

# Budgetary Impacts

And Customer Service Standards

## Philadelphia Fire Department

Date: 11/17/2008

*Results for Philadelphia:*

**1. Public Safety**

**2. Education**

**3. Jobs and Economic Development**

**4. Healthy and Sustainable Communities**

**5. Ethics**

**6. Customer Service and a High Performing Government**





# Performance Measures

- AT A GLANCE -

	FY 05	FY 06	FY 07 (Fractal)	FY 08 (Fractal)	FY 09 Q1	FY 09 Q2	FY 09 Q3	% of Difference FY 09 to 08
<b>EMS Responses</b> (Goal = 90% < 9Min) *Calculated on 9 Min Standard with 1 min for call processing (10Min) • 3 Month Comparison	Average Time not Fractal	Average Time not Fractal	<b>15:02*</b> April – June 10 Min Goal met 66%	<b>13:25*</b> April – June 10 Min Goal met 74%	<b>13:20</b> July – Sept 10 Min Goal met 74%			<b>- 0.62%</b> <b>( - 5 sec)</b>
<b>Fire Responses</b> (Average Time, Goal = < 5 Min.)	<b>4:29</b>	<b>4:37</b>	<b>4:33</b>	<b>4:32</b>	FY08Q1 4:36 <b>4:33</b>			<b>- 0.36%</b> <b>(&lt; 5 Min goal            met)</b>
<b>Structural Fires</b> (Goal = 5% Reduction)	<b>2191</b>	<b>2141</b>	<b>1918</b>	<b>1791</b>	FY08Q1 402 <b>406</b>			<b>+ 0.98%</b> <b>(- 5% Not Met)</b>
<b>Fire Deaths</b> (Goal = 5% Reduction)	<b>60</b>	<b>50</b>	<b>51</b>	<b>35</b>	5 FY08Q1 9/30/08 <b>4</b>			<b>- 20%</b> <b>(- 5% Met)</b>
<b>COMPLAINTS</b> Approx 214,000 EMS Responses -----EMS	<b>112</b>	<b>73</b>	<b>72</b>	<b>100</b>	17 FY08Q1 9/30/08 <b>32</b>			<b>+94%</b> <b>81.3% UF</b>
Approx 57,000 Fire Responses -----FIRE	<b>30</b>	<b>14</b>	<b>14</b>	<b>21</b>	5 FY08Q1 9/30/08 <b>4</b>			<b>- 20.0 %</b> <b>Mostly Property</b>

# Customer Service Standard (1 OF 2)

If a customer EMS complaint is received, a phone call followed by a written acknowledgement (Letter) within 2 business days will be sent. If not, an apology will be made by phone by the Deputy Chief or head of the Unit / Division involved.

- How are we meeting our customer EMS Standard ?

	COMPLAINTS	LETTER OF ACKNOWLEDGEMENT WITHIN 2 BUSINESS DAYS	PERCENT MEETING GOAL of 90 %
FY 08	100	34	34%
FY 09* *As of 9/30/08	32	19	59.4%

- Types of EMS complaints: Medical, Operational, Attitudinal.
- EMS Complaint Number: 311

# Customer Service Standard (2 OF 2)

## IMPROVEMENTS

- **Public signage for EMS information and/or how to make a complaint has been changed to utilize the new '311' service. Signs are currently being produced and will be placed in all medic units, at fire stations and in hospital waiting areas.**



- **Dialogue with the '311' service providers is ongoing in developing procedures for handling EMS requests for information and / or complaints.**
- **Our complaint procedures are currently being consolidated into a common policy / Directive and data base for more efficient tracking and follow-up.**

- **Rationale for de-activating companies**
  - **More than 90% of the Fire Departments Budget is in salaries.**
  - **The only way to meet the requested budget reductions was to reduce the number of members working.**
  - **‘Minimum staffing’ rules prohibits the reduction of firefighters working on each apparatus, the alternative is to reduce the number of apparatus.**
  - **The annual cost of an Engine company is 1.42 million dollars.**
  - **The annual cost of a Ladder company is 1.7 million dollars.**
  - **The annual savings of de-activating 5 Engines and 2 Ladder companies is 10.5 million dollars.**

# BUDGETARY IMPACTS

- **No Fire Stations will close.**
- **Five Engine Companies and two Ladder Companies will be de-activated.**
- **Approximately 120 members, firefighters and officers will be reassigned to other companies.**
- **No firefighters will be laid off and no officers will be demoted.**
- **The areas where companies are closing will be serviced by the surrounding companies.**
- **Response times to these areas will remain within NFPA 1710 recommendations (< 5 min).**

# BUDGETARY IMPACTS

- **Companies were chosen based on the following factors:**
  - **Geographical Location**
  - **Physical size of local district**
  - **Total Workload**
  - **Abundance / Proximity of Surrounding Companies**
  - **NFPA Standard 1710**



# BUDGETARY IMPACTS

## DEPARTMENT WORKLOAD

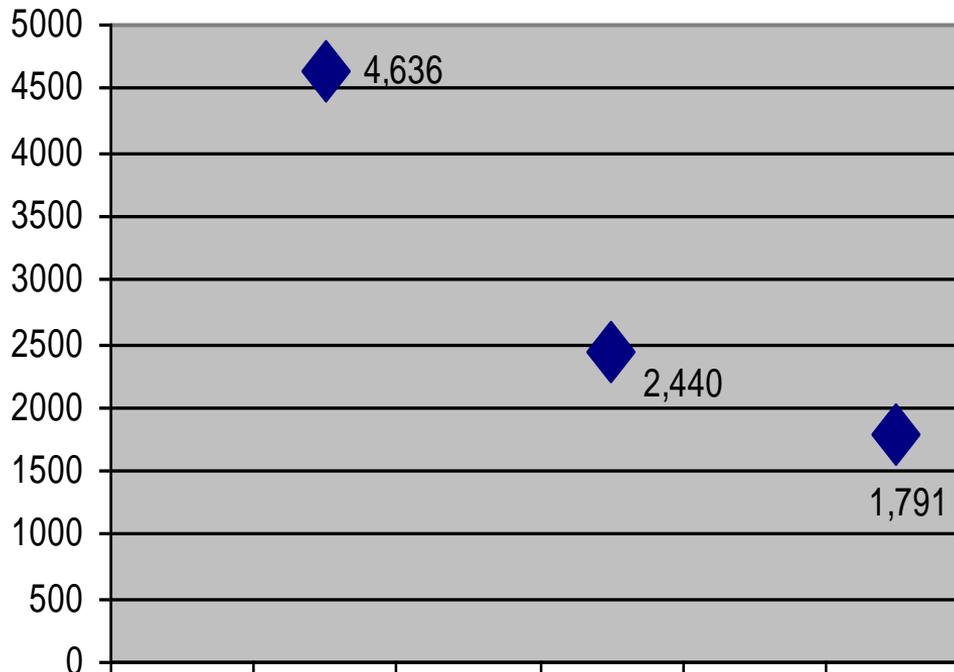
- DEPARTMENT WORKLOAD HAS CHANGED

	FY 90	FY 00	FY 08	% (+/-)
<b>EMERGENCY MEDICAL SERVICES</b>	<b>108,289</b>	<b>176,971</b>	<b>215,305</b>	<b>+ 96.5%</b>
<b>STRUCTURAL FIRES</b>	<b>4,636</b>	<b>2,440</b>	<b>1,791</b>	<b>- 60.0%</b>
<b>EXTRA ALARM FIRES</b>	<b>68</b>	<b>29</b>	<b>19</b>	<b>- 70.0%</b>

