

# Healthy & Safe Communities

*Modesto: A healthy, safe, attractive, economically vibrant, socially diverse and culturally rich city with a strong sense of identity and pride, a community engaged in the practice of citizenship with governance based on the principle of stewardship.*

## 2004 Yearly Performance Measures

### Fire Department

#### Mission:

To provide effective and efficient fire and life safety protection to the community through control of hostile fires, fire prevention services, emergency medical services, emergency preparedness, and mitigation of hazardous material incidents. This commitment is intended to safeguard the general economy and welfare of Modesto.



#### Strategic Plan Goals:



- H.I. Identify opportunities for collaborative delivery of police, fire, recreation and neighborhood services.
- H.II.A. Our actions develop and reinforce the sense of community and neighborhood sense of identity.
- H.II.K. Our neighborhoods are safe places to live, work, play and visit.
- H.III. Emergency services are delivered quickly, safely and responsively.
- H.IV. Collaborate for health services delivery with our partners, such as the County.
- H.V. Actions support the safe and healthy, drug free, gang free, development of young people.
- C.IV. Protect and preserve the City's historical assets.

**Motto:** *"We Care"* **Key Efficiency Measures:**

Performance Measure	Monthly Results	Target	Comments
<b>FD-1. EMERGENCY RESPONSE EFFICIENCY</b>  <b>What:</b> Percentage of calls (fire and EMS) by Fire Management Area where <u>initial unit</u> arrives at the incident <u>within six minutes</u> , by station.  <b>Why:</b> To measure response time in different parts of the City and identify trends and problems.	<b>Strategic Plan Goals:</b> H.III., C.IV.  	90% of emergency calls are responded to within six minutes of dispatch.	This fire response efficiency has been consistently met department-wide.  Some fire management areas, such as Station #8, have natural obstacles that create long responses when reaching the edges of their territory.

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<p><b>FD-2. EMERGENCY RESPONSE EFFICIENCY</b></p> <p><b>What:</b> Percentage of structure fires where <u>effective response force</u> arrives <u>within ten minutes</u>.</p> <p><b>Why:</b> The effective response force is needed to initiate an effective attack on active, developing structure fires.</p> <p><b>Strategic Plan Goals:</b> H.III., C.IV.</p>	<p style="text-align: center;"><b>Emergency Response Efficiency</b></p> <table border="1"> <caption>Emergency Response Efficiency Data</caption> <thead> <tr> <th>Month</th> <th>Percent response in 10 minutes</th> </tr> </thead> <tbody> <tr><td>Jan 04</td><td>98%</td></tr> <tr><td>Feb 04</td><td>84%</td></tr> <tr><td>Mar 04</td><td>98%</td></tr> <tr><td>Apr 04</td><td>95%</td></tr> <tr><td>May 04</td><td>98%</td></tr> <tr><td>Jun 04</td><td>85%</td></tr> <tr><td>Jul 04</td><td>98%</td></tr> <tr><td>Aug 04</td><td>90%</td></tr> <tr><td>Sep 04</td><td>98%</td></tr> <tr><td>Oct 04</td><td>98%</td></tr> <tr><td>Nov 04</td><td>94%</td></tr> <tr><td>Dec 04</td><td>93%</td></tr> </tbody> </table>	Month	Percent response in 10 minutes	Jan 04	98%	Feb 04	84%	Mar 04	98%	Apr 04	95%	May 04	98%	Jun 04	85%	Jul 04	98%	Aug 04	90%	Sep 04	98%	Oct 04	98%	Nov 04	94%	Dec 04	93%	<p>Effective response force arrives at working structure fires within 10 minutes of dispatch 90% of the time.</p>	<p>The re-establishment of our 2<sup>nd</sup> on-duty Battalion Chief has stabilized our multi-alarm response efficiency. In the 2<sup>nd</sup> quarter, we met this efficiency for all incidents.</p>
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<p><b>FD-3. NON-EMERGENCY WORKLOAD</b></p> <p><b>What:</b> Percentage of calls that are non-emergency calls.</p> <p><b>Why:</b> Measures the impact of non-emergency calls on total Fire Department workload.</p> <p><b>Strategic Plan Goals:</b> H.II.K., H.III.</p>	<p style="text-align: center;"><b>Non-Emergency Workload</b></p> <table border="1"> <caption>Non-Emergency Workload Data</caption> <thead> <tr> <th>Month</th> <th>Percentage of Non-emergency Calls</th> </tr> </thead> <tbody> <tr><td>Jan 04</td><td>20%</td></tr> <tr><td>Feb 04</td><td>22%</td></tr> <tr><td>Mar 04</td><td>24%</td></tr> <tr><td>Apr 04</td><td>24%</td></tr> <tr><td>May 04</td><td>25%</td></tr> <tr><td>Jun 04</td><td>23%</td></tr> <tr><td>Jul 04</td><td>24%</td></tr> <tr><td>Aug 04</td><td>25%</td></tr> <tr><td>Sep 04</td><td>22%</td></tr> <tr><td>Oct 04</td><td>25%</td></tr> <tr><td>Nov 04</td><td>22%</td></tr> <tr><td>Dec 04</td><td>20%</td></tr> </tbody> </table>	Month	Percentage of Non-emergency Calls	Jan 04	20%	Feb 04	22%	Mar 04	24%	Apr 04	24%	May 04	25%	Jun 04	23%	Jul 04	24%	Aug 04	25%	Sep 04	22%	Oct 04	25%	Nov 04	22%	Dec 04	20%	<p>Non-emergency calls comprise 33% or less of all Fire Department calls for service.</p>	<p>We continue to work with heavy users and abusers of the 911 system to find alternative means to meet their non-emergency needs. Efforts are proving effective.</p>
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## 2004 Yearly Performance Measures

