

ICMA BENCHMARKING PROJECT FY 2007 DATA REPORT



DALLAS FIRE-RESCUE DEPARTMENT
SEPTEMBER 16, 2008



FY 2006/2007 CPM DATA REPORT CORE MEASURES

Core Measures	Questions
Paid fire and EMS staffing per 1,000 population served	Q30
Total fire operating and vehicle expenditures per capita	Q36
Total residential structure fire incidents per 1,000 residential structures	Q56
Residential structure fires per 1,000 population served	Q54a or b
One- and two-family residential structure fire incidents: Fire out on arrival, confined to room of origin, or confined to structure of origin	Q51g, Q51h
Residential arson incidents per 10,000 residents served	Q4, Q78a
Total combined commercial and industrial structure fire incidents per 1,000 commercial and industrial structures	Q60m
False alarms as percentage of total structure fire incidents and total fire incidents	Q76, Q77
Fire incidents involving non-structures per 1,000 population served	Q4, Q65
Total fire incidents per 1,000 population served	Q4, Q68
Total non-fire incidents per 1,000 population	Q4, Q66
Total arson incidents per 10,000 population	Q4, Q80 or Q81



FY 2006/2007 CPM DATA REPORT CORE MEASURES (CONT.)

Core Measures	Questions
Arson clearance rate	Q84
Fire personnel injuries with time lost per 1,000 incidents	Q95c
Rescues and recoveries performed per 10,000 population served	Q6, Q85d, Q85h
Percentage of total fire calls with a response time of five minutes and under from dispatch to arrival on the scene	Q102
EMS responses per 1,000 population served: Total, BLS, and ALS Responses	Q5, Q103a and Q104a, or Q105
EMS response time: average time from dispatch to arrival on scene for calls requiring an ALS response (lights and sirens)	Q111, Q112b, Q113b, Q114b
Patients with full cardiac arrest from medical causes and patients who received early defibrillation	Q121a, Q125a
Percentage of patients in full cardiac arrest who have specified rhythms upon delivery to a medical facility	Q124
Customer satisfaction among those having contact with fire and EMS within the past 12 months	Q178a, Q180a
Hazmat incidents per 10,000 population	Q168, Q169, Q170



RELATIVE POSITION FROM FY04-07 STRENGTHS

Measure	FY 04	FY 05	FY 06	FY 07	Improvement
Number of fires: Residential	1,401	1,420	1,191	1,088	Yes
Arson clearance rate	21.1%	21.8%	22.5%	24.9%	Yes
Arson - # of incidents	1,235	953	1,077	933	Yes
EMS response time (dispatch to arrival)	318 (sec.) 5:3 (min.)	336 (sec.) 6:0 (min.)	349 (sec.) 6:22 (min.)	344 (sec.) 6:1 (min.)	Yes
EMS activity/1,000 population	122	127	131	117	Yes
Lost time injuries	93	107	61	53	Yes
Residential containment of fires to room of origin	36%	44%	33%	45%	Yes
Residential containment of fires to structure of origin	34%	37%	36%	49%	Yes
Fire response time (8 min or less from call entry to arrival)	85%	91%	89%	92%	Yes



RELATIVE POSITION FROM FY04-07 CONCERNS

Measure	FY 04	FY 05	FY 06	FY 07	Improvement
Fire response time (5 minutes or less from dispatch to arrival)	39%	75%	73%	66%	No
Fire personnel injuries/1,000 incidents	.96	1.22	.64	.72	No
False alarm rate	0.2%	10.9%	12.0%	21.6%	No
Number of fires: Commercial/Industrial	319	250	158	214	No



UPDATES FROM FY07 REPORTS PROPOSED ACTIONS

Data now available:

- The Electronic Patient Care (EPC) Reporting System has been implemented and the ability to collect all categories of patient data has been enhanced including cardiac care data. This system provides quality information.

Areas of concern:

- Revenue collection from EMS charges: The EPC Reporting System provides improved collection and transmittal of information. Anticipated recovery fee is \$15M.
- Response Time:
 - Management began focusing on turn-out time (time between notification of alarm and the time the apparatus begins moving).
 - Comparison data indicates a slight increase in both the 5 and 8 minute response times. Further analysis is needed.



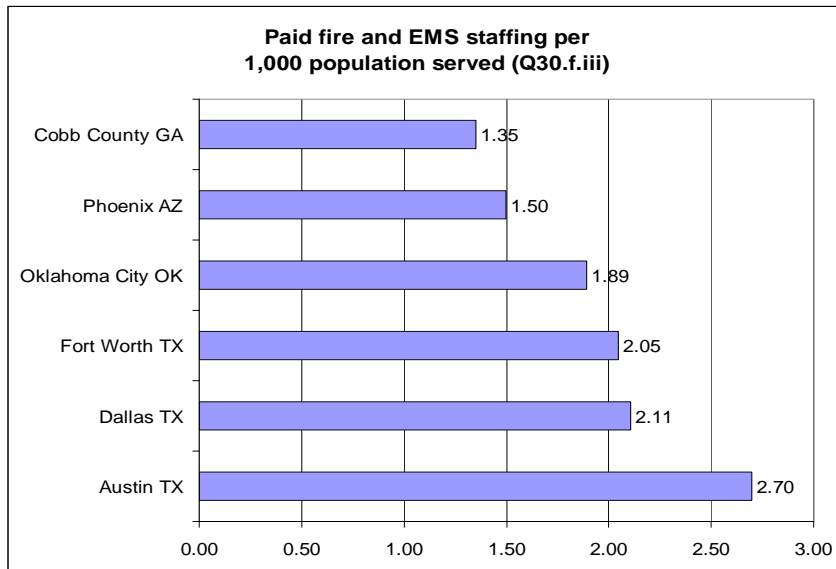
ELEVEN PEER JURISDICTIONS OF 500,000 OR MORE POPULATION

Jurisdiction	State	Population	Sq Miles
Austin	TX	732,381	248.2
Cobb County	GA	679,481	345.0
Dallas	TX	1,280,500	384.4
Fairfax County	VA	1,067,216	407.0
Fort Worth	TX	686,850	332.0
Miami-Dade County	FL	1,715,574	1964.2
Nassau County	NY	1,325,662	287.0
Oklahoma City	OK	555,784	621.0
Phoenix	AZ	1,528,033	514.9
Portland	OR	563,916	146.0
San Antonio	TX	1,312,286	519.5

