

Quarterly Progress Report

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	Target
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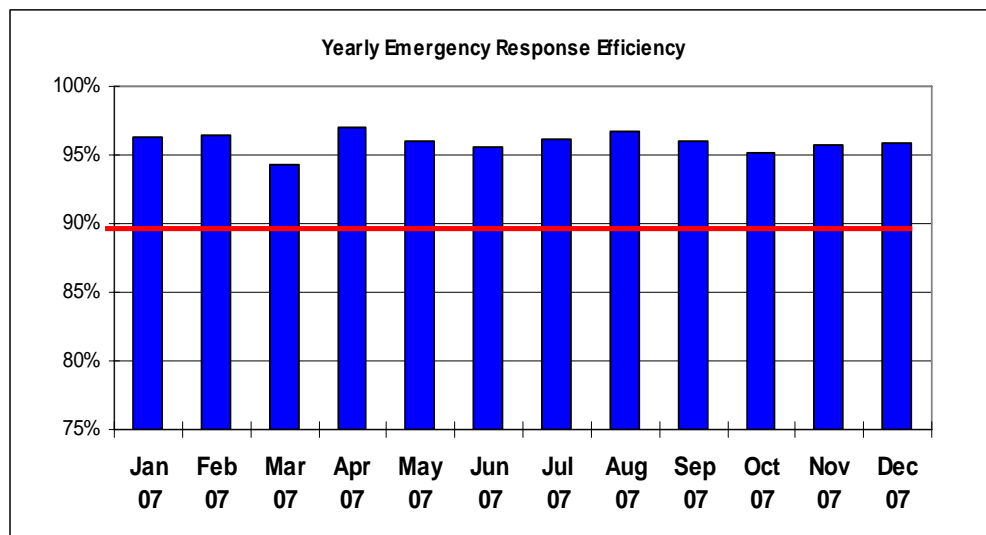
FD-1. EMERGENCY RESPONSE EFFICIENCY

90% of emergency calls are responded to within six minutes of dispatch.

What: Percentage of calls (Fire and EMS) by Fire Management Area where initial unit arrives at the incident within six minutes, by station.

Why: To measure response time in different parts of the City and identify trends and problems.

Strategic Plan Goals: H.III., C.IV.



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Performance Measure	Target
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FD-2. EMERGENCY RESPONSE EFFICIENCY

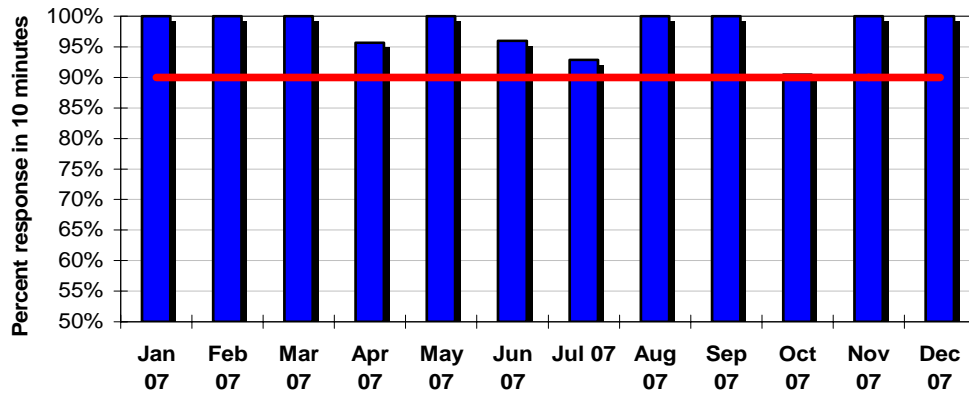
Effective response force arrives at working structure fires within 10 minutes of dispatch 90% of the time.

What: Percentage of structure fires where effective response force arrives within ten minutes.

Why: The effective response force is needed to initiate an effective attack on active, developing structure fires.

Strategic Plan Goals: H.III., C.IV.