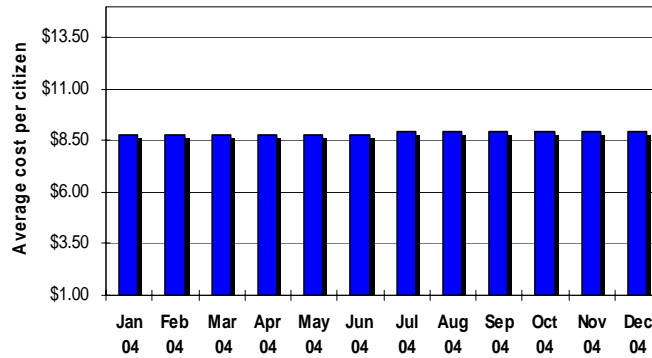
### FD-4. FIRE DEPARTMENT EFFICIENCY

**What:** Cost per citizen for all Fire Department services.

**Why:** Compares the relative costs of fire services for Modesto versus that of other similar Central Valley cities.

**Strategic Plan Goal:** H.III.

Cost per Citizen for all Fire Services



City of Modesto average is comparable to the **Central Valley average of \$9.18 per month.** Comparison Cities include Fresno, Stockton, Bakersfield, and Sacramento.

Our costs continue to be comparable to other valley cities.

Performance Measure	Monthly Results	Target	Comments
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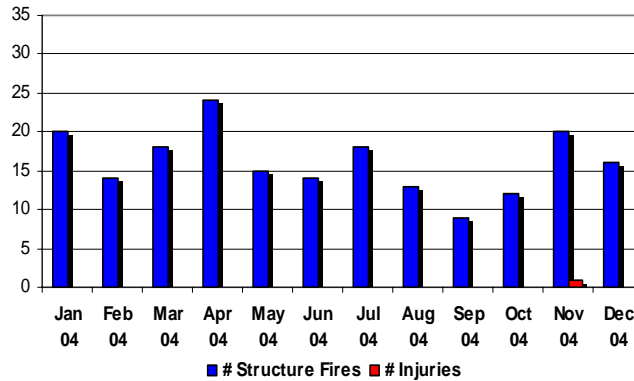
### FD-5. FIRE RESPONSE EFFECTIVENESS

**What:** Number of civilian injuries.

**Why:** Compares the effectiveness of fire prevention and fire response in minimizing civilian injuries.

**Strategic Plan Goal:** H.II.K.

Civilian Injuries in Structure Fires



City of Modesto averages is less than state of California average of 16 injuries per 100 structure fires.