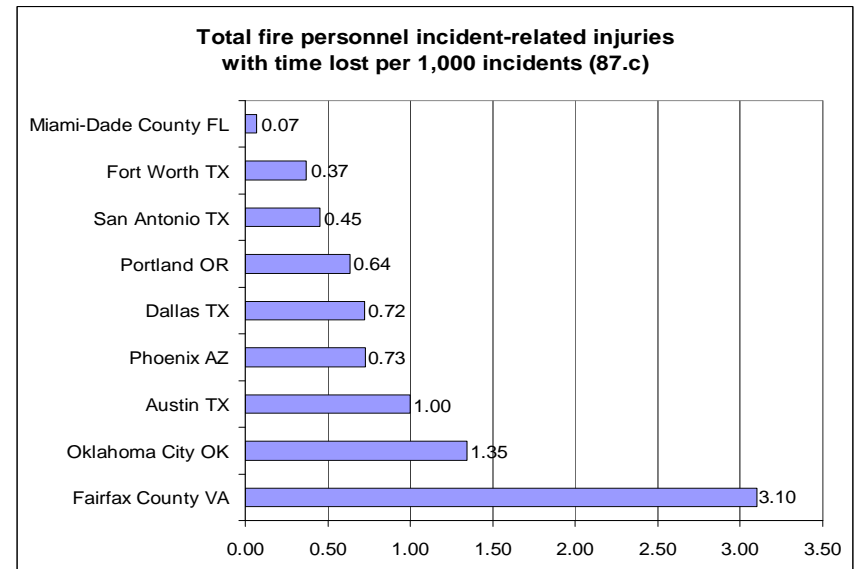


COMPARISON WITH PEER JURISDICTIONS

AREAS OF STRENGTH



Staffing – Of the 6 reporting peer cities Dallas ranked second highest at 2.11. Cobb County, GA ranked the lowest at 1.35 and Austin, TX ranked the highest at 2.70.

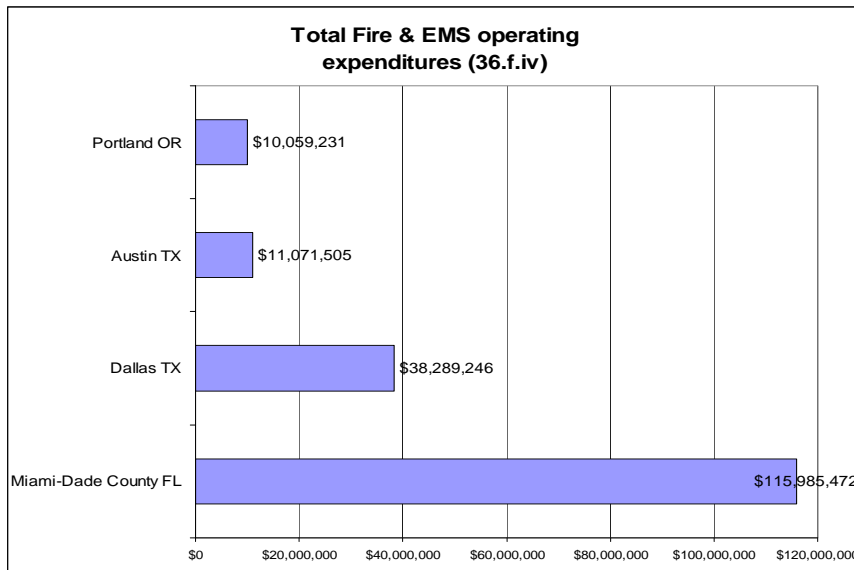


Fire Personnel Injuries – Dallas had an increase in FY07 at 0.72 from FY06 at 0.64.

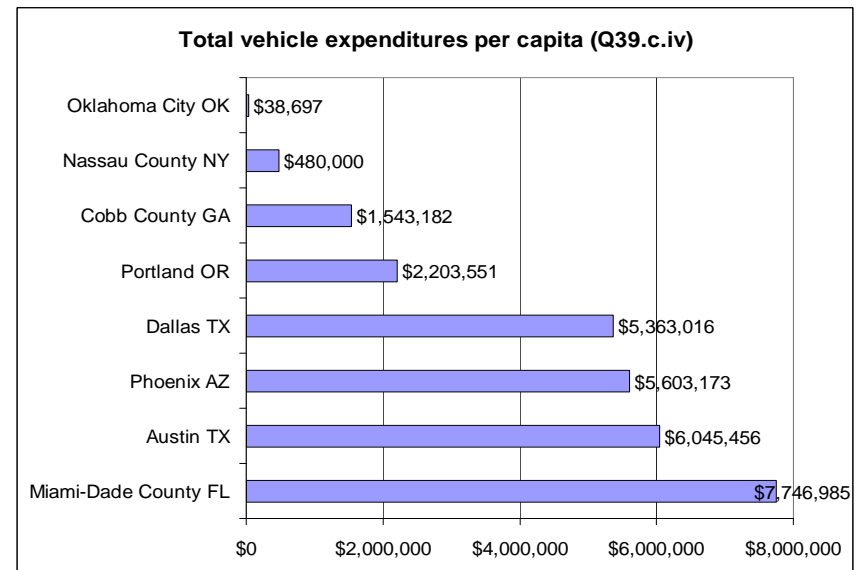


COMPARISON WITH PEER JURISDICTIONS

AREAS OF STRENGTH



Expenditures (Operations) – The total Fire & EMS operating expenditures only had 4 reporting peer cities. Dallas reported \$38.2M, Portland, OR had the lowest at \$10.0M and Miami, FL had the highest at \$115.9M.

