

# Fire Department

*Anchorage: Performance. Value. Results.*

**Mission**

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

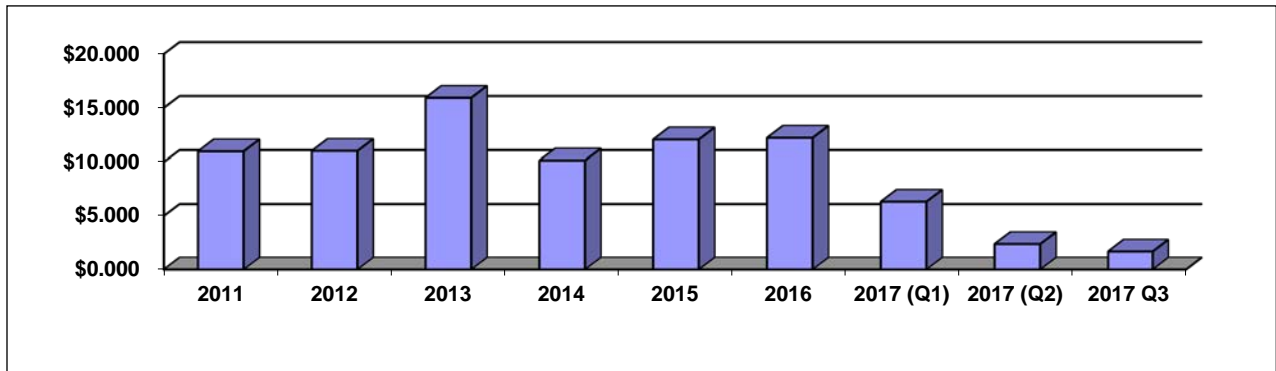
**Performance Measures**

Progress in achieving goals shall be measured by:

**Measure #1: Annual property loss due to fire**

2011	2012	2013	2014	2015	2016	1 <sup>st</sup> qtr 2017	2 <sup>nd</sup> qtr 2017	3 <sup>rd</sup> qtr 2017
\$10.971	\$11.012	\$15.930	\$10.136	\$12.074	\$12.223	\$6.316	\$2.369	\$1.674

**Fire Property Loss (\$Millions)**



Note: Amounts are estimates based on fire department investigation

Note: 1<sup>st</sup> quarter 2017 amount reflects Royal Suites Lodge fire.

## Emergency Medical Services Division Fire Department

*Anchorage: Performance. Value. Results.*

### Purpose

Improve outcome for sick, injured, trapped and endangered victims

### Division Direct 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

### Key Accomplishments

- 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.*

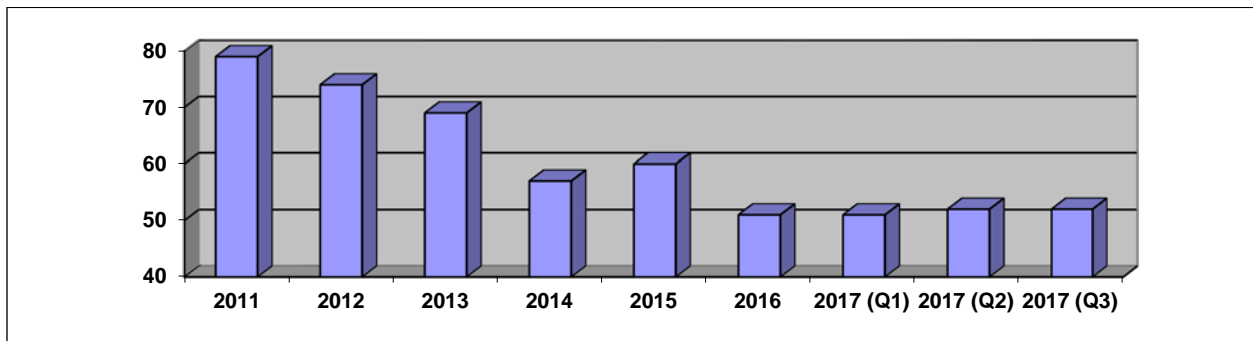
Progress in achieving goals shall be measured by:

<b>Measure #2: Dispatch for cardiac arrest calls</b>
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Performance target: Units dispatched within 60 seconds, 90% of the time

	2011	2012	2013	2014	2015	2016	1 <sup>st</sup> qtr 2017	2 <sup>nd</sup> qtr 2017	3 <sup>rd</sup> qtr 2017
Average (seconds)	79	74	69	57	60	52	51	52	57
% under 60 seconds	42%	46%	52%	74%	79%	73%	74%	75%	72%
# of cardiac dispatches	330	348	431	693	845	624	152	228	152

**Dispatch Time for Cardiac Arrest Calls (Seconds)**



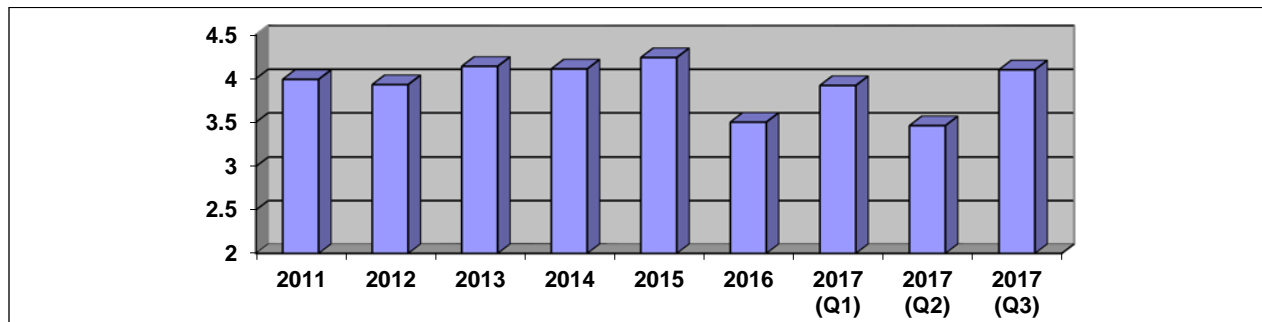
In January 2013, AFD changed this measure from 90 seconds to 60 seconds.

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

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

	2011	2012	2013	2014	2015	2016	1 <sup>st</sup> qtr 2017	2 <sup>nd</sup> qtr 2017	3 <sup>rd</sup> qtr 2017
Average (minutes)	3.99	3.94	4.14	4.11	4.24	3.50	3.92	3.46	4.17
% under 4 minutes	79%	74%	66%	70%	67%	70%	54%	73%	53%
# of first arriving units	360	384	595	723	845	624	152	221	152
Confirmed Cardiac Events	Na	Na	164	203	198	181	66	68	Na

**Response Time for Cardiac Arrest Calls (minutes)**



## Fire & Rescue Operations Division Fire Department

*Anchorage: Performance. Value. Results.*

### Purpose

Reduce fire damage, eliminate fire deaths and injuries

### Division Direct Services

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

### Key Accomplishments

- 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.*

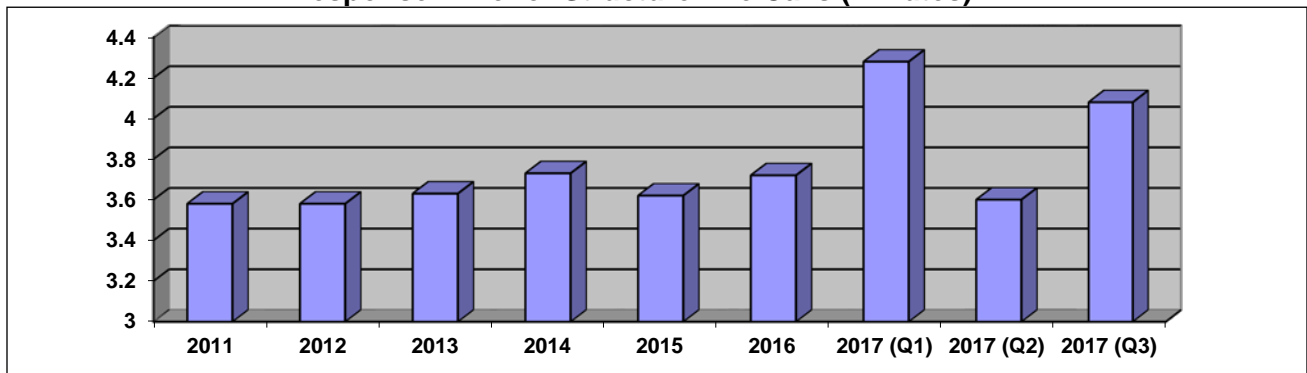
Progress in achieving goals shall be measured by:

<b>Measure #4: Response time to structure fire calls</b>
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Performance target: Arrive at the scene within 4 minutes of being dispatched, 90% of the time

	2011	2012	2013	2014	2015	2016	1 <sup>st</sup> qtr 2017	2 <sup>nd</sup> qtr 2017	3 <sup>rd</sup> qtr 2017
Average (minutes)	3.58	3.58	3.63	3.73	3.62	3.72	4.28	4.1	4.08
% under 4 minutes	81%	80%	79%	79%	79%	63%	59%	55%	61%
# of first arriving units	550	504	457	407	453	394	101	71	97

**Response Time for Structure Fire Calls (minutes)**



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**Fire Prevention Division  
Fire Department**

*Anchorage: Performance. Value. Results.*

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**Purpose**

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:

**Measure #5: Percentage of hotels that are inspected for life safety annually**

Performance Target: 90%

2011	2012	2013	2014	2015	2016	1 <sup>st</sup> qtr 2017	2 <sup>nd</sup> qtr 2017	3 <sup>rd</sup> qtr 2017
85%	94%	83%	41%	64%	100%	40%	45%	47%

\*\*Reported Annually

**Measure #6: Percentage of 1/3 of commercial occupancies that are inspected for fire code violations triennially**

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

2011	2012	2013	2014	2015	2016	1 <sup>st</sup> qtr 2017	2 <sup>nd</sup> qtr 2017	3 <sup>rd</sup> qtr 2017
22.1%	20.1%	26.6%	16.3%	31.5%	42.5%	7.0%	15.5%	20.9%

\*\*Reported Annually

Note: Critical occupancies receive required inspections, and those with a lower risk factor or lower frequency of fires are inspected as resources allow.

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**Performance Measure Methodology Sheet**  
**Fire Department**

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**Measure #1: Annual property loss due to fire**

**Type**

Effectiveness

**Accomplishment Goal Supported**

Reduce fire damage, eliminate fire deaths and injuries.

**Definition**

This measure reports the total dollar value of all property damage in Anchorage and Eagle River due to fire. Property losses include damages caused by the firefighting effort. Only direct costs are included; indirect economic losses (e.g. loss of business revenue) are not included.

**Data Collection Method**

Property loss is initially estimated by the fire officers involved in suppressing the fire and reported on the fire incident report. These estimates are subject to later modification by the fire investigator based on findings from an extended investigation and/or collaboration with insurance adjusters.

**Frequency**

Annually

**Measured By**

Taking into consideration fire, heat, smoke, water damage, and the pre-fire condition of buildings and contents, fire officers initially estimate property loss based on \$180 per square foot for residential occupancies and \$250 per square foot for commercial occupancies (total replacement), plus contents. These numbers are later amended by the fire investigator to more accurately reflect actual damages.

**Reporting**

This information is reported to Fire Department Senior Staff annually 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 also use this information to establish insurance rates.

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**Performance Measure Methodology Sheet**  
**Emergency Medical Services Division**  
**Fire Department**

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**Measure #2: Dispatch for cardiac arrest calls (echo level medical calls)**

**Type**

Effectiveness

**Accomplishment Goal Supported**

Improve outcome for sick, injured, trapped and endangered victims

**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**

Annually or as needed

**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 Senior Staff annually 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 in order 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.

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**Performance Measure Methodology Sheet**  
**Emergency Medical Services Division**  
**Fire Department**

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

**Type**

Effectiveness

**Accomplishment Goal Supported**

Improve outcome for sick, injured, trapped and endangered victims

**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**

Annually or as needed

**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 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 Senior Staff annually 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.



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**Performance Measure Methodology Sheet**  
**Fire and Rescue Operations Division**  
**Fire Department**

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**Measure #4: Response time to structure fire calls**

**Type**

Effectiveness

**Accomplishment Goal Supported**

Reduce fire damage, eliminate fire deaths and injuries.

**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**

Annually or as needed

**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 Senior Staff annually 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.

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**Performance Measure Methodology Sheet**  
**Fire Prevention Division**  
**Fire Department**

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**Measure #5: Percentage of hotels that are inspected for life safety annually**

**Type**

Effectiveness

**Accomplishment Goal Supported**

Prevent unintended fires.

**Definition**

This measure reports the percentage of all hotels and restaurants that are inspected annually for fire safety and fire code compliance.

**Data Collection Method**

Each time a hotel or restaurant is inspected for life safety and code compliance, a record is updated in the Electronic Master Building File (EMBF) maintained by Fire Prevention. Records for restaurants and hotels can be retrieved as needed.

**Frequency**

Annually

**Measured By**

Records are retrieved from the EMBF for each R1 (hotel) and A2 (restaurant) occupancy showing the number of these occupancies that have been inspected during the period. This number is compared to the total number of R1 and A2 occupancies to determine the percentage inspected.

**Reporting**

This information is reported to Fire Department Senior Staff annually or as needed, and to the State of Alaska Division of Fire and Life Safety to demonstrate compliance with the terms of our deferred inspection authority.

**Used by**

This information is used by fire department staff to monitor performance towards inspecting all hotels and restaurants annually. Hotels and restaurants represent a major component of Anchorage's tax base and local economy, and have high concentrations of visitors and residents alike. Ensuring compliant restaurants and hotels helps preserve Anchorage's economic vitality and the safety of residents and visitors. Regular inspections are required by the State of Alaska as a condition of our deferred authority to inspect and enforce fire code compliance in Assembly, Educational, and Institutional occupancies.

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**Performance Measure Methodology Sheet**  
**Fire Prevention Division**  
**Fire Department**

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**Measure #6: Percentage of 1/3 of commercial occupancies that are inspected for fire code violations triennially**

**Type**

Effectiveness

**Accomplishment Goal Supported**

Prevent unintended fires.

**Definition**

This measure reports the percentage of all occupancies other than hotels and restaurants (educational, institutional, and assembly) that are inspected triennially for fire safety and fire code compliance.

**Data Collection Method**

Each time a building is inspected for life safety and code compliance, a record is updated in the Electronic Master Building File (EMBF) maintained by Fire Prevention. Records for all occupancies excluding restaurants and hotels can be retrieved as needed.

**Frequency**

Annually

**Measured By**

Records are retrieved from the EMBF for each occupancy showing the number of these, excluding R1 (hotel) and A2 (restaurant), that have been inspected during the period. Business and mercantile occupancies are generally not included since these are inspected regularly as a condition of business license renewal. This number is compared to the total number of occupancies excluding R1 and A2 to determine the percentage.

**Reporting**

This information is reported to Fire Department Senior Staff annually or as needed, and to the State of Alaska Division of Fire and Life Safety to demonstrate compliance with the terms of our deferred inspection authority.

**Used by**

This information is used by fire department staff to monitor performance towards inspecting all occupancies at least triennially. Excluded occupancies such as hotels, restaurants, businesses, and mercantile are inspected more frequently. Ensuring compliance with the fire code helps preserve Anchorage's economic vitality and the safety of residents and visitors. Regular inspections are required by the State of Alaska as a condition of our deferred authority to inspect and enforce fire code compliance in Assembly, Educational, and Institutional occupancies.

**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.