We continue to educate the community on fire safety. There was one civilian injury this quarter; we attribute this small number, in part, to our continued fire education effort.

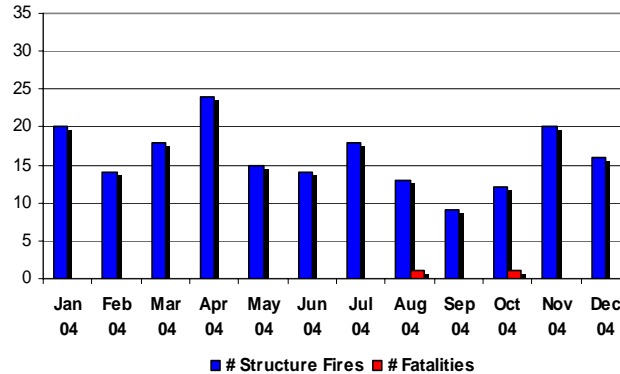
### FD-6. FIRE RESPONSE EFFECTIVENESS

**What:** Number of civilian fatalities, per structure fires.

**Why:** Compares the effectiveness of fire prevention and fire response in preventing civilian fatalities.

**Strategic Plan Goal:** H.II.K.

Civilian Fatalities in Structure Fires



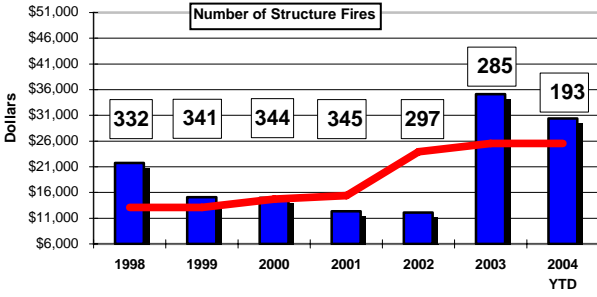
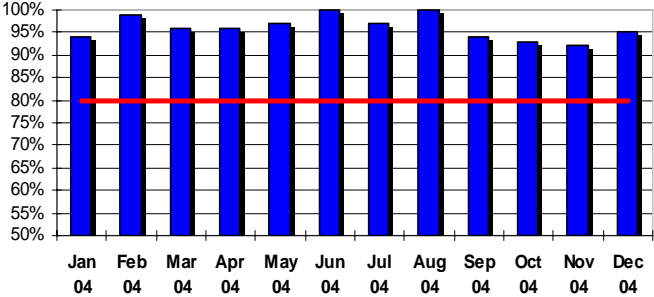
City of Modesto average is less than California average of 2 fatalities per 100 structure fires.

The City of Modesto has had one structure fire fatality in this quarter. Again, we believe education is a key to reducing fire injuries and fatalities on an annual basis.

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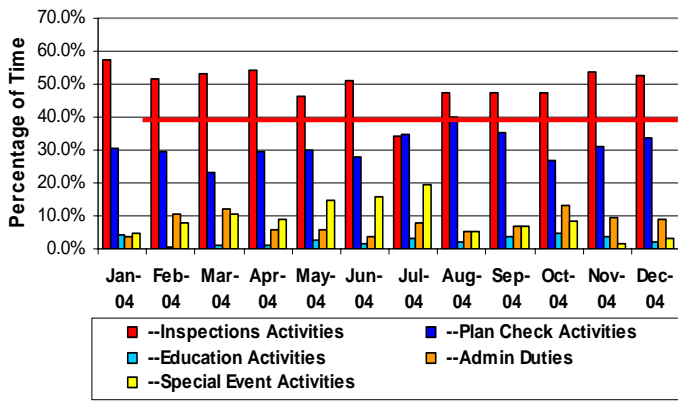
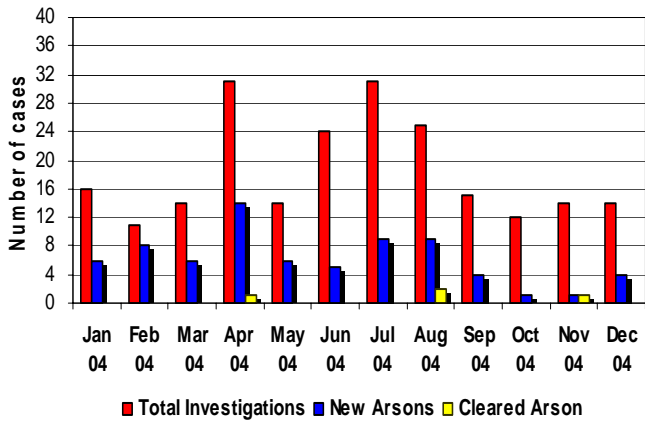
## 2004 Yearly Performance Measures