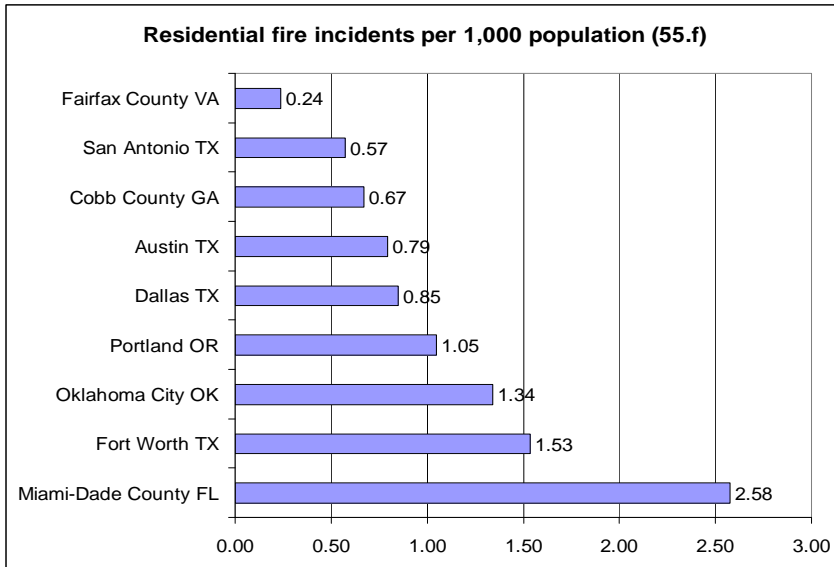


Expenditures (Vehicles) – The vehicle expenditures per capita had 8 reporting peer cities. Oklahoma City, OK was the lowest at \$38,697 and Miami, FL was the highest at \$7,746,985; Dallas reported \$5,353,016.

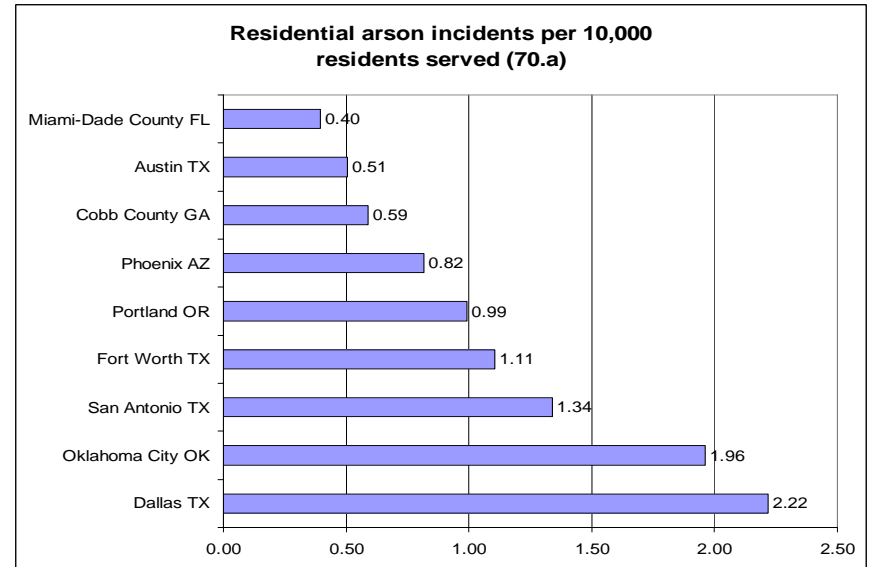


COMPARISON WITH PEER JURISDICTIONS

AREAS OF STRENGTH



Residential Fire Incidents – Dallas reported 0.94 in FY06, for FY07 there was a favorable decrease to 0.85.

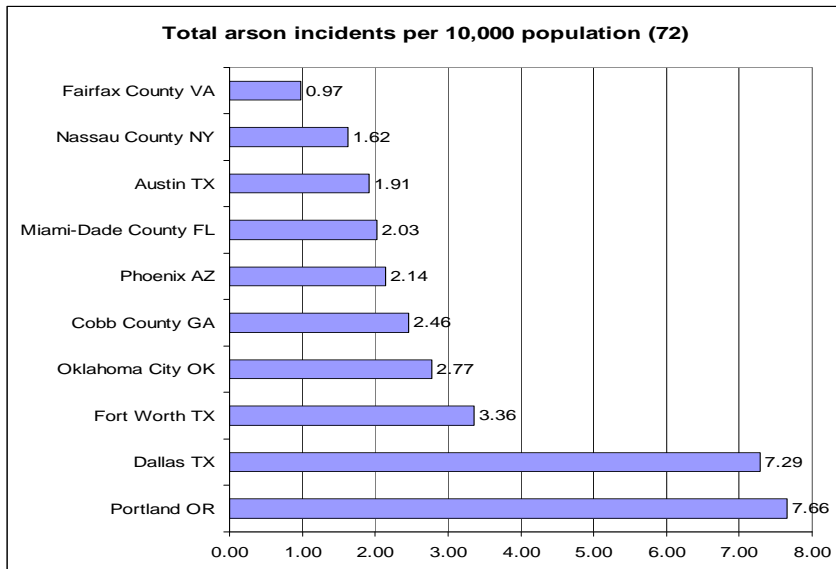


Residential Arson Incidents – Of the 9 reporting peer cities, Dallas ranked the highest at 2.22 and Miami, FL had the lowest at 0.40.

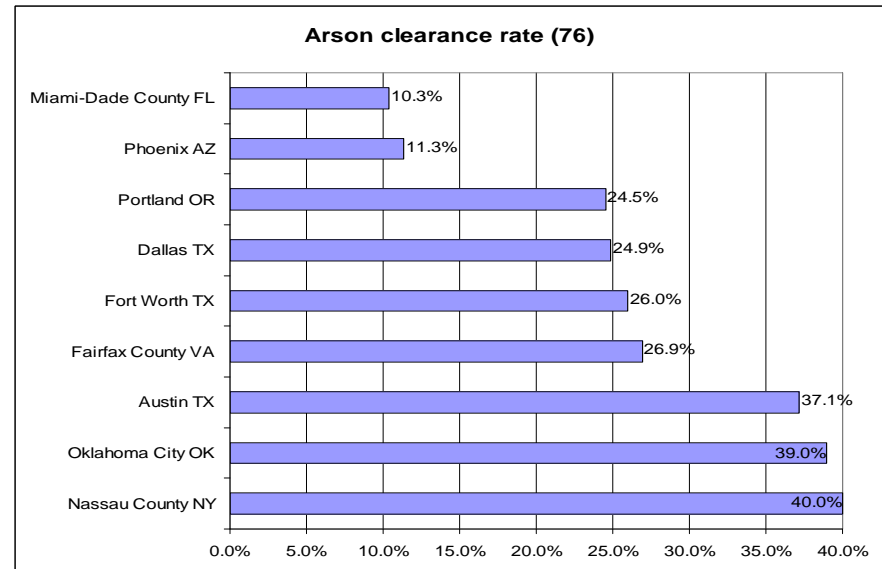


COMPARISON WITH PEER JURISDICTIONS

AREAS OF STRENGTH



Arson Incidents – Ten peer cities provided data in this category. Fairfax County, VA had the lowest at 0.97 and Portland, OR had the highest at 7.66. Dallas reported 7.29, which is a decrease from FY06 at 8.54.