Emergency Response Efficiency



FD-3. NON-EMERGENCY WORKLOAD

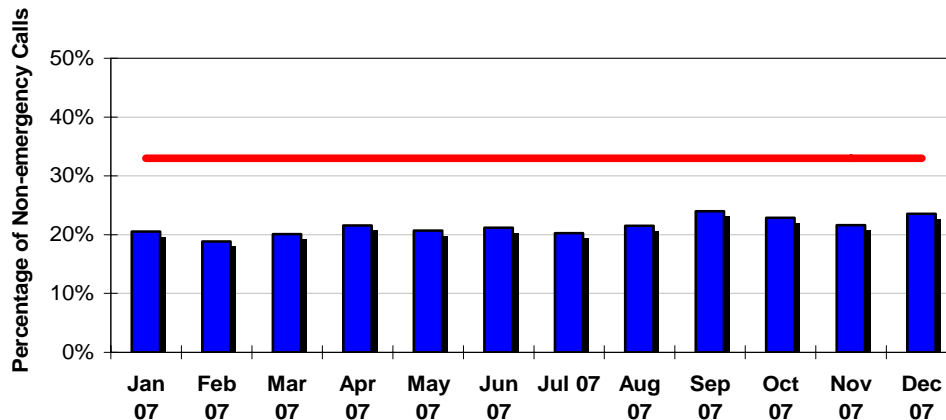
Non-emergency calls comprise 33% or less of all Fire Department calls for service.

What: Percentage of calls that are non-emergency calls.

Why: Measures the impact of non-emergency calls on total Fire Department workload.

Strategic Plan Goals: H.II.K., H.III.

Non-Emergency Workload



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.

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Performance Measure	Target
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FD-4. FIRE DEPARTMENT EFFICIENCY

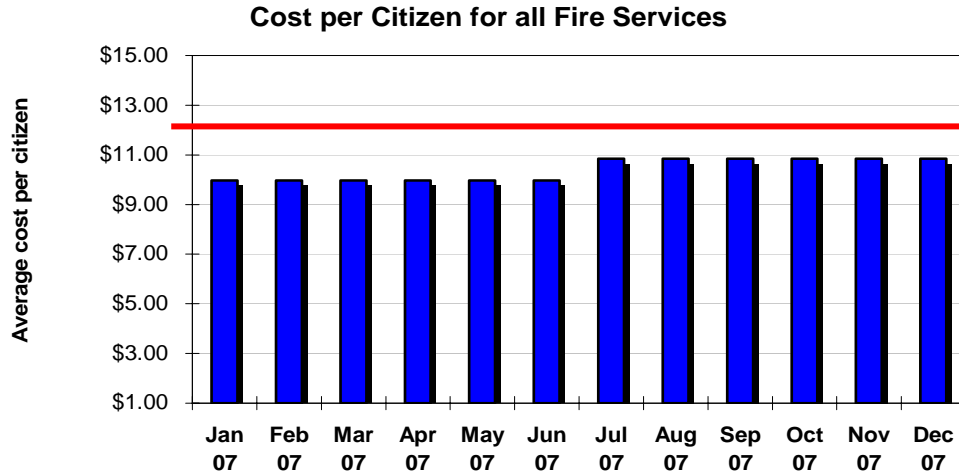
City of Modesto average is comparable to the **Central Valley average of \$11.98 per month**. Comparison Cities include Fresno, Stockton, Bakersfield, and Sacramento.

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.

*Red line represents other California comparable cities.



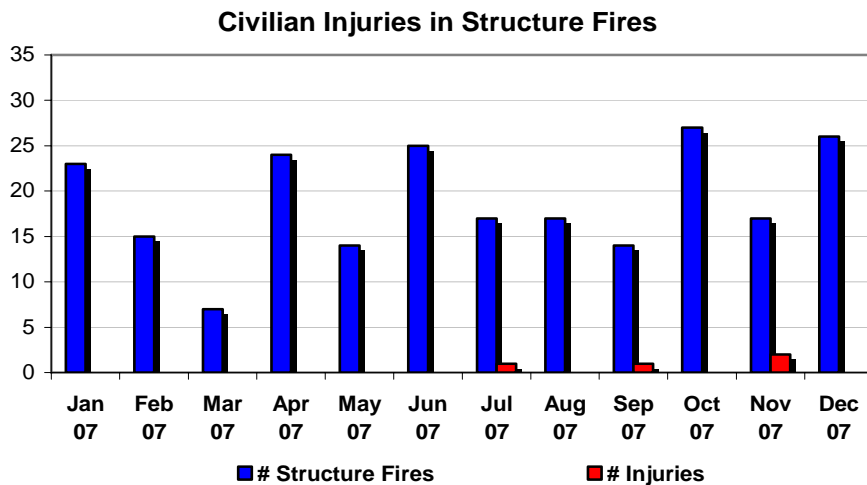
FD-5. FIRE RESPONSE EFFECTIVENESS

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

What: Number of civilian injures.