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<p><b>FD-7. FIRE RESPONSE EFFECTIVENESS</b></p> <p><b>What:</b> Average dollar loss per structure fire.</p> <p><b>Why:</b> Compares our effectiveness at minimizing dollar loss from structure fires to the average in California.</p> <p><b>Strategic Plan Goals:</b> H.I.I.K.</p>	<p style="text-align: center;"><b>Average Dollar Loss per Structure Fire</b></p>  <table border="1"> <caption>Number of Structure Fires</caption> <thead> <tr> <th>Year</th> <th>Number of Structure Fires</th> </tr> </thead> <tbody> <tr><td>1998</td><td>332</td></tr> <tr><td>1999</td><td>341</td></tr> <tr><td>2000</td><td>344</td></tr> <tr><td>2001</td><td>345</td></tr> <tr><td>2002</td><td>297</td></tr> <tr><td>2003</td><td>285</td></tr> <tr><td>2004 YTD</td><td>193</td></tr> </tbody> </table>	Year	Number of Structure Fires	1998	332	1999	341	2000	344	2001	345	2002	297	2003	285	2004 YTD	193	<p>City of Modesto is historically at or under the California State average for dollar losses per structure fire. The red trend line is the California State 3-year average for structure fires.</p>	<p>Our total structure fire is down from last year. While there does not appear to be a trend, we are aggressively educating the public, and pursuing responsibilities for intentional fires.</p>										
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<p><b>FD-8. FIRE PREVENTION EFFICIENCY</b></p> <p><b>What:</b> Percent of plan checks completed by Fire Prevention personnel within 2 weeks of submittal.</p> <p><b>Why:</b> Plan check requests are closely monitored.</p> <p><b>Strategic Plan Goal:</b> H.I.I.K.</p>	<p style="text-align: center;"><b>Fire Prevention Efficiency</b></p>  <table border="1"> <caption>Fire Prevention Efficiency</caption> <thead> <tr> <th>Month</th> <th>Efficiency (%)</th> </tr> </thead> <tbody> <tr><td>Jan 04</td><td>~95%</td></tr> <tr><td>Feb 04</td><td>~98%</td></tr> <tr><td>Mar 04</td><td>~95%</td></tr> <tr><td>Apr 04</td><td>~95%</td></tr> <tr><td>May 04</td><td>~95%</td></tr> <tr><td>Jun 04</td><td>~98%</td></tr> <tr><td>Jul 04</td><td>~95%</td></tr> <tr><td>Aug 04</td><td>~98%</td></tr> <tr><td>Sep 04</td><td>~95%</td></tr> <tr><td>Oct 04</td><td>~95%</td></tr> <tr><td>Nov 04</td><td>~95%</td></tr> <tr><td>Dec 04</td><td>~95%</td></tr> </tbody> </table>	Month	Efficiency (%)	Jan 04	~95%	Feb 04	~98%	Mar 04	~95%	Apr 04	~95%	May 04	~95%	Jun 04	~98%	Jul 04	~95%	Aug 04	~98%	Sep 04	~95%	Oct 04	~95%	Nov 04	~95%	Dec 04	~95%	<p>Fire Prevention will turn around 80% of all plan check requests within 2 weeks of submittal date.</p>	<p>The Fire Prevention Bureau, under the direction of the Fire Marshal, has made plan checks a priority. This measure was consistently met this quarter.</p>