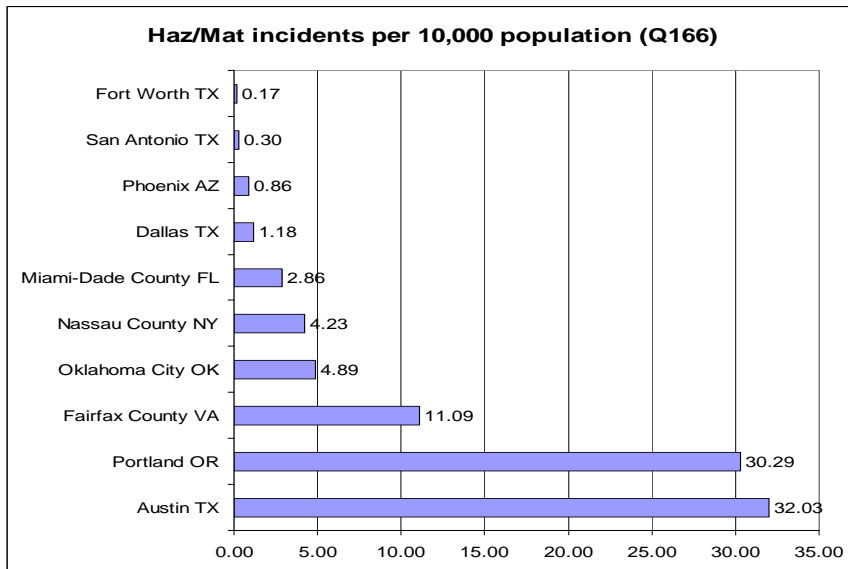


Arson Clearance Rate – Dallas had a increase from 22.5% in FY06 to 24.9% in FY07. Of the 9 reporting peer cities, the comparative average is 26.9%.

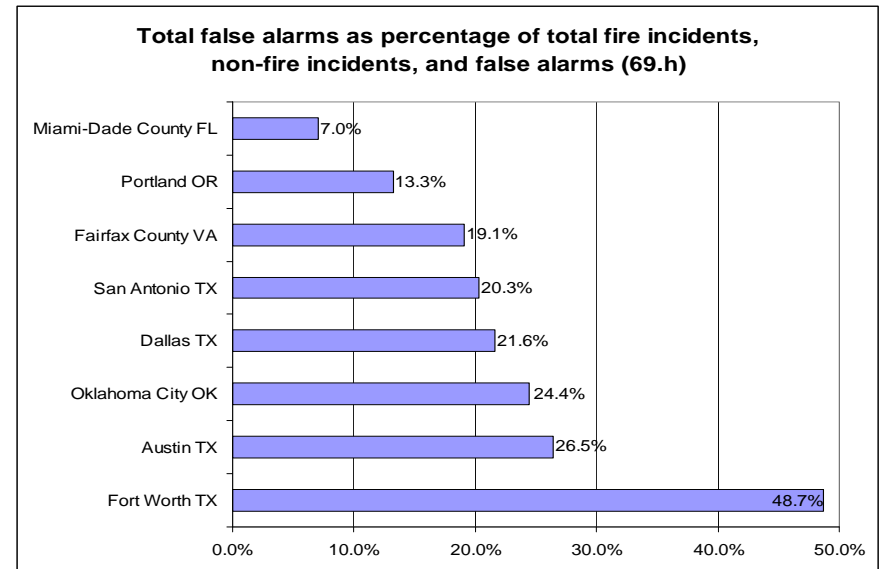


COMPARISON WITH PEER JURISDICTIONS

AREAS OF STRENGTH



Hazardous Materials – Dallas ranked fourth at 1.18 of the 10 reporting peer cities. Fort Worth, TX had the lowest at 0.17 and Austin, TX had the highest at 32.03.

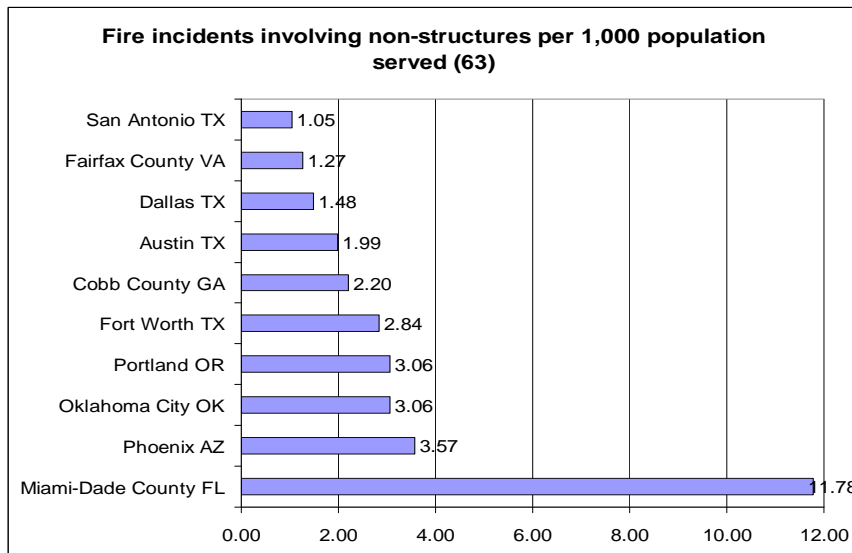


False Alarm Rate – Of 8 reporting peer cities, Dallas was mid-range in the false alarm rate.