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

Strategic Plan Goal: H.II.K.



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Performance Measure	Target
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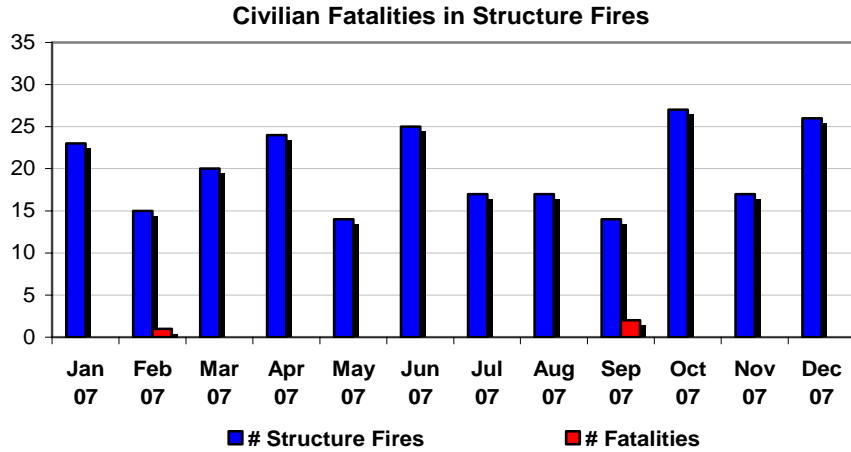
FD-6. FIRE RESPONSE EFFECTIVENESS

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

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.I.I.K.



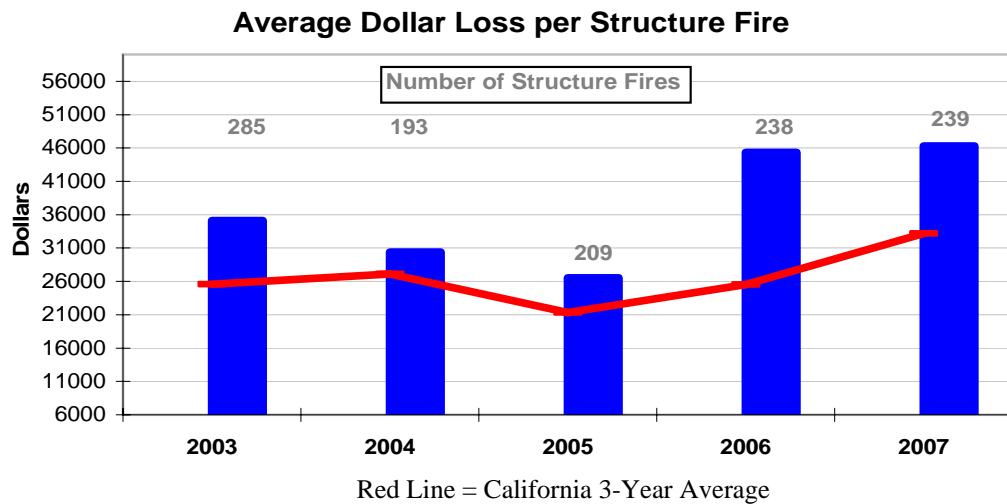
FD-7. FIRE RESPONSE EFFECTIVENESS

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.

What: Average dollar loss per structure fire.

Why: Compares our effectiveness at minimizing dollar loss from structure fires to the average in California.

Strategic Plan Goals: H.I.I.K.



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Performance Measure	Target
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FD-8. FIRE PREVENTION EFFICIENCY

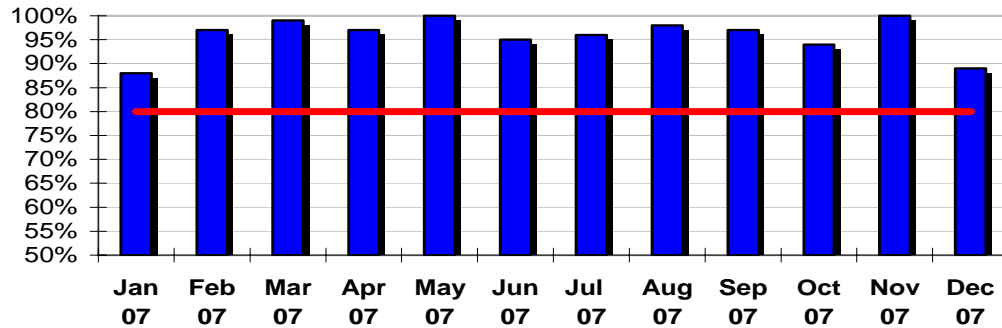
Fire Prevention will turn around 80% of all plan check requests within 2 weeks of submittal date.

