention
Anchorage Fire Department

Performance Measure #6: Percentage of residential fires where working smoke alarms are present

Type

Effectiveness

Accomplishment Goal Supported

Reduce the number of residential fires without working smoke alarms.

Definition

This measure reports the total number of residential fire incidents in Anchorage and Eagle River where a smoke alarm was present and functioned properly.

Data Collection Method

During the investigation of each fire incident the Company Officer or Fire Investigator will determine if a working smoke alarm was present and record the information into AFD's Fire Records Management System.

Frequency

Data is recorded continuously.

Measured By

The number of residential fire incidents where working smoke alarms are present are divided by the total number of residential fire incidents to reflect a percentage.

Reporting

This information is reported to Fire Department executive staff quarterly or as needed.

Used By

This information is used by fire department staff to assess the effectiveness of fire community risk reduction efforts including fire inspections and public engagement. The data can also be used by organizations such as the Red Cross for targeted smoke alarm campaigns. Working smoke alarm data is also compiled with data from other cities by national organizations such as the US

Fire Administration to help develop community fire education and safety strategies.

Performance Measure Methodology Sheet

Fire Prevention
Anchorage Fire Department

Performance Measure #7: Percentage of outside fires that expand to greater than 1 acre in size

Type

Effectiveness

Accomplishment Goal Supported

Reduce wildfire incidents in Anchorage.

Definition

This measure reports the total number of fire incidents occurring outdoors in Anchorage and Eagle River that grew to 1 acre or more in size.

Data Collection Method

Each outside fire incident is recorded in AFD's Fire Records Management System and categorized under several incident types. **140** – Natural vegetation fires, **141** – Forest, woods or wildland fires, **142** – Brush, or brush and grass mixture fires, **143** – Grass fires, **160** – special outside fire, other, **170** – cultivated vegetation, crop fire, other, **172** – Cultivated orchard or vineyard fire, **173** – Cultivated trees or nursery stock fire. The responding Company Officer determines the extent of area burned and records the data into the Fire Records Management System.

Frequency

Data is recorded continuously.

Measured By

When outside fire incidents are investigated, responders determine the extent of the area burned and record into AFD's Fire Records Management System the size of any fire greater than .01 acres. The number of fires that exceed 1 acre in size are divided by the total number of outside fire incidents to reflect a percentage.

Reporting

This information is reported to Fire Department executive staff quarterly or as needed.

Used By

This information is used by fire department staff to determine where outside fires are most frequently occurring, the effectiveness of AFD response and how to target wildfire fuel mitigation efforts. The data is also used by researchers, community councils and community members compiling data on wildfire risk and vulnerability and to help assess where additional resources can be applied.

Performance Measure Methodology Sheet

Fire and Rescue Services
Anchorage Fire Department

Performance Measure #8: Response time to structure fire calls

Type

Effectiveness

Accomplishment Goal Supported

Contain residential structure fires to the room of origin.

Definition

This measure reports the average time required for fire fighters on a fire engine, ladder truck, or rescue vehicle to travel to the scene of a structure fire call.

Data Collection Method

Response times are automatically recorded by the dispatching computer using information from vehicle status equipment. Fire apparatus response time data for structure fire calls can be accessed and reported as needed.

Frequency

Measured continuously

Measured By

Incident records are automatically time-stamped when responders press a status button in their vehicle once their wheels are rolling and their response has begun. Time stamps are again recorded when the responding vehicle arrives at the emergency scene as determined by its actual GPS location. Travel time is calculated for each engine, truck, and rescue vehicle by determining the elapsed time from the responding time to the arrival time for structure fire calls.

Reporting

This information is reported to Fire Department executive staff quarterly or as needed.

Used By

This information is used by fire department staff to influence where and how many fire fighters are to be staged or stationed. Structure fire calls represent the most urgent life and property emergency. The faster responders arrive, the better are the odds for rescue and the less fire and property damage there will be.