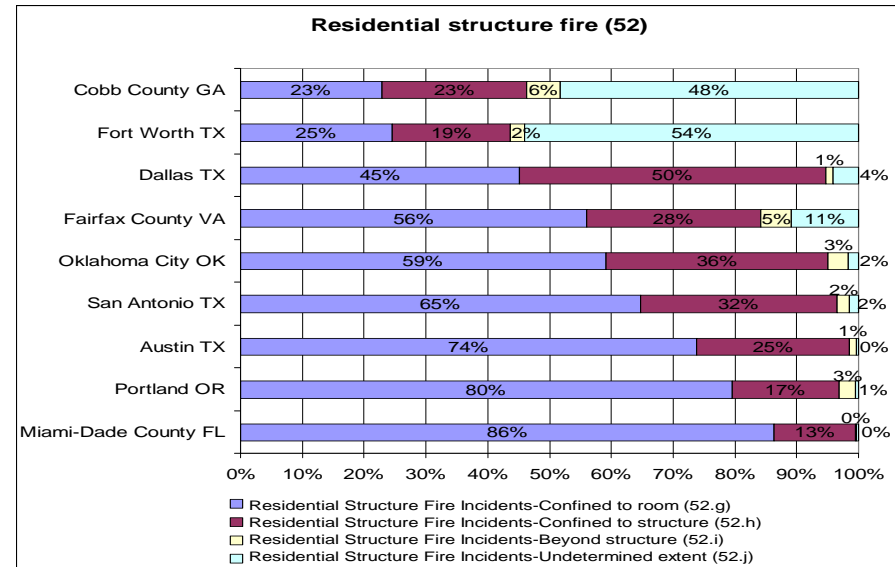


COMPARISON WITH PEER JURISDICTIONS

AREAS OF CONCERN



Non-Structure Fire Incidents – Dallas ranked 3rd at 1.48 out of the 10 reporting peer cities. San Antonio, TX had the lowest at 1.05 and Miami, FL had the highest at 11.78.

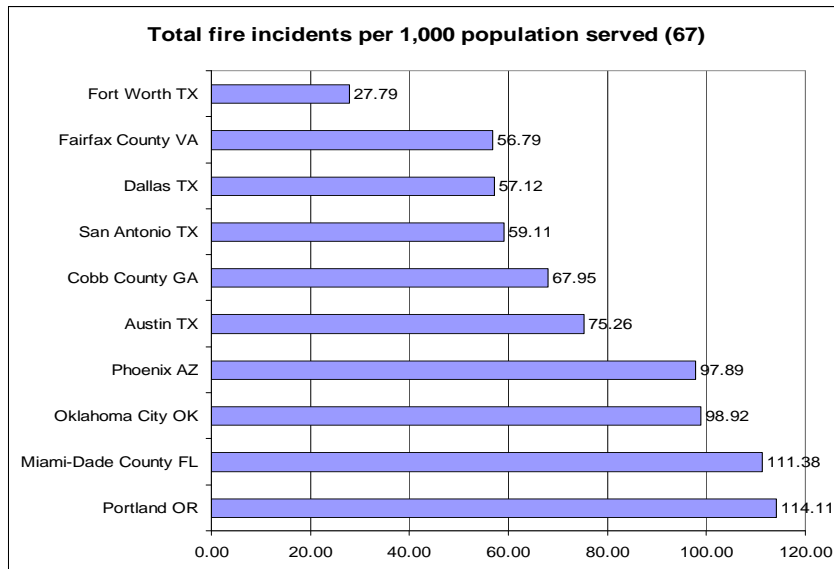


Containment of Fires – Dallas reported 45% for FY07, which is a favorable increase from 33% for FY06. Out of the 9 reporting peer cities the comparative average is 58%.

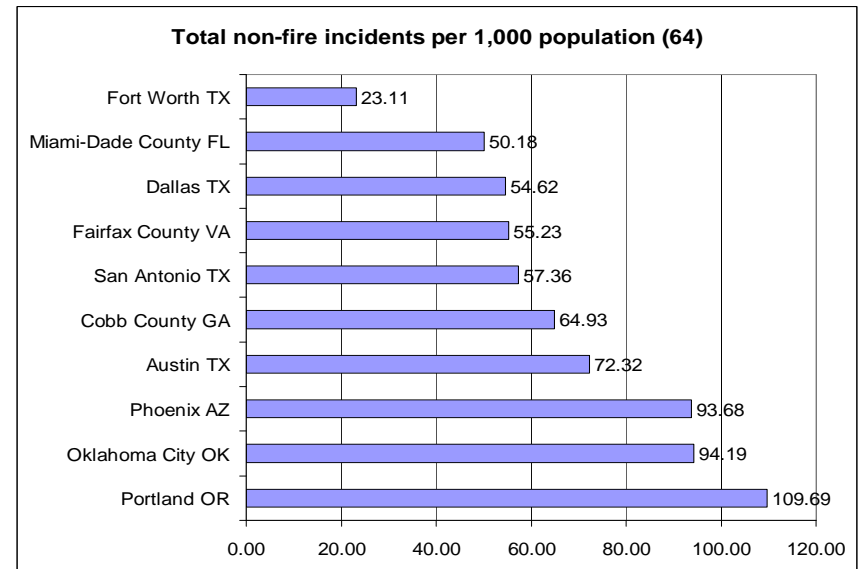


COMPARISON WITH PEER JURISDICTIONS

AREAS OF STRENGTH



Fire Incidents – Out of the 10 reporting peer cities, Dallas had 57.12. Fort Worth, TX had the lowest at 27.79 and Portland, OR had the highest at 114.11.

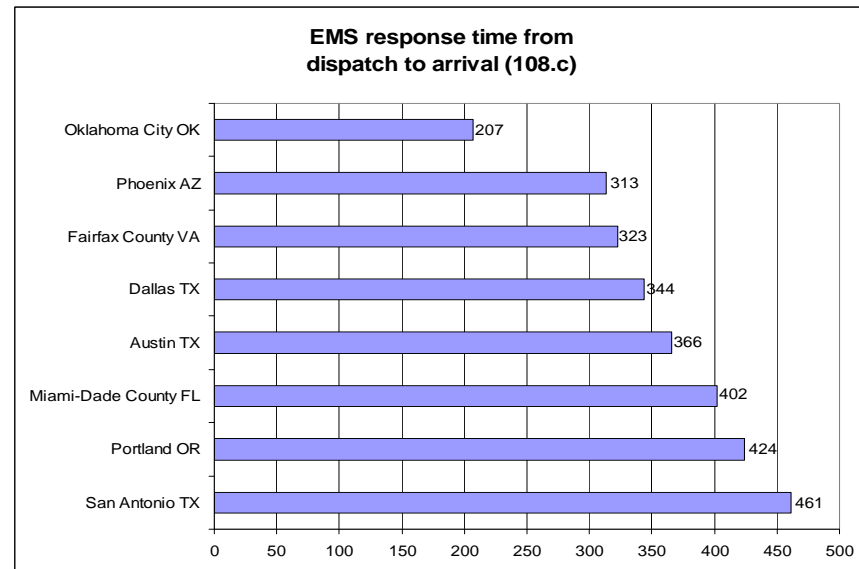
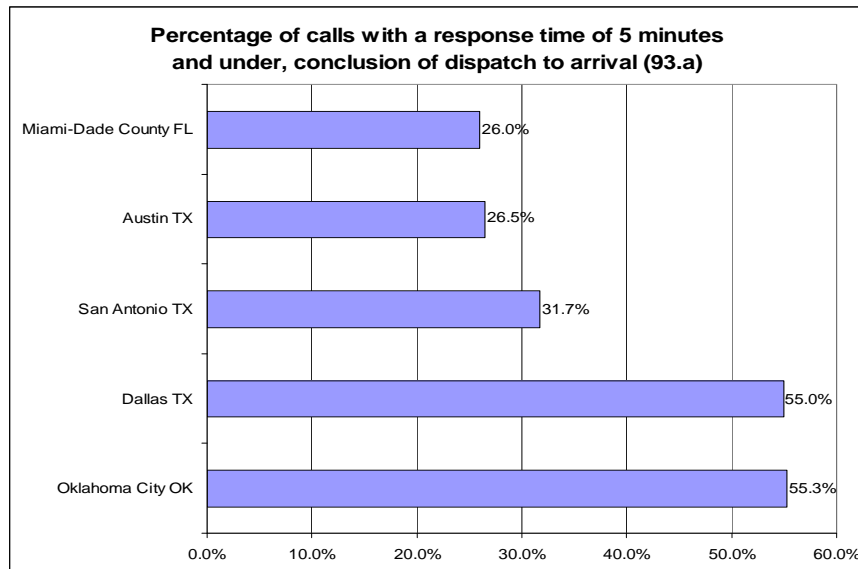