What: Percent of plan checks completed by Fire Prevention personnel within 2 weeks of submittal.

Why: Plan check requests are closely monitored.

Strategic Plan Goal: H.II.K.

Fire Prevention Efficiency



FD-9. FIRE PREVENTION EFFICIENCY

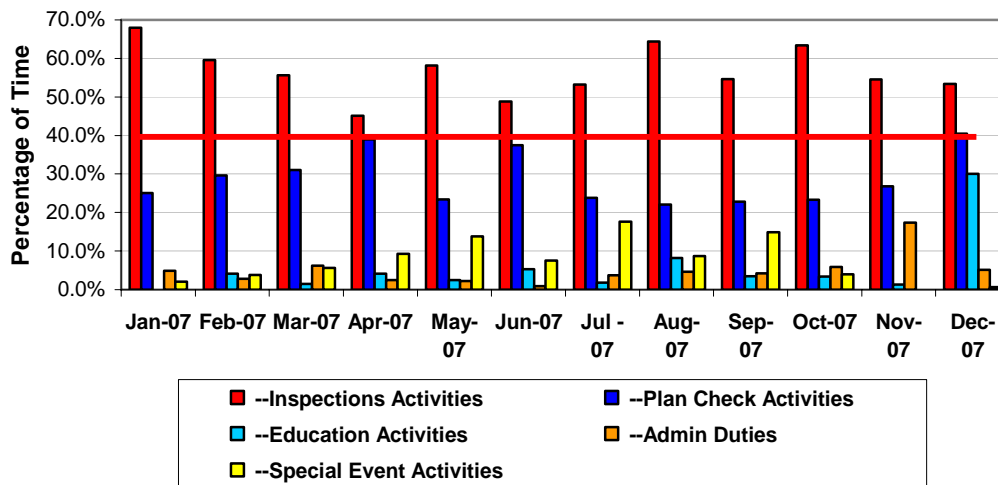
Fire Prevention will maintain 40% of it's time in the category of "Inspection Activities". This is to reduce the threat of fire through safety awareness and education.

What: Business activities performed by the Fire Prevention personnel per month.

Why: Inspections are an important way to eliminate fire hazards. The majority of Fire Prevention activities are dedicated to inspections.

Strategic Plan Goal: H.II.K.

Fire Prevention Activities



Healthy & Safe Communities

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Performance Measure	Target
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FD-10 & 11. ARSON INVESTIGATION EFFICIENCY

Historical information indicates that an average of 11 fires per month are arson related and require further investigation.

What: Number of fire scene investigations performed by investigators.

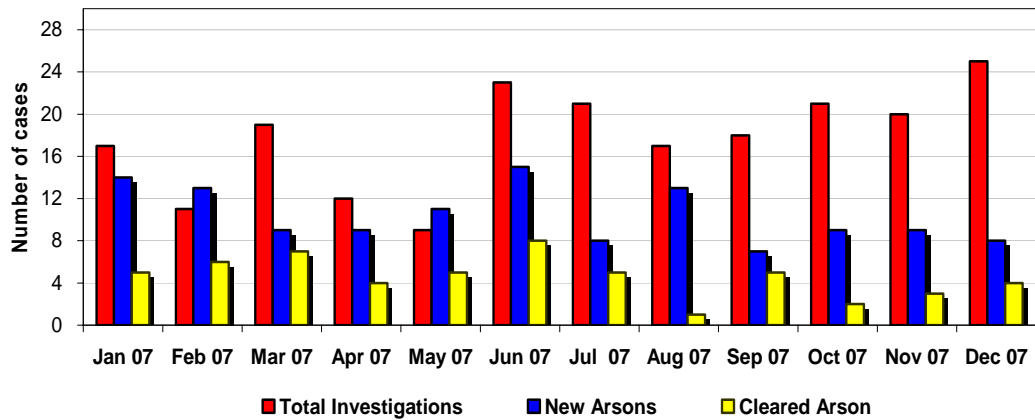
Why: To evaluate workload and protocols for initiating formal fire scene investigations.