# BUDGETARY IMPACTS

## DEPARTMENT STRUCTURAL FIRE WORKLOAD

STRUCTURAL FIRES



◆ STRUCTURAL FIRES

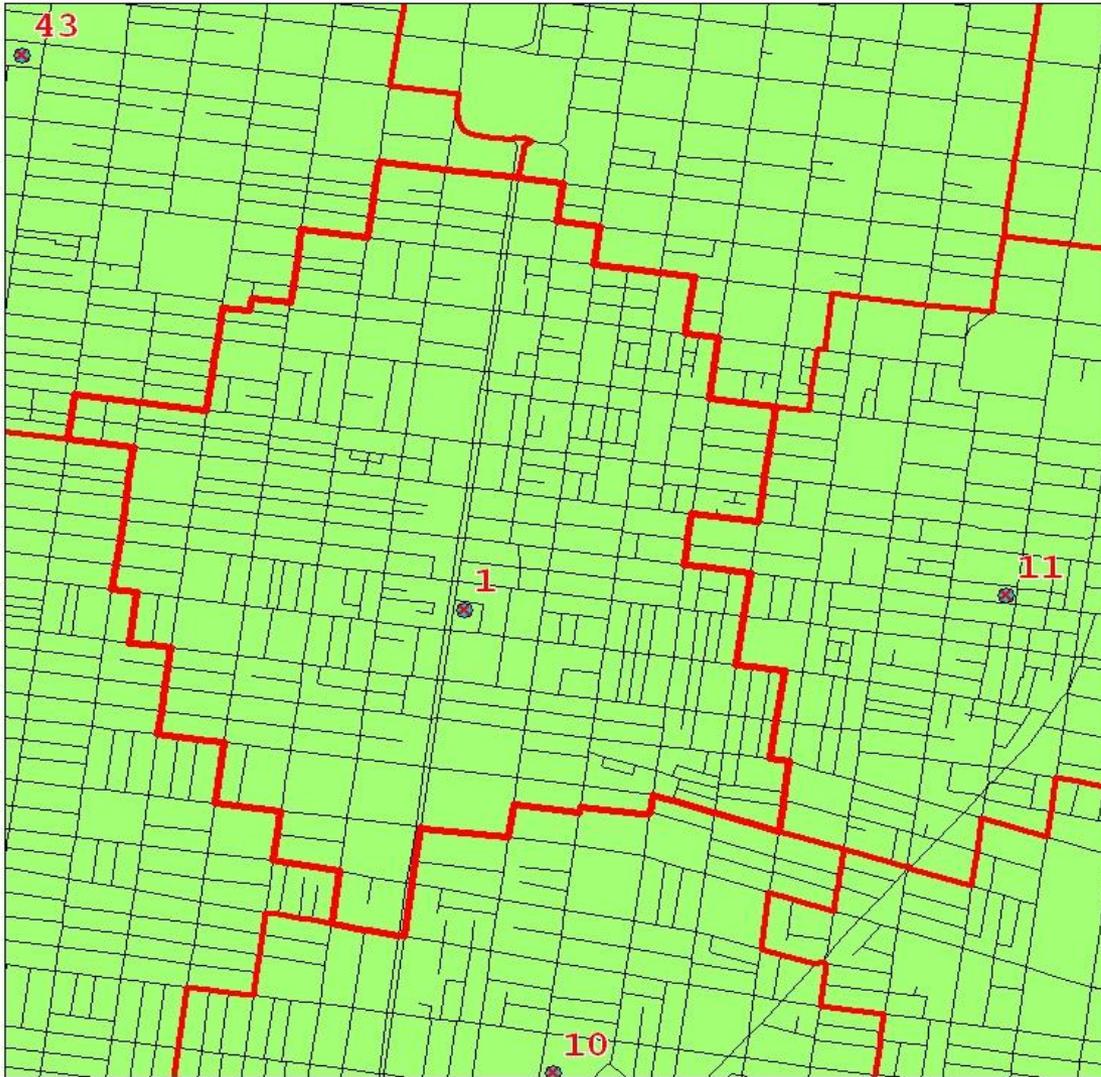
◆ STRUCTURAL FIRES	FY 90	FY 00	FY 08
	4,636	2,440	1,791

**EMS VS FIRE**

# BUDGETARY IMPACTS

- **The Companies that were selected are:**
  - **Engine 1** (711-23 S. Broad St.)
  - **Engine 6** (2601 Belgrade St.)
  - **Engine 8** (4<sup>th</sup> & Arch Sts.)
  - **Engine 14** (Foulkrod & Darrah Sts.)
  - **Engine 39** (Ridge Ave. & Cinnaminson St.)
  - **Ladder 1** (1541-47 Parrish Sts.)
  - **Ladder 11** (12<sup>th</sup> & Reed Sts.)
- **CLOSINGS ARE SCHEDULED FOR JANUARY 5<sup>TH</sup>, 2009**

# Response Zones - Engine 1



Legend

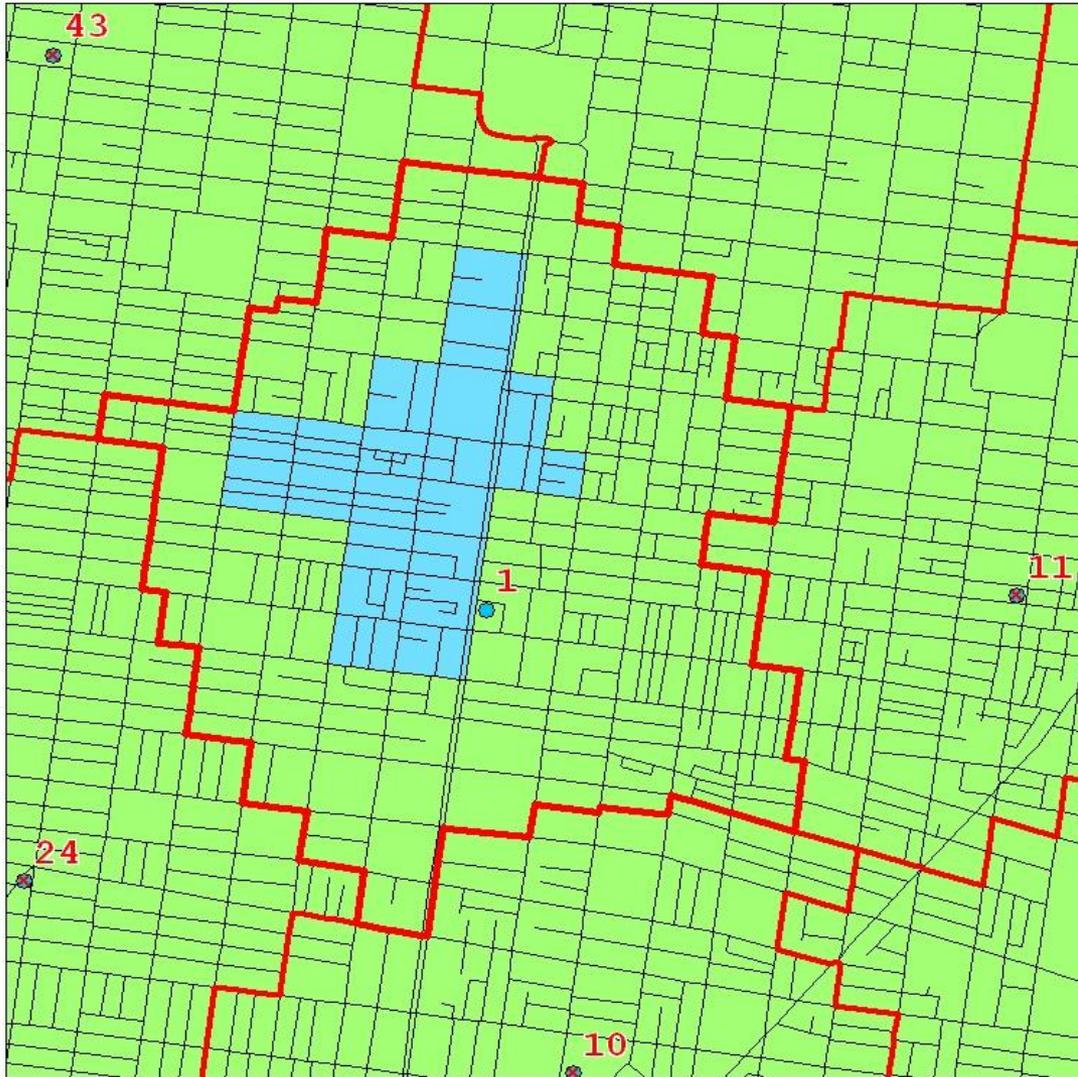
FireAtom PolyFEx	ENGINE Response Time
Light Blue	2 - 4
Yellow	4 - 6
Orange	6 - 8
Red	8+
Grey	N/A
Green	0 - 2

# BUDGETARY IMPACTS

- ENGINE 1 AREA -

- ENGINE 1's CURRENT AREA
- GREEN INDICATES LESS THAN 2 MINUTES RESPONSE TIME

# Response Zones - Without Engine 1



Legend

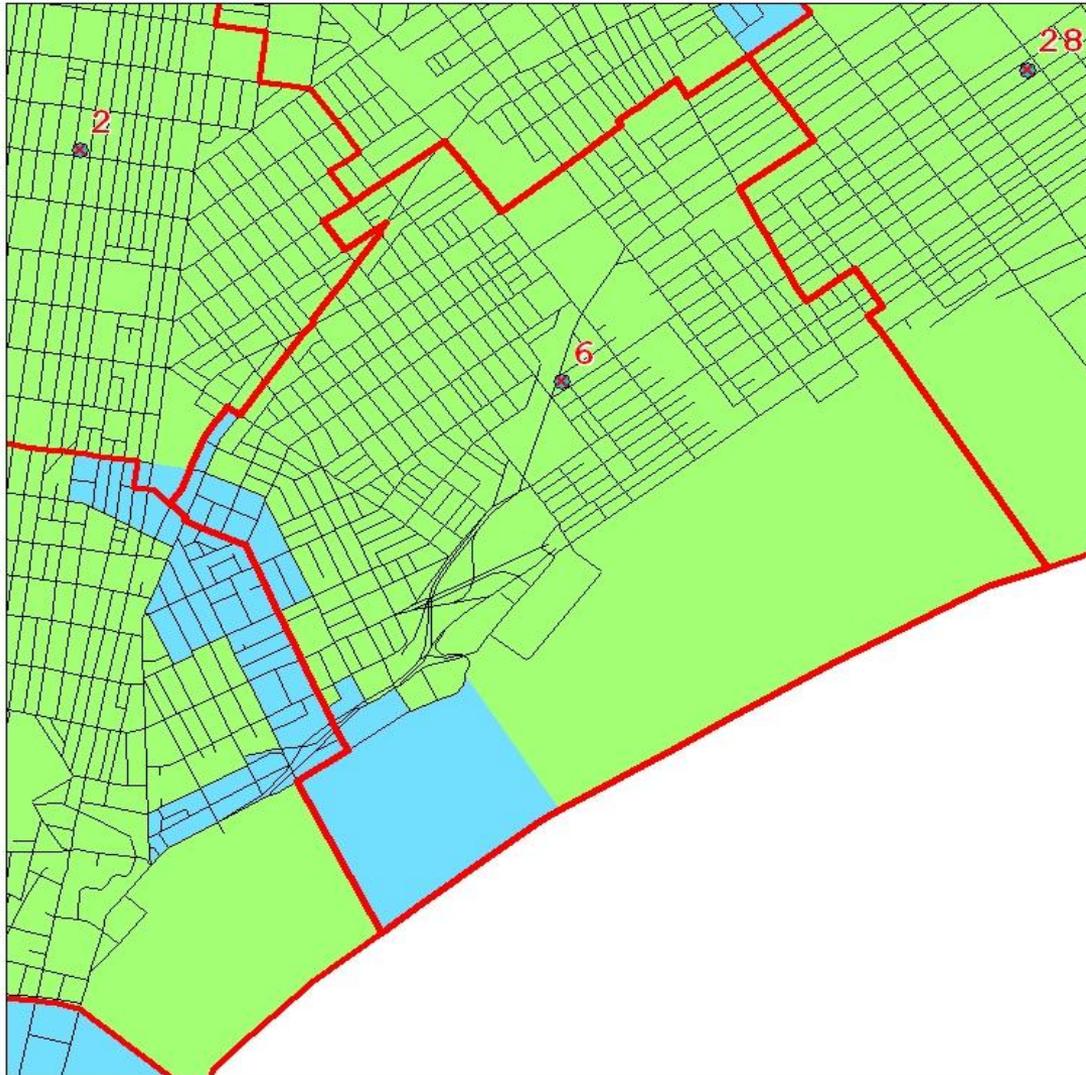
FireAtomPolyFEx	ENGINE Response Time
Blue	2 - 4
Yellow	4 - 6
Orange	6 - 8
Red	8+
Grey	N/A
Green	0 - 2

# BUDGETARY IMPACTS

- ENGINE 1 AREA -

- PROJECTED TIME RESPONSES BY PERIMETER COMPANIES INTO ENGINE 1'S AREA
- GREEN INDICATES LESS THAN 2 MINUTES RESPONSE TIME
- BLUE INDICATES BETWEEN 2 TO 4 MINUTES

## Response Zones - Engine 6



Legend

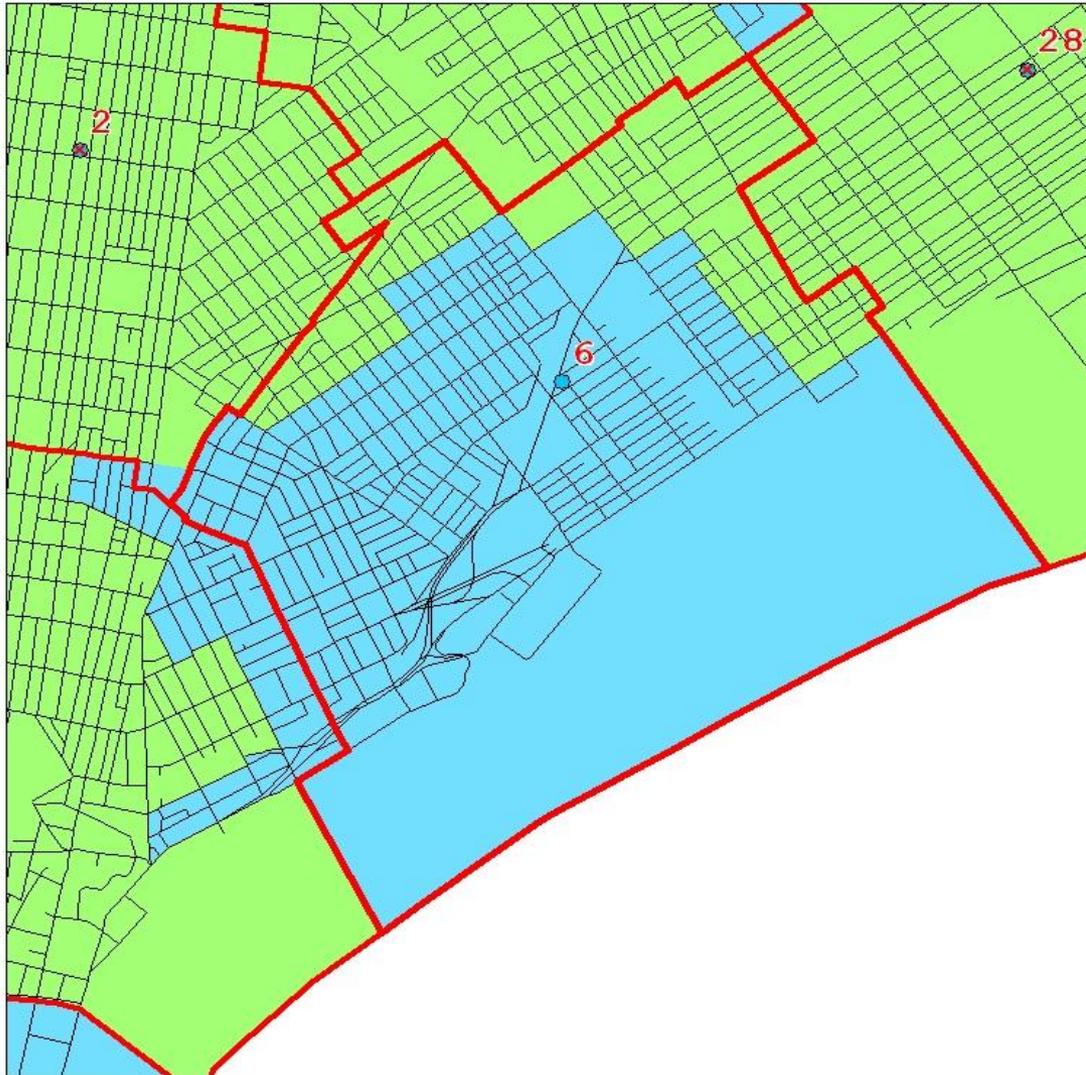
FireAtomPolyFEx	ENGINE Response Time
Light Blue	2 - 4
Yellow	4 - 6
Orange	6 - 8
Red	8+
Grey	N/A
Green	0 - 2

# BUDGETARY IMPACTS

- ENGINE 6 AREA -

- **ENGINE 6's CURRENT AREA**
- **GREEN INDICATES LESS THAN 2 MINUTES RESPONSE TIME**

# Response Zones - Without Engine 6



Legend

Color	ENGINE Response Time
Light Blue	2 - 4
Yellow	4 - 6
Orange	6 - 8
Red	8+
Green	0 - 2
Grey	N/A

# BUDGETARY IMPACTS

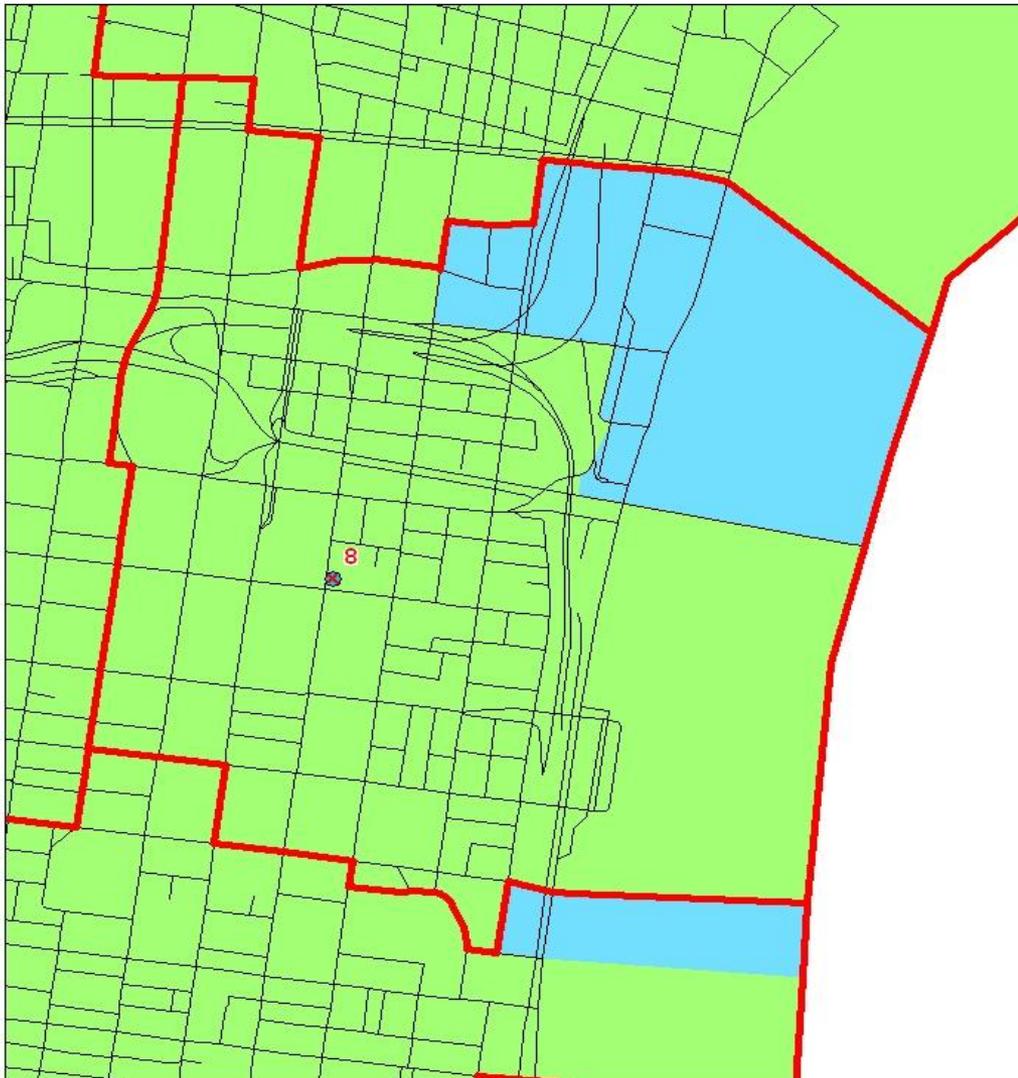
- ENGINE 6 AREA -

- PROJECTED TIME RESPONSES BY PERIMETER COMPANIES INTO ENGINE 6'S AREA
- GREEN INDICATES LESS THAN 2 MINUTES RESPONSE TIME
- BLUE INDICATES BETWEEN 2 TO 4 MINUTES

## Response Zones - Engine 8

# BUDGETARY IMPACTS

- ENGINE 8 AREA -

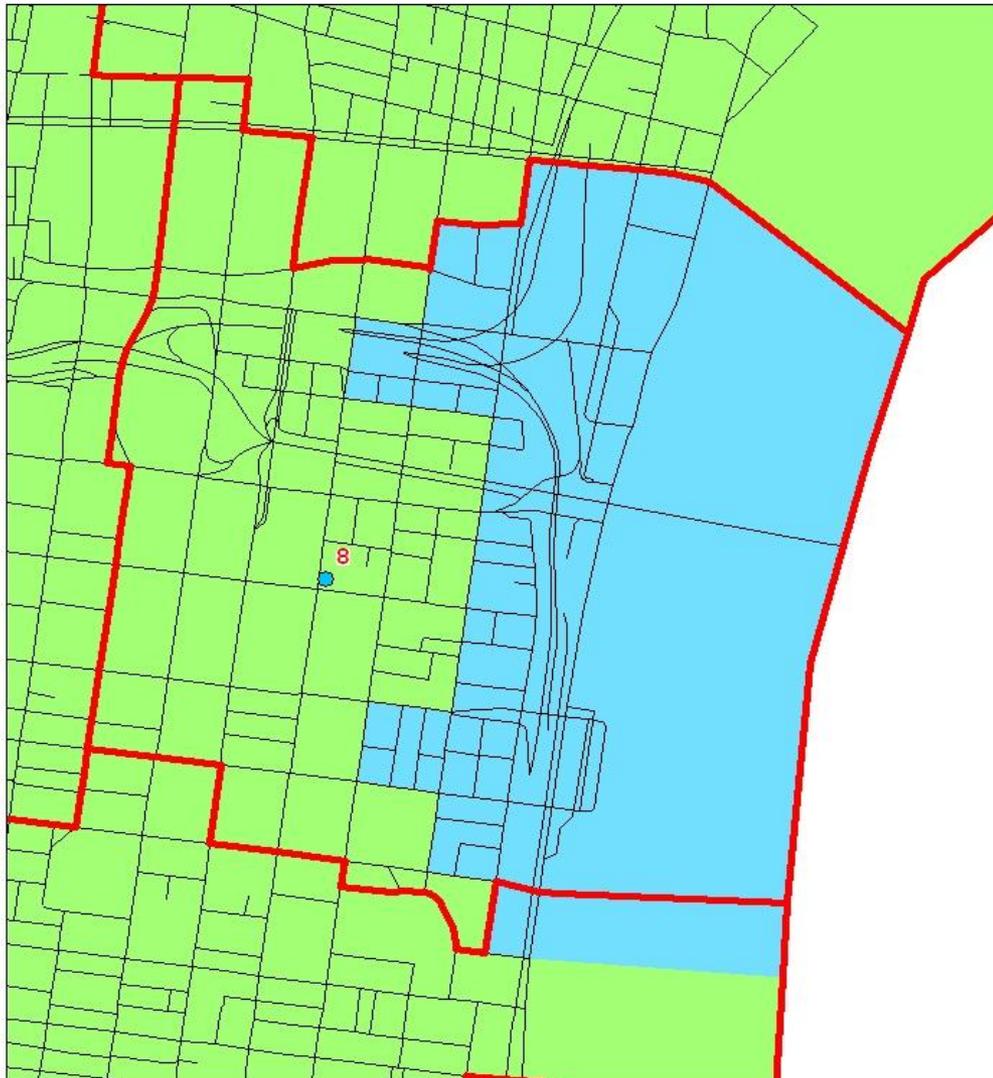


### Legend

FireAtomPolyFEx	ENGINE Response Time	
		2 - 4
		4 - 6
		6 - 8
		8+
	N/A	
	0 - 2	

- **ENGINE 8's CURRENT AREA**
- **GREEN INDICATES LESS THAN 2 MINUTES RESPONSE TIME**

# Response Zones - Without Engine 8



## Legend

FireAtomPolyFEx	ENGINE Response Time	Color
N/A	2 - 4	Light Blue
0 - 2	4 - 6	Yellow
	6 - 8	Orange
	8+	Red

# BUDGETARY IMPACTS

## - ENGINE 8 AREA -

- PROJECTED TIME RESPONSES BY PERIMETER COMPANIES INTO ENGINE 8'S AREA
- GREEN INDICATES LESS THAN 2 MINUTES RESPONSE TIME
- BLUE INDICATES BETWEEN 2 TO 4 MINUTES

# Response Zones - Engine 14



Legend

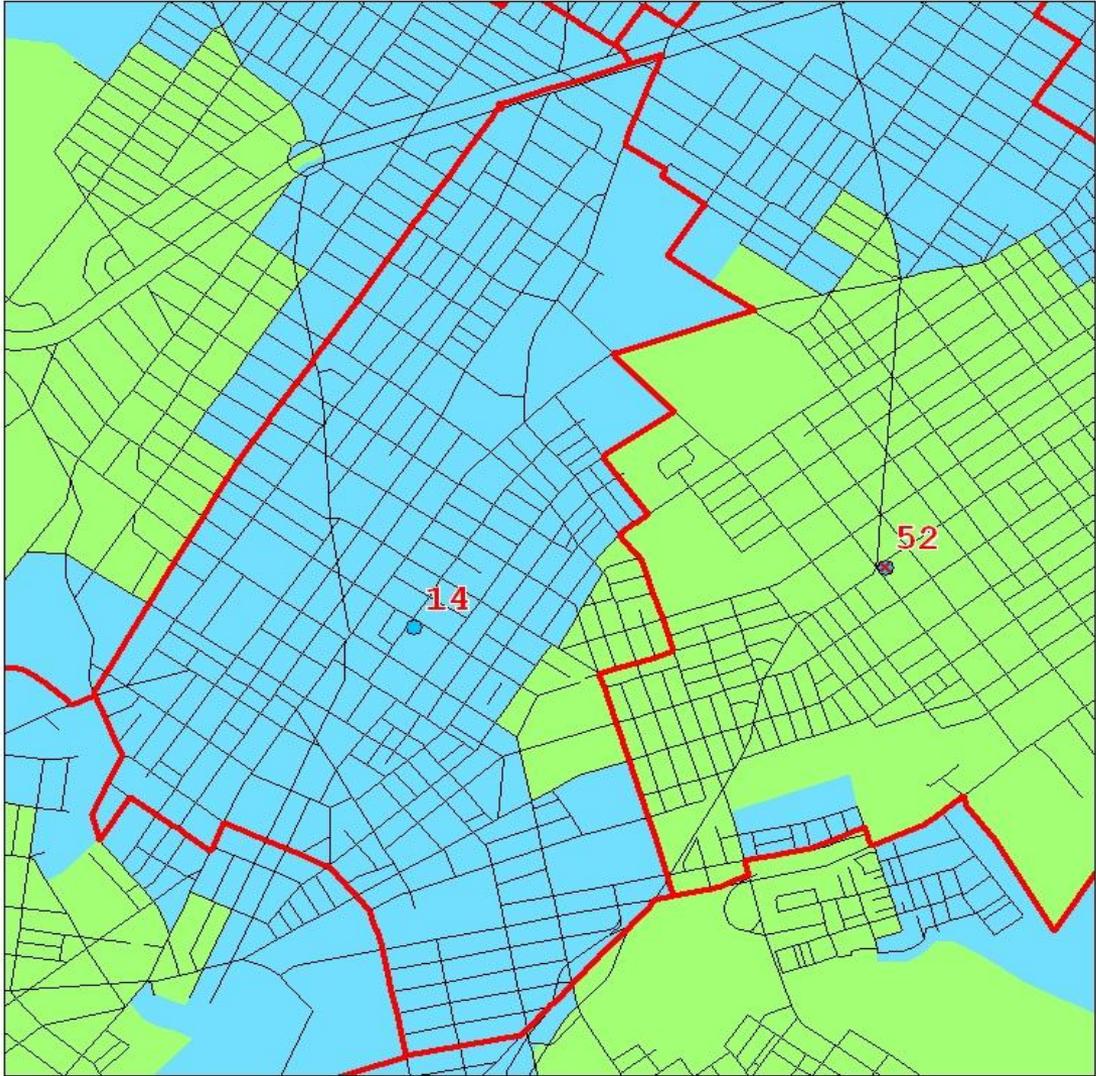
FireAtom PolyFEx	ENGINE Response Time
Light Blue	2 - 4
Yellow	4 - 6
Orange	6 - 8
Red	8+
Green	0 - 2
Grey	N/A

# BUDGETARY IMPACTS

- ENGINE 14 AREA -

- **ENGINE 14's CURRENT AREA**
- **GREEN INDICATES LESS THAN 2 MINUTES RESPONSE TIME**

# Response Zones - Without Engine 14



Legend

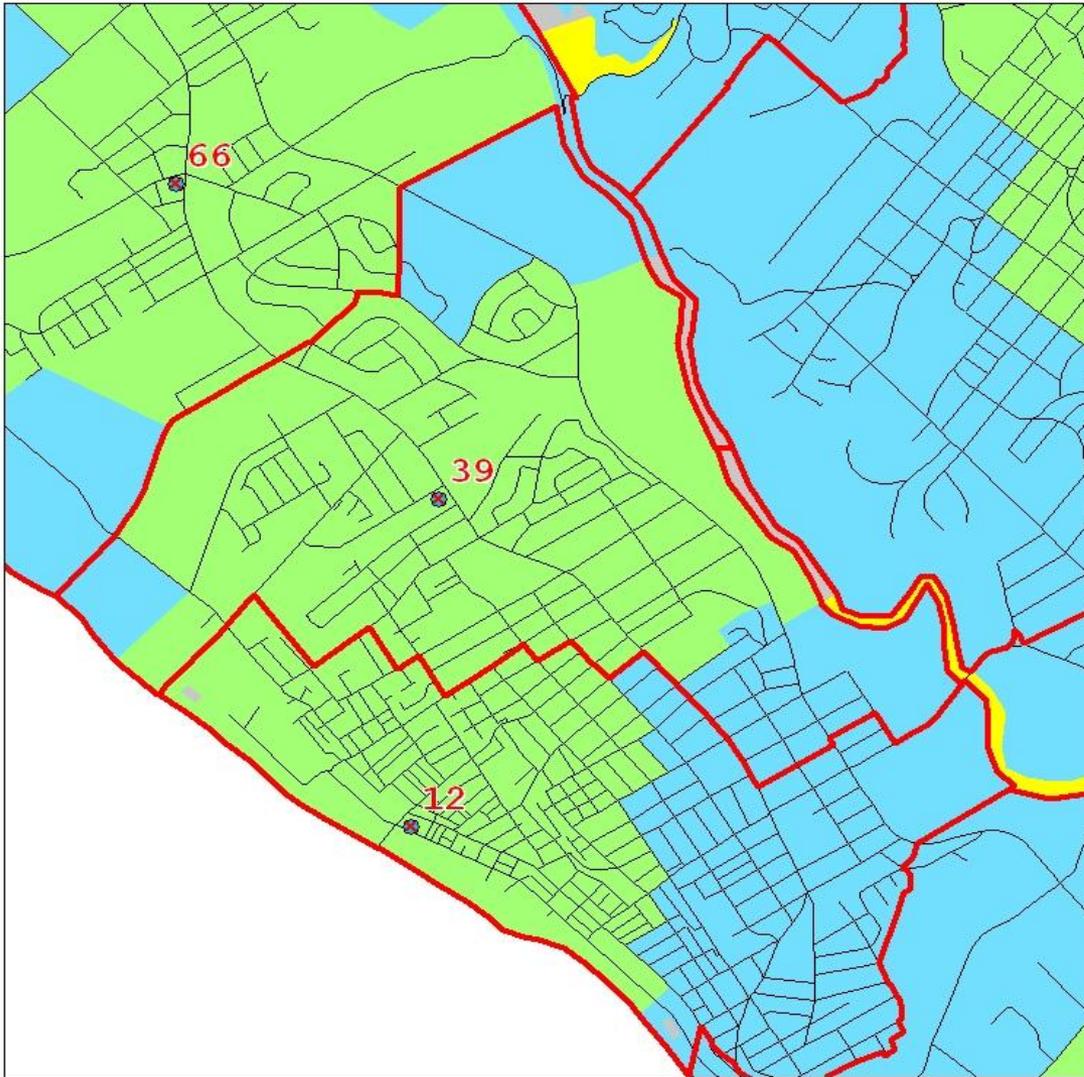
FireAtom PolyFEx	ENGINE Response Time
N/A	2 - 4
0 - 2	4 - 6
	6 - 8
	8+

# BUDGETARY IMPACTS

- ENGINE 14 AREA -

- PROJECTED TIME RESPONSES BY PERIMETER COMPANIES INTO ENGINE 14'S AREA
- GREEN INDICATES LESS THAN 2 MINUTES RESPONSE TIME
- BLUE INDICATES BETWEEN 2 TO 4 MINUTES

# Response Zones - Engine 39



Legend

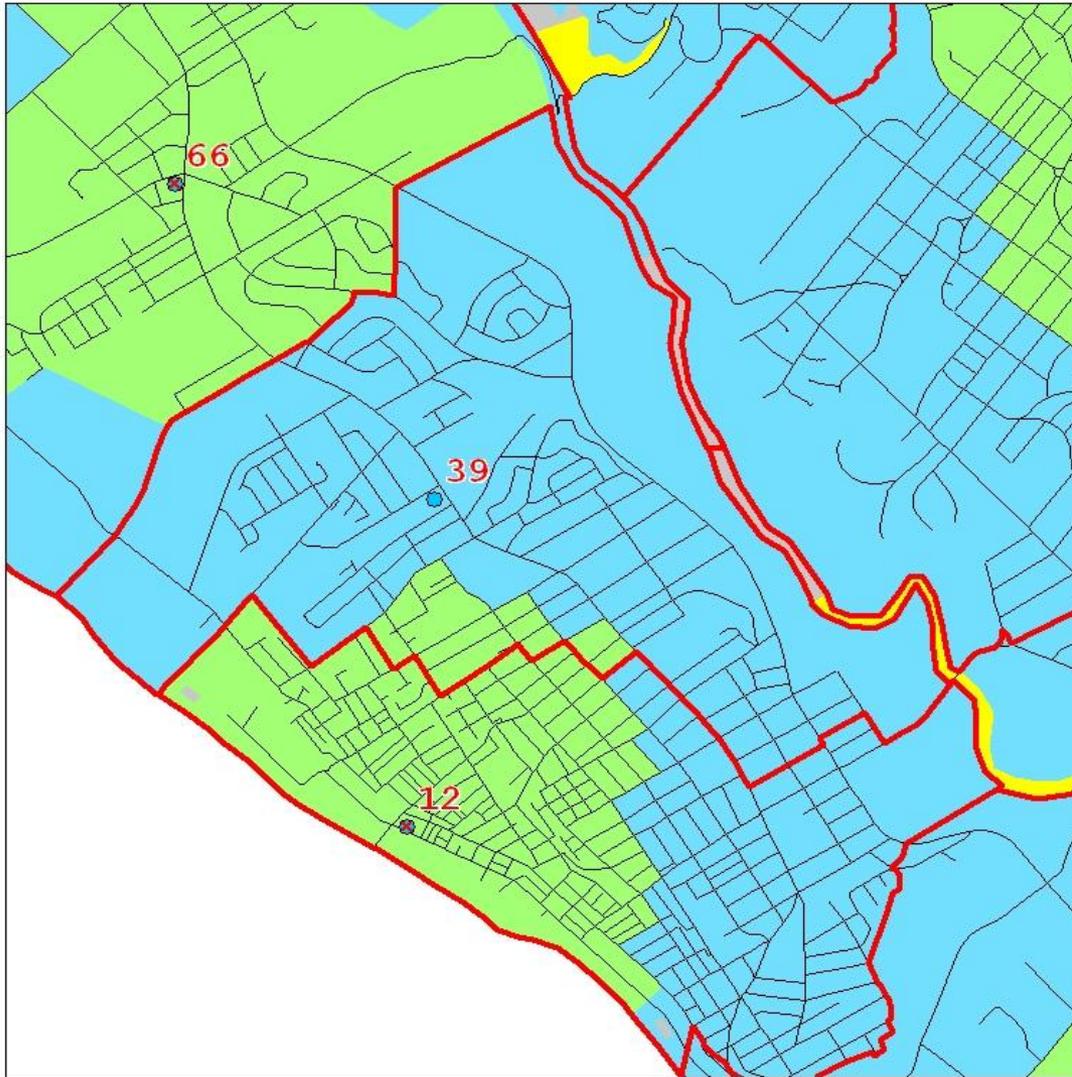
Color	ENGINE Response Time
Light Blue	2 - 4
Green	0 - 2
Yellow	4 - 6
Orange	6 - 8
Red	8+
Grey	N/A

# BUDGETARY IMPACTS

## - ENGINE 39 AREA -

- **ENGINE 39's CURRENT AREA**
- **GREEN INDICATES LESS THAN 2 MINUTES RESPONSE TIME**

## Response Zones - Without Engine 39



Legend

FireAtomPolyFEx	ENGINE Response Time
Light Blue	2 - 4
Green	0 - 2
Yellow	4 - 6
Orange	6 - 8
Red	8+
Grey	N/A

# BUDGETARY IMPACTS

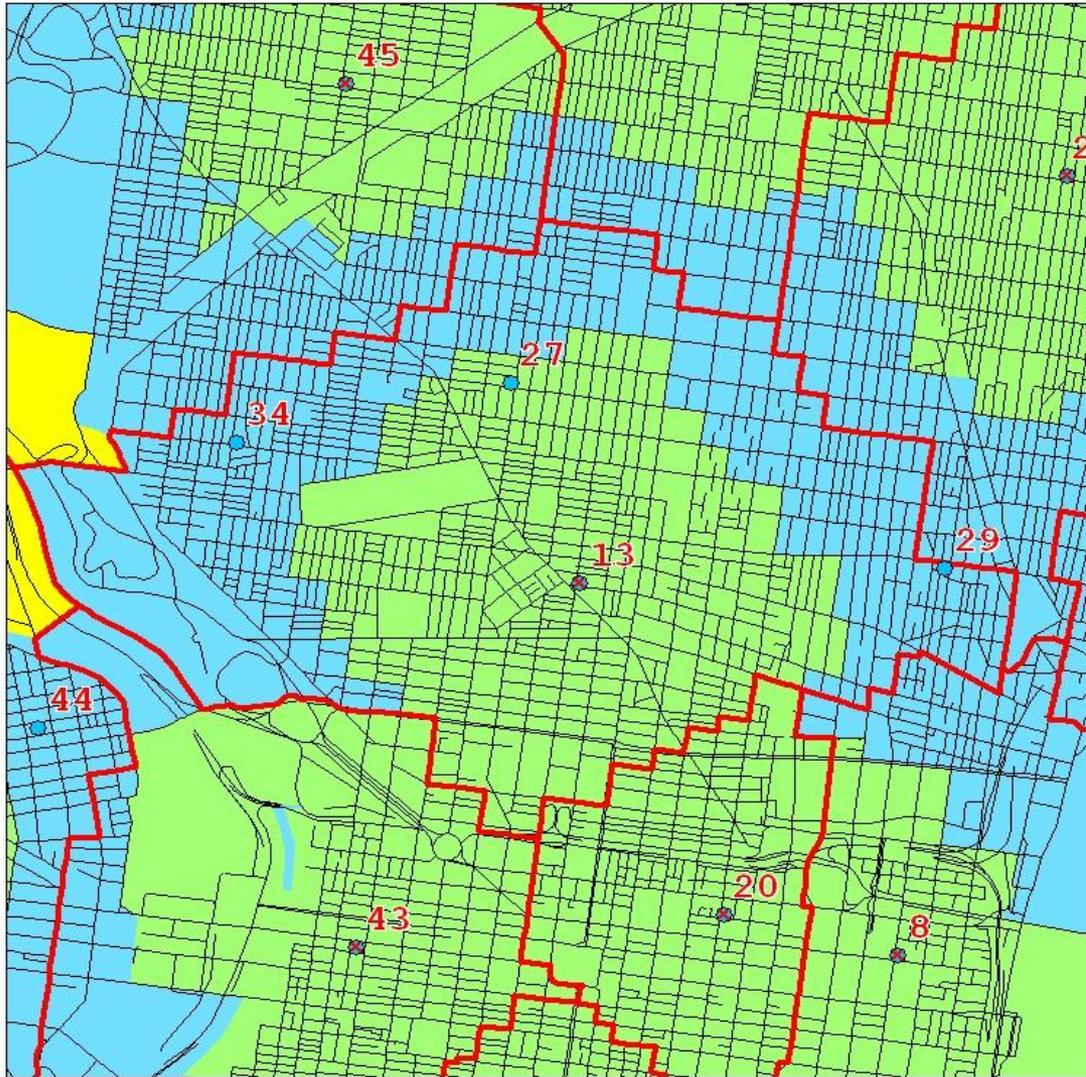
- ENGINE 39 AREA -

- PROJECTED TIME RESPONSES BY PERIMETER COMPANIES INTO ENGINE 39'S AREA
- GREEN INDICATES LESS THAN 2 MINUTES RESPONSE TIME
- BLUE INDICATES BETWEEN 2 TO 4 MINUTES

# Response Zones - Ladder 1

# BUDGETARY IMPACTS

- LADDER 1 AREA -

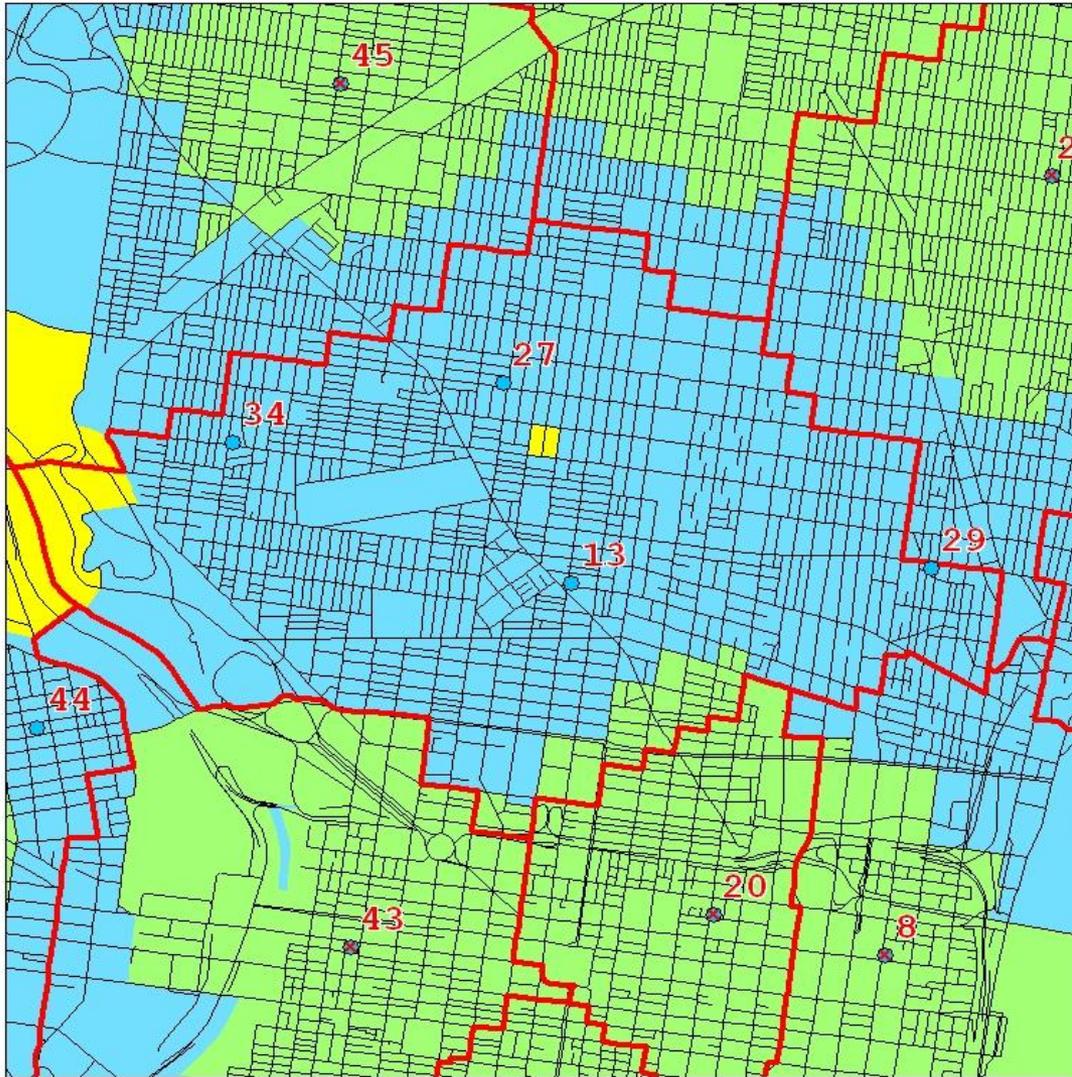


- **LADDER 1's CURRENT AREA**
- **GREEN INDICATES LESS THAN 2 MINUTES RESPONSE TIME**

### Legend

FireAtomPolyFEx LAD Response Time	2 - 4
N/A	4 - 6
0 - 2	6 - 8
	8+

# Response Zones - Without Ladder 1



Legend

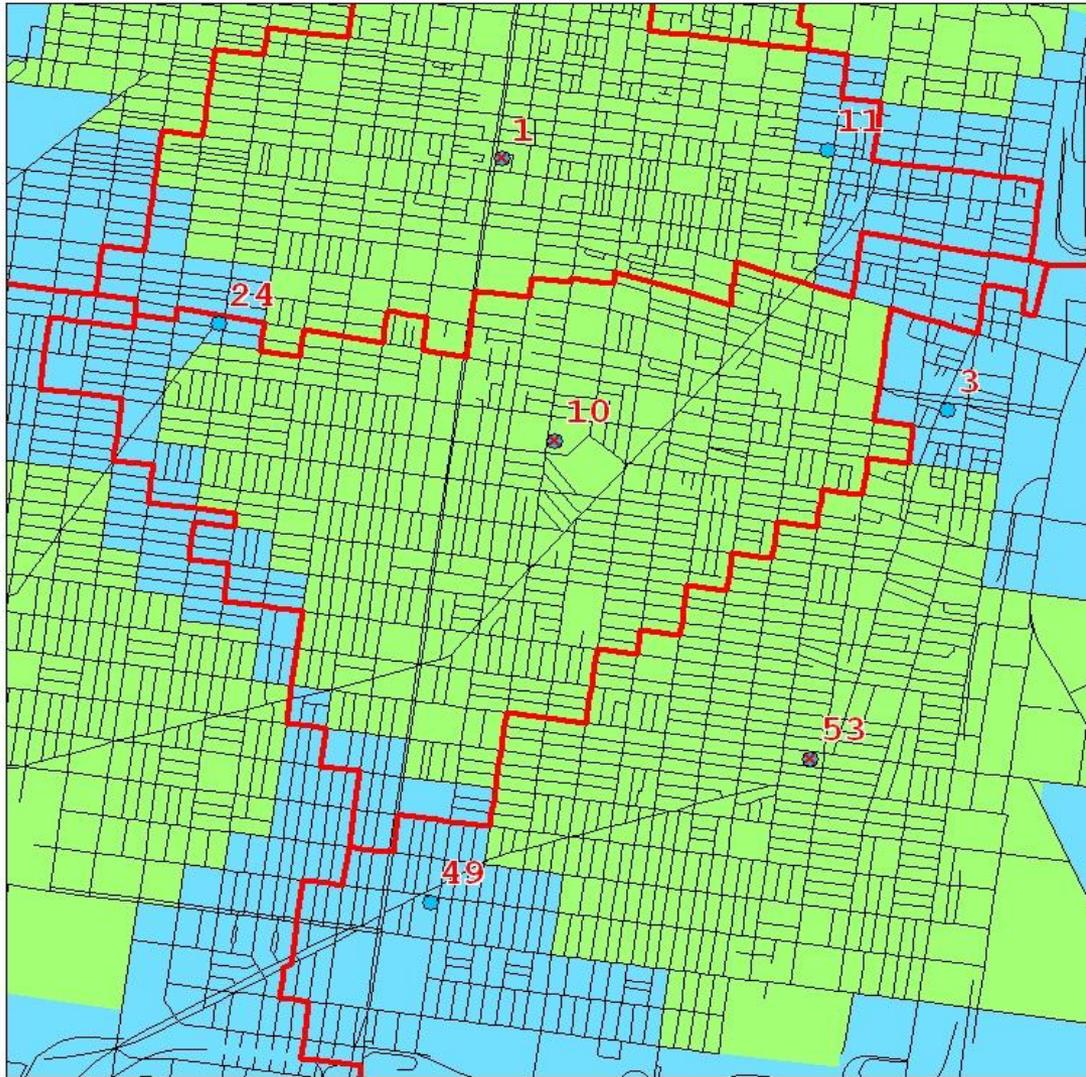
FireAtomPolyFEx	LAD Response Time
Light Blue	2 - 4
Yellow	4 - 6
Green	0 - 2
Orange	6 - 8
Red	8+
Grey	N/A

# BUDGETARY IMPACTS

- LADDER 1 AREA -

- PROJECTED TIME RESPONSES BY PERIMETER COMPANIES INTO LADDER 1'S AREA
- GREEN INDICATES LESS THAN 2 MINUTES RESPONSE TIME
- BLUE INDICATES BETWEEN 2 TO 4 MINUTES

## Response Zones - Ladder 11



Legend