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<p><b>FD-9. FIRE PREVENTION EFFICIENCY</b></p> <p><b>What:</b> Business activities performed by the Fire Prevention personnel per month.</p> <p><b>Why:</b> Inspections are an important way to eliminate fire hazards. The majority of Fire Prevention activities are dedicated to inspections.</p> <p><b>Strategic Plan Goal:</b> H.II.K.</p>	<p style="text-align: center;"><b>Fire Prevention Activities</b></p>  <table border="1"> <caption>Estimated Data for Fire Prevention Activities</caption> <thead> <tr> <th>Month</th> <th>Inspections (%)</th> <th>Plan Check (%)</th> <th>Education (%)</th> <th>Admin (%)</th> <th>Special Event (%)</th> </tr> </thead> <tbody> <tr><td>Jan-04</td><td>58</td><td>30</td><td>5</td><td>5</td><td>2</td></tr> <tr><td>Feb-04</td><td>52</td><td>30</td><td>5</td><td>10</td><td>3</td></tr> <tr><td>Mar-04</td><td>53</td><td>25</td><td>5</td><td>10</td><td>5</td></tr> <tr><td>Apr-04</td><td>54</td><td>30</td><td>5</td><td>10</td><td>2</td></tr> <tr><td>May-04</td><td>48</td><td>30</td><td>5</td><td>10</td><td>5</td></tr> <tr><td>Jun-04</td><td>51</td><td>28</td><td>5</td><td>10</td><td>2</td></tr> <tr><td>Jul-04</td><td>48</td><td>35</td><td>5</td><td>10</td><td>2</td></tr> <tr><td>Aug-04</td><td>48</td><td>38</td><td>5</td><td>10</td><td>2</td></tr> <tr><td>Sep-04</td><td>48</td><td>35</td><td>5</td><td>10</td><td>2</td></tr> <tr><td>Oct-04</td><td>53</td><td>30</td><td>5</td><td>10</td><td>2</td></tr> <tr><td>Nov-04</td><td>52</td><td>32</td><td>5</td><td>10</td><td>2</td></tr> <tr><td>Dec-04</td><td>52</td><td>33</td><td>5</td><td>10</td><td>2</td></tr> </tbody> </table>	Month	Inspections (%)	Plan Check (%)	Education (%)	Admin (%)	Special Event (%)	Jan-04	58	30	5	5	2	Feb-04	52	30	5	10	3	Mar-04	53	25	5	10	5	Apr-04	54	30	5	10	2	May-04	48	30	5	10	5	Jun-04	51	28	5	10	2	Jul-04	48	35	5	10	2	Aug-04	48	38	5	10	2	Sep-04	48	35	5	10	2	Oct-04	53	30	5	10	2	Nov-04	52	32	5	10	2	Dec-04	52	33	5	10	2	<p>Fire Prevention will maintain 40% of it's time in the category of "Inspection Activities". This is to reduce the threat of fire through safety awareness and education.</p>	<p>The Fire Prevention Bureau continues to respond to calls for service to the community within 24 to 48 hours. Although all requests are important, priority is given to inspection activities. Annual inspections directly control property loss, fire responses and possibly the number of fatalities.</p>
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<p><b>FD-10 &amp; 11. ARSON INVESTIGATION EFFICIENCY</b></p> <p><b>What:</b> Number of fire scene investigations performed by investigators.</p> <p><b>Why:</b> To evaluate workload and protocols for initiating formal fire scene investigations.</p> <p><b>What:</b> Number of new arson cases compared to number of arson cases cleared where the perpetrator has been identified.</p> <p><b>Why:</b> Illustrates arson investigation effectiveness.</p> <p><b>Strategic Plan Goals:</b> H.II.K.</p>	<p style="text-align: center;"><b>Investigation Effectiveness</b></p>  <table border="1"> <caption>Estimated Data for Investigation Effectiveness</caption> <thead> <tr> <th>Month</th> <th>Total Investigations</th> <th>New Arsons</th> <th>Cleared