What: Number of new arson cases compared to number of arson cases cleared where the perpetrator has been identified.

Why: Illustrates arson investigation effectiveness.

Strategic Plan Goals: H.I.I.K.

Investigation Effectiveness



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FD-12. YOUTH INTERACTION

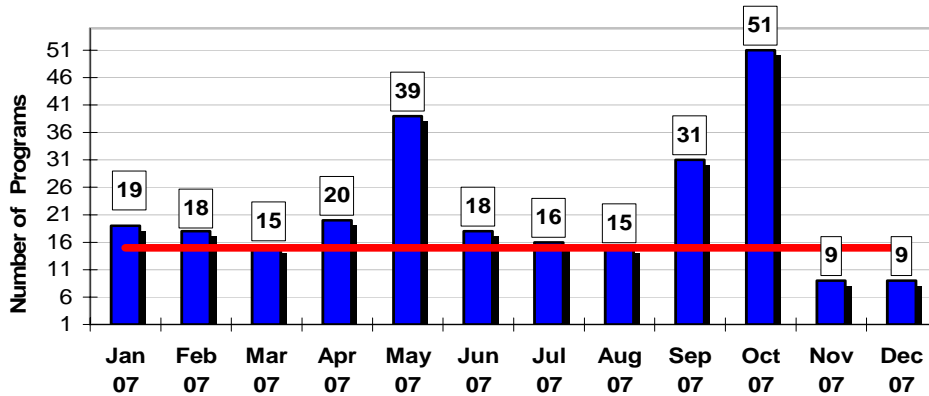
Target is 10 education programs per month, which equates to 1 program per station. This varies according to time of the year, but will average 30 programs per quarter. The number of programs conducted does not demonstrate the number of attendees. This year **16,651** citizens participated in Fire Safety education.

What: Number of community education programs performed by the fire department.

Why: Measures the Fire Department's commitment and contribution toward developing our City's youth.

Strategic Plan Goal: H.II.A, H.V.

Youth Programs



Performance Measure	Target
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FD-13 YOUTH INTERACTION

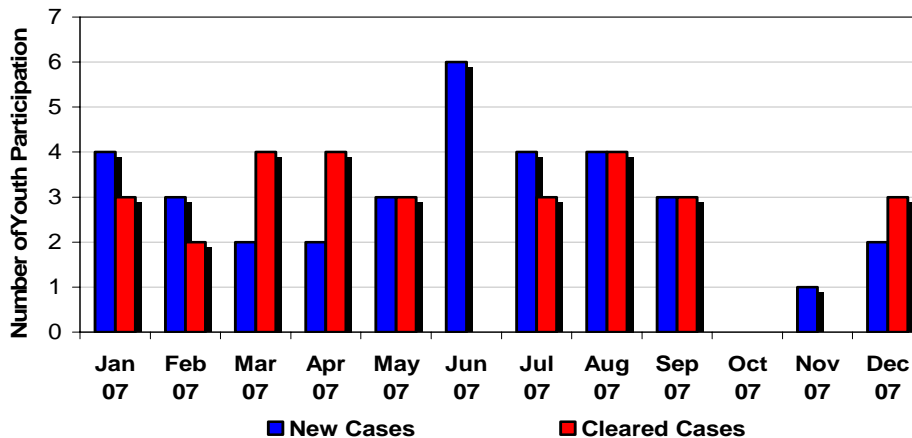
Ninety percent (90%) of youths determined to be responsible for fire(s) are referred to and complete the Modesto Fire Department Youthful Firesetter Intervention Program. Success of the student depends heavily on parent participation.

What: Percent of youthful firesetters completing the fire Department intervention program.

Why: Illustrates Fire Department ability to identify Youthful Firesetters and to provide education designed to change behavior.

Strategic Plan goals: H.I., H.V.

Youthful Firesetters



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FD-14. INTER-AGENCY COOPERATION

To roughly equalize the value of automatic/mutual aid that is provided and received.

What: Number of mutual aid calls given and received per month.

Why: Measures impact of other fire districts in our ability to deliver effective fire services.

Inter-Agency Cooperation