Non-Fire Incidents – Dallas ranked 3rd at 54.62 where Fort Worth, TX had the lowest at 23.11 and Portland, OR had the highest at 109.69.



COMPARISON WITH PEER JURISDICTIONS

AREAS OF CONCERN



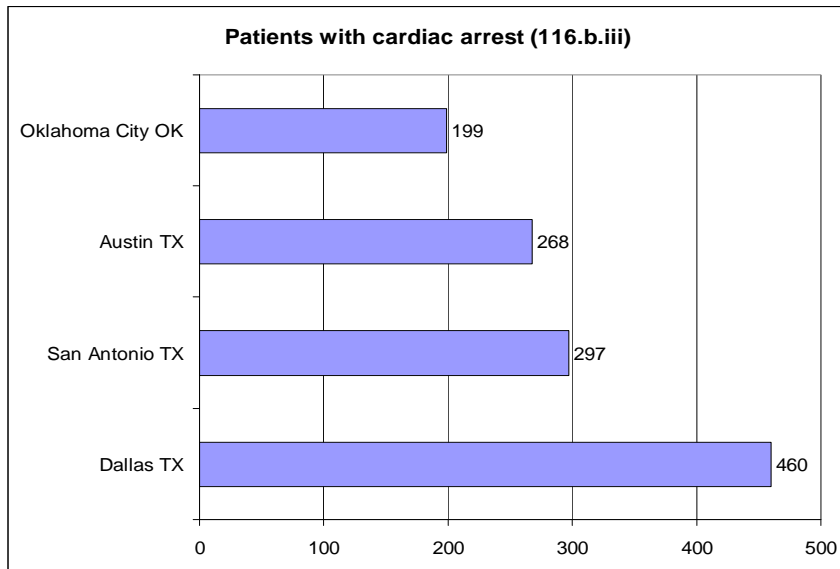
Fire Response Time (<5 min) –
 Dallas reported 55.0% for FY07; however, this number was retrieved during the CAD system transitioning stage. Recent data indicates that Dallas is at 72%, which represents a slight decrease from FY06 data, and increase in total number of responses.

EMS Response Time – Dallas came in 4th of the 8 peer cities reporting. The lowest response time from dispatch to arrival was Oklahoma City, OK at 207 seconds (3:45 minutes) and the highest was San Antonio, TX at 461 seconds (8:08 minutes). Year to date Dallas has a response time of 331 seconds (5:31 minutes). This still provides medical resources to the scene on or under 6 minutes.

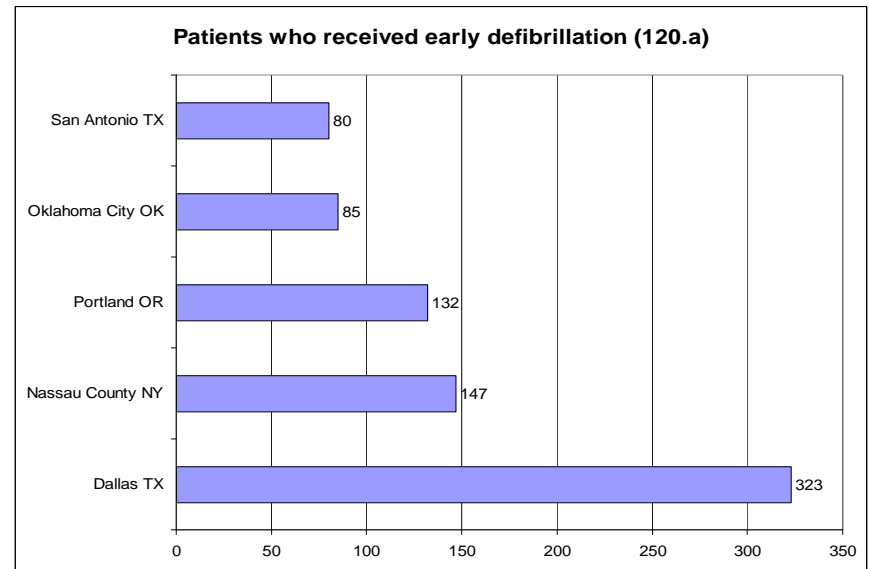


COMPARISON WITH PEER JURISDICTIONS

AREAS OF STRENGTH



Cardiac Arrest – Only four peer cities reported data in this category. Dallas had the highest at 460 and Oklahoma City, OK had the lowest at 199.

