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FIRE CHIEF

November 16, 2018

BOARD OF FIRE COMMISSIONERS
FILE NO. 18-137

TO: Board of Fire Commissioners

FROM: *RMT* Ralph M. Terrazas, Fire Chief

SUBJECT: FIRESTAT SECTION STATUS REPORT ON TIERED FIRESTAT
MEETINGS AND DATA TRENDS FROM 2016 TO THIRD QUARTER OF
2018

FINAL ACTION:	<input type="checkbox"/> Approved	<input type="checkbox"/> Approved w/Corrections	<input type="checkbox"/> Withdrawn
	<input type="checkbox"/> Denied	<input type="checkbox"/> Received & Filed	<input type="checkbox"/> Other

SUMMARY

At the last semi-annual update on the FireStat process, it was requested that a written report be provided on the tiered process and data trends.

RECOMMENDATION

That the Board:
Receive and file.

DISCUSSION

In 2017 and through the first three quarters of 2018, the Department continued implementing the performance management process through Tiered FireStat. This tiered process is designed to promote communication through the ranks with the goal of expanding the Department's engagement on all levels. Since the implementation of this tiered process, the Department has held FireStat Inspection Meetings in all four Geographic Bureaus on all three platoons for Calendar Years 2017 and 2018. Through the implementation of FireStat Inspection Meetings, the Department has seen improvements in Turnout Time by an average of fourteen (14) seconds, the time interval between activation of station alerting devices to when the first responders put on their personal protective equipment (PPE) and are aboard apparatus and en-route, City-wide as well as on the station level. April time averages for Travel Time and ORT for all incident types show a significant decrease due to a technology glitch in CAD that occurred for 10 days. The glitch has been repaired and FireStat continues to re-analyze the data.

Additionally, FireStat Inspection Meetings have been held in various Bureaus, Divisions, and Sections within Administrative Operations. Improvements in the ability to track and meet benchmarks has been seen across the Administrative Operations' Bureaus, Divisions, and Sections that participated in the FireStat Inspection Meeting process. For instance, Supply & Maintenance Division, through the FireStat process, has been able to identify areas to streamline their Self-Controlled Breathing Apparatus (SCBA) fit testing and increase work productivity. FireStat is working on all levels to establish a foundation of performance management that improves the Department's effectiveness and efficiency.

The FireStat section also acts as the stewards of the Department's data serving both internal and external requests for information, data and reports. The attached graphs will help visualize the Department's response time data for Call Processing Time, Turnout Time, Travel Time, and Operational Response Time. The graphs show monthly averages of the metrics for 2016, 2017, and the first three quarters of 2018. The metrics have been analyzed for EMS Incidents, Non-EMS Incidents, as well as Critical Advanced Life Support (ALS) for Operational Response Time.

CONCLUSION

FireStat continues to evolve through its implementation of performance management as well as through its role as the stewards of the Department's data. With FireStat, and the establishment of metrics, the Department is able to analyze its effectiveness and efficiency on all levels. The Department is embracing the data and metric driven culture as directed by the Mayor.

Board report prepared by Steven Skelly, Battalion Chief, FireStat Section.

Attachment

ATTACHMENTS