Arson</th> </tr> </thead> <tbody> <tr><td>Jan-04</td><td>16</td><td>6</td><td>1</td></tr> <tr><td>Feb-04</td><td>11</td><td>8</td><td>1</td></tr> <tr><td>Mar-04</td><td>14</td><td>6</td><td>1</td></tr> <tr><td>Apr-04</td><td>31</td><td>14</td><td>1</td></tr> <tr><td>May-04</td><td>14</td><td>6</td><td>1</td></tr> <tr><td>Jun-04</td><td>24</td><td>6</td><td>1</td></tr> <tr><td>Jul-04</td><td>31</td><td>9</td><td>1</td></tr> <tr><td>Aug-04</td><td>25</td><td>9</td><td>1</td></tr> <tr><td>Sep-04</td><td>15</td><td>4</td><td>1</td></tr> <tr><td>Oct-04</td><td>12</td><td>1</td><td>1</td></tr> <tr><td>Nov-04</td><td>14</td><td>1</td><td>1</td></tr> <tr><td>Dec-04</td><td>14</td><td>4</td><td>1</td></tr> </tbody> </table>	Month	Total Investigations	New Arsons	Cleared Arson	Jan-04	16	6	1	Feb-04	11	8	1	Mar-04	14	6	1	Apr-04	31	14	1	May-04	14	6	1	Jun-04	24	6	1	Jul-04	31	9	1	Aug-04	25	9	1	Sep-04	15	4	1	Oct-04	12	1	1	Nov-04	14	1	1	Dec-04	14	4	1	<p>Historical information indicates that an average of 11 fires per month are arson related and require further investigation.</p>	<p>As the population continues to grow historical data indicates the number of arson fires will continue to rise. The current staffing level of 2 full time investigators with mandatory overtime, are at capacity in terms of workload. In the future, city population increases will dictate the need for an additional Fire Investigator.</p>																										
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<p><b>FD-12. YOUTH INTERACTION</b></p> <p><b>What:</b> Number of community education programs performed by the fire department.</p> <p><b>Why:</b> Measures the Fire Department's commitment and contribution toward developing our City's youth.</p> <p><b>Strategic Plan Goal:</b> H.II.A, H.V.</p>	<p style="text-align: center;"><b>Youth Programs</b></p> <table border="1"> <caption>Youth Programs Data</caption> <thead> <tr> <th>Month</th> <th>Number of Programs</th> </tr> </thead> <tbody> <tr><td>Jan 04</td><td>22</td></tr> <tr><td>Feb 04</td><td>9</td></tr> <tr><td>Mar 04</td><td>27</td></tr> <tr><td>Apr 04</td><td>24</td></tr> <tr><td>May 04</td><td>31</td></tr> <tr><td>Jun 04</td><td>22</td></tr> <tr><td>Jul 04</td><td>12</td></tr> <tr><td>Aug 04</td><td>23</td></tr> <tr><td>Sep 04</td><td>32</td></tr> <tr><td>Oct 04</td><td>28</td></tr> <tr><td>Nov 04</td><td>17</td></tr> <tr><td>Dec 04</td><td>20</td></tr> </tbody> </table>	Month	Number of Programs	Jan 04	22	Feb 04	9	Mar 04	27	Apr 04	24	May 04	31	Jun 04	22	Jul 04	12	Aug 04	23	Sep 04	32	Oct 04	28	Nov 04	17	Dec 04	20	<p>Target is 10 education programs per month, which equates to 1 program per station. This varies according to time of the year, but will average 30 programs per quarter.</p>	<p>This is an extremely important non-emergency activity, in light of the potential for fires due to candles and chimney burning. We anticipate an increase in programs after the December holidays.</p> <p>The Number of programs does not always reflect the number of citizens in attendance                  28=7538 citizens;                  17=975 citizens;                  20 = 193 citizens.</p>													