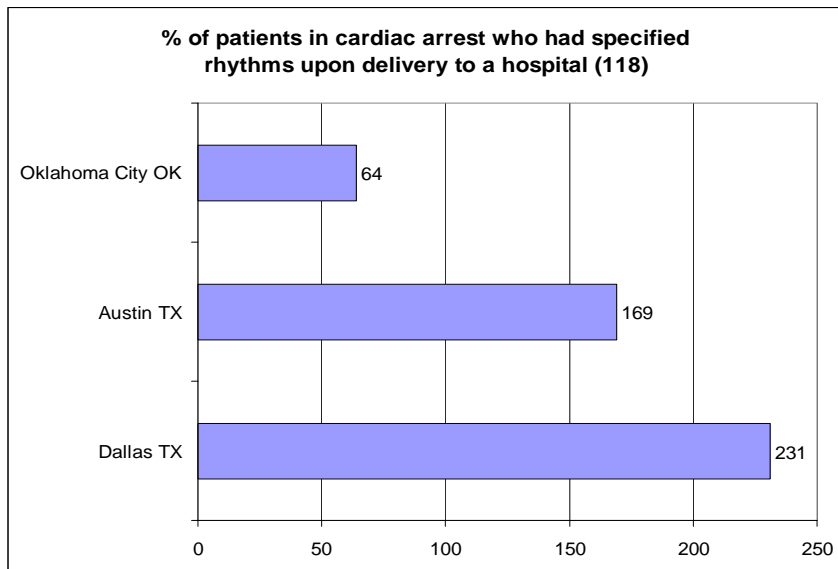


Defibrillation – Dallas ranked the highest at 323 and San Antonio, TX had the lowest at 80. Of the five reporting peer cities.

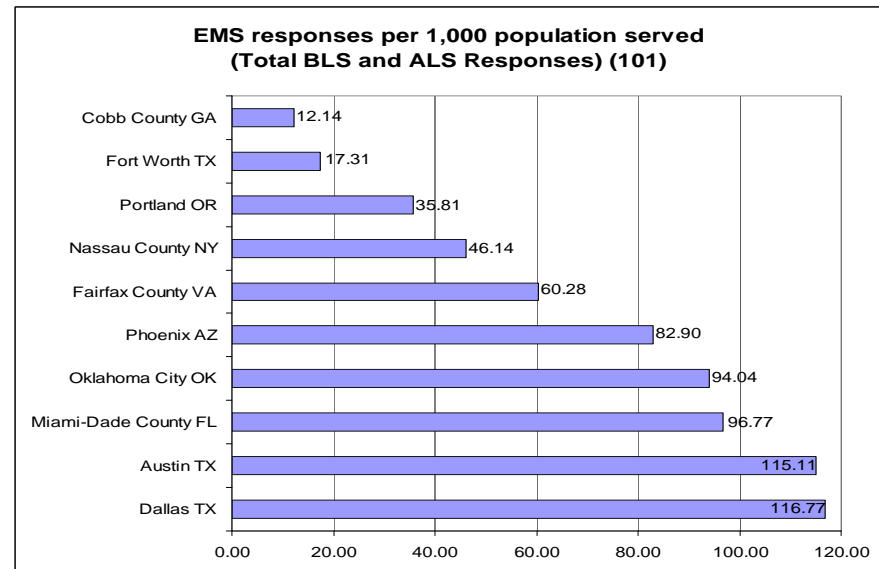


COMPARISON WITH PEER JURISDICTIONS

AREAS OF STRENGTH



Specified Rhythms – Dallas had the highest at 231 out of only three reporting peer cities, and Oklahoma City, OK had the lowest at 64.

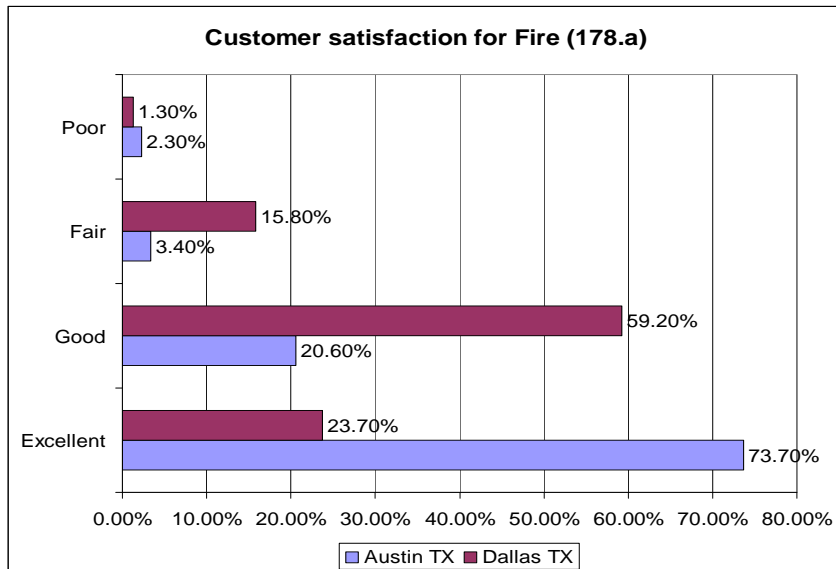


EMS Activity/1,000 Population – Dallas had the highest rate of 116.77 incidents per 1,000 population. Cobb County, GA had the lowest rate of 12.14. Of the 10 reporting peer cities the comparative average is 6,480.

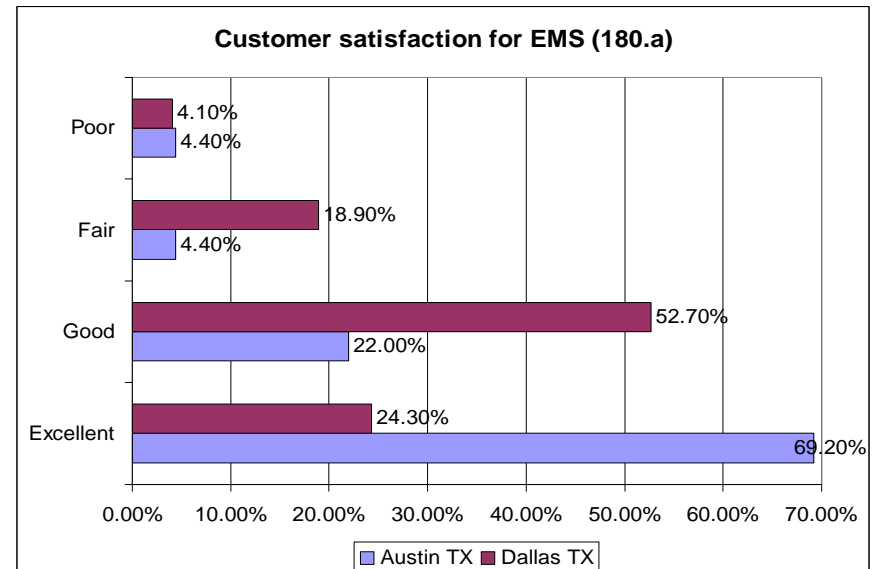


COMPARISON WITH PEER JURISDICTIONS

AREAS OF STRENGTH



Customer Satisfaction (Fire) – There were only two reporting peer cities. Dallas had the lowest in “Excellent” at 23.70% and Austin, TX ranked at 73.70%.



Customer Satisfaction (EMS) – Dallas ranked the lowest in “Excellent” at 24.30% and Austin, TX ranked the highest at 69.20%.



CUSTOMER FEEDBACK

911/311/Water Customer Service:

- FY07 911/311/Water Customer Service – 311/Water Customer Service has been transitioned to Strategic Customer Service. 911 is transitioning to the Police Department. Therefore, no customer feedback has been included in this report.
- EMS customer service surveys are under development and will be distributed with billing statements during the 2008-2009 fiscal year.
- Fire Prevention developed two customer service survey forms: New Construction and General Inspections.
 - This fiscal year FPE&I has issued 2,149 customer satisfaction surveys for general inspections and educational programs. 438 survey responses were received. Only one respondent was dissatisfied with the service provided. The source of the dissatisfaction was a missed inspection appointment. 667 new construction customer satisfaction surveys have been issued this fiscal year. 47 survey responses have been received. None of the respondents were dissatisfied with the service provided.
- Arson developed a customer service feedback form:
 - 62 surveys were issued, 31 responses were received. All responses indicated the customer agreed or strongly agreed the service provided was timely, accurate and a positive experience.



BENCHMARKING

Other Benchmarking Activities:

- Index city surveys (on specific issues)
- Department of State Health Services (EMS)
- FBI Uniform Crime Report (Arson)
- Association of Public Safety Communication Officers
- National Citizens Survey



LOOKING TO THE FUTURE . . . MANAGEMENT/SERVICE DELIVERY CHANGES TO ADDRESS RESULTS OF THE FY06 and FY07 DATA

Fire and EMS Response Times:

- Implementation of Computer Aided Dispatch (CAD) and Station Location Systems are expected to streamline portions of the dispatching system which will ultimately reduce the amount of time it takes to dispatch an emergency call. By reducing dispatch time, the overall response time will also decrease.
- Monitor turn-out time to ensure firefighters and paramedics are minimizing the amount of time between the time the call is announced at the station and the time the apparatus leaves the station. NFPA standard is 60 seconds.
- Building and staffing additional fire stations to improve response time for Fire and EMS calls. New rescues placed in-service in January 2008. New Fire Station 40 opened in February 2008.



LOOKING TO THE FUTURE . . . MANAGEMENT/SERVICE DELIVERY CHANGES TO ADDRESS RESULTS OF THE FY06 and FY07 DATA

- Increase the capability to deliver ALS intervention on emergency medical incidents by increasing the number of ALS engine companies
- Increase the capability to deliver on-site supervision to increase safety of firefighters and community by increasing the number of Battalion Chiefs officers available for emergency response
- Continue to focus on reducing turn-out time by focusing on NFPA 1710 standard of 60 seconds (time of receipt of alarm to initiation of response)
- Continue to provide and enhance officer training in strategy and tactics to improve the percentages of fire containment
- Continue to provide safety training and the Wellness-Fitness Program to decrease the likelihood of on-job injuries
- Additional EMS personnel will provide additional advance life support training to incumbent personnel to improve the likelihood of favorable outcomes in medical emergencies. Quality Assurance personnel and policies have been added.
- Increase the number of fire companies equipped with thermal imagers to enhance the safety of firefighters and community.



LOOKING TO THE FUTURE . . . MANAGEMENT/SERVICE DELIVERY CHANGES TO ADDRESS RESULTS OF THE FY06 and FY07 DATA (CONT.)

Number of Fires:

- The Department has collaborated with the Red Cross to conduct “smoke detector blitz’s” in the targeted areas to install smoke detectors in homes. From October 1, 2006 – September 30, 2007, 3,945 homes were visited and given fire prevention information. In 1,232 homes 3,346 smoke detectors were installed.
- As a part of the CDC grant proposal, the Department collaborated with the Injury Prevention Center (IPC) to identify the high risk census tracks.
 - The IPC utilized data from a 10 year period (1991–2000) which included Dallas’ fire data, local hospital information regarding burns treated, and socio-economic information to identify the high risk census tracks, which are:
 - > 24.0 (East Dallas)
 - > 84.0 (South East Dallas)
 - > 116.01 (Pleasant Grove)
 - > 115.00 (South Dallas)
 - > 39.02 (South Dallas)



LOOKING TO THE FUTURE . . . MANAGEMENT/SERVICE DELIVERY CHANGES TO ADDRESS RESULTS OF THE FY06 and FY07 DATA (CONT.)

Number of Fires: (Cont.)

- We are collaborating with the Dallas County task force, which is specifically designed to investigate and prosecute arson related vehicle fires to improve clearance rates.
 - To date, participation has been limited due to staffing needs to work City cases. However, participation will increase after additional investigators complete training and are certified as investigators.
 - To date, the Department has worked 10 Dallas cases with the task force. Criminal charges have been filed in 3 of these cases. One case has resulted in the court ordering restitution, of which the Fire Department received \$1,220.



LOOKING TO THE FUTURE: ACTION PLANS FOR FY08-09

Implement programs to reduce risk:

- Internally, to reduce fire personnel injuries:
 - Implemented the Wellness/Fitness Program during FY07-08. The program is designed to reduce on-duty and lost-time injuries.
 - Continue utilizing a designated Safety Officer at all working fires.
 - Determine where injuries are occurring by Division and Shift to identify specific training needs.

- Externally, to reduce risk to the public:
 - Implement an All-hazard Program in the schools.
 - > FPE&I implemented the Risk Watch program at 3 elementary schools in high risk neighborhoods this fiscal year. For Fiscal year 2008-09, Risk Watch will be implemented in all DISD schools. FPE&I educators will teach 2nd grade elementary school teachers to present the Risk Watch program in conjunction with safety skits presented by FPE&I personnel.



LOOKING TO THE FUTURE: ACTION PLANS FOR FY08-09

Implement programs to reduce risk: (Cont.)

- > Implement an Arson Awareness Program to reduce arson and fire incidents.
 - Collaborated with Crime Stoppers to pay rewards on information leading to arrests of arsonists.
 - Additional Lieutenant for FY08/09.
 - Educating “At-Risk” students about Arson Prevention.