Response times vary with fire station location, traffic congestion, traffic preemption devices (Opticom ®), traffic calming (e.g. speed humps), road design, and parking enforcement. We are primarily concerned with the response time for the initial arriving fire company that can initiate immediate rescue and fire fighting activities. Response time is one component of overall response time, which also includes dispatching time and turnout time.

Performance Measure Methodology Sheet

Fire and Rescue Services
Anchorage Fire Department

Performance Measure #9: Annual property value saved from fire

Type

Effectiveness

Accomplishment Goal Supported

Limit property damage from fires.

Definition

This measure reports the total dollar value of all property saved by fire suppression efforts when a fire occurs in Anchorage and Eagle River.

Data Collection Method

AFD Fire Investigators and company officers estimate property damage at fires based on the International Code Council property loss calculator as recommended by the U.S. Fire Administration. This information is included in each fire incident report.

Frequency

Calculated regularly for each structure fire

Measured By

Performance is determined by aggregating data from the performance period. For each fire, estimated fire loss is subtracted from the tax valuation of the property to determine the property saved.

Reporting

This information is reported to Fire Department executive staff quarterly or as needed.

Used By

This information is used by fire department staff to evaluate the effectiveness of fire and rescue activities and fire prevention measures, to develop public education strategies, and to determine the number and location of fire companies. The Insurance Services Office and/or insurance companies may also use this information to establish insurance rates.

Performance Measure Methodology Sheet

Administrative & Support Services
Anchorage Fire Department

Performance Measure #10: Receiving and processing time for cardiac arrest calls

Type

Efficiency

Accomplishment Goal Supported

Improve the outcome of individuals experiencing acute medical emergency.

Definition

Reports the average total time for a dispatcher/call-taker to answer a 911 call, obtain
information from the caller, and transmit an alert to emergency responders for a cardiac arrest.

Data Collection Method

Dispatching times are automatically recorded by the dispatching computer. Dispatch time data for cardiac arrest calls can be accessed and reported as needed.

Frequency

Measured continuously

Measured By

Incident records are automatically time-stamped with the first computer keyboard key stroke after a dispatcher answers a 911 call and when the first responders' responding unit is assigned to the call. Dispatching time is calculated by determining the elapsed time from the first key stroke to the time the first unit is assigned for cardiac arrest calls.

Reporting

This information is reported to Fire Department executive staff quarterly or as needed.

Used By

This information is used by fire department staff to ensure that the most urgent emergencies are identified and dispatched as quickly as possible. The faster responders can arrive, the better are the odds for survival and the return to

productivity from a cardiac arrest. Cardiac arrest calls represent the most urgent medical emergency; therefore, a full response is dispatched as soon as the location is verified. Other types of emergencies require more information from the caller to ensure that neither too few nor too many resources are dispatched, and therefore generally take longer. Dispatching time is affected by dispatcher staffing, scheduling, the quality of information provided by the caller, computer system functioning, and overall call volume. Dispatching time is one component of overall response time, which also includes turnout time and response (travel) time.

Performance Measure Methodology Sheet

Administrative & Support Services
Anchorage Fire Department

Performance Measure #11: Rate of survey respondents indicating awareness of fire department information and understanding of safety/emergency actions

Type

Effectiveness

Accomplishment Goal Supported

An informed, engaged community.

Definition

This measure is the percentage of survey respondents that demonstrate satisfactory awareness of public information disseminated by the Public Information Officer.

Data Collection Method

The Public Information Office will conduct a poll or survey assessing general awareness of public information based on messaging content promoted by the PIO.

Frequency

Annually or as needed

Measured By

Respondents will self-report awareness of public information as a Likert or similar scale in the survey instrument.

Reporting

This information is reported to Fire Department executive staff annually or as needed.

Used By

The information used will be used to assess the reach and effectiveness of the AFD's public information campaigns throughout the year. From this, strategies for improving effectiveness and expanding reach can be developed.

<u>Measure WC:</u> 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.