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<p><b>FD-13 YOUTH INTERACTION</b></p> <p><b>What:</b> Percent of youthful firesetters completing the fire Department intervention program.</p> <p><b>Why:</b> Illustrates Fire Department ability to identify Youthful firesetters and to provide education designed to change behavior.</p> <p><b>Strategic Plan goals:</b> H.I., H.V.</p>	<p style="text-align: center;"><b>Youthful Firesetters</b></p> <table border="1"> <caption>Youthful Firesetters Data</caption> <thead> <tr> <th>Month</th> <th>New Cases</th> <th>Cleared Cases</th> </tr> </thead> <tbody> <tr><td>Jan 04</td><td>1</td><td>1</td></tr> <tr><td>Feb 04</td><td>0</td><td>0</td></tr> <tr><td>Mar 04</td><td>2</td><td>1</td></tr> <tr><td>Apr 04</td><td>1</td><td>1</td></tr> <tr><td>May 04</td><td>0</td><td>0</td></tr> <tr><td>Jun 04</td><td>0</td><td>0</td></tr> <tr><td>Jul 04</td><td>0</td><td>0</td></tr> <tr><td>Aug 04</td><td>5</td><td>0</td></tr> <tr><td>Sep 04</td><td>0</td><td>0</td></tr> <tr><td>Oct 04</td><td>5</td><td>4</td></tr> <tr><td>Nov 04</td><td>0</td><td>0</td></tr> <tr><td>Dec 04</td><td>0</td><td>0</td></tr> </tbody> </table>	Month	New Cases	Cleared Cases	Jan 04	1	1	Feb 04	0	0	Mar 04	2	1	Apr 04	1	1	May 04	0	0	Jun 04	0	0	Jul 04	0	0	Aug 04	5	0	Sep 04	0	0	Oct 04	5	4	Nov 04	0	0	Dec 04	0	0	<p>Ninety percent (90%) of youths determined to be responsible for fire(s) are referred to and complete the Modesto Fire Department Youthful firesetter Intervention Program.</p>	<p>There were no Juvenile Firesetter referrals for November or December.</p> <p>Success for completion of the program is predicated on strong parental involvement.</p>
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<p><b>FD-14. INTER-AGENCY COOPERATION</b></p> <p><b>What:</b> Number of mutual aid calls given and received per month.</p> <p><b>Why:</b> Measures impact of other fire districts in our ability to deliver effective fire services.</p>	<p style="text-align: center;"><b>Inter-Agency Cooperation</b></p> <table border="1"> <caption>Inter-Agency Cooperation Data</caption> <thead> <tr> <th>Month</th> <th>Mutual Aid Received</th> <th>Mutual Aid Given</th> </tr> </thead> <tbody> <tr><td>Jan 04</td><td>4</td><td>10</td></tr> <tr><td>Feb 04</td><td>2</td><td>8</td></tr> <tr><td>Mar 04</td><td>2</td><td>20</td></tr> <tr><td>Apr 04</td><td>10</td><td>25</td></tr> <tr><td>May 04</td><td>7</td><td>22</td></tr> <tr><td>Jun 04</td><td>10</td><td>37</td></tr> <tr><td>Jul 04</td><td>11</td><td>24</td></tr> <tr><td>Aug 04</td><td>8</td><td>21</td></tr> <tr><td>Sep 04</td><td>5</td><td>26</td></tr> <tr><td>Oct 04</td><td>9</td><td>18</td></tr> <tr><td>Nov 04</td><td>2</td><td>27</td></tr> <tr><td>Dec 04</td><td>7</td><td>12</td></tr> </tbody> </table>	Month	Mutual Aid Received	Mutual Aid Given	Jan 04	4	10	Feb 04	2	8	Mar 04	2	20	Apr 04	10	25	May 04	7	22	Jun 04	10	37	Jul 04	11	24	Aug 04	8	21	Sep 04	5	26	Oct 04	9	18	Nov 04	2	27	Dec 04	7	12	<p>To roughly equalize the value of automatic/mutual aid that is provided and received.</p>	<p>On average Modesto assists surrounding departments more often than we receive mutual aid.</p> <p>As the largest department in Stanislaus County, we can expect this to be the norm.</p>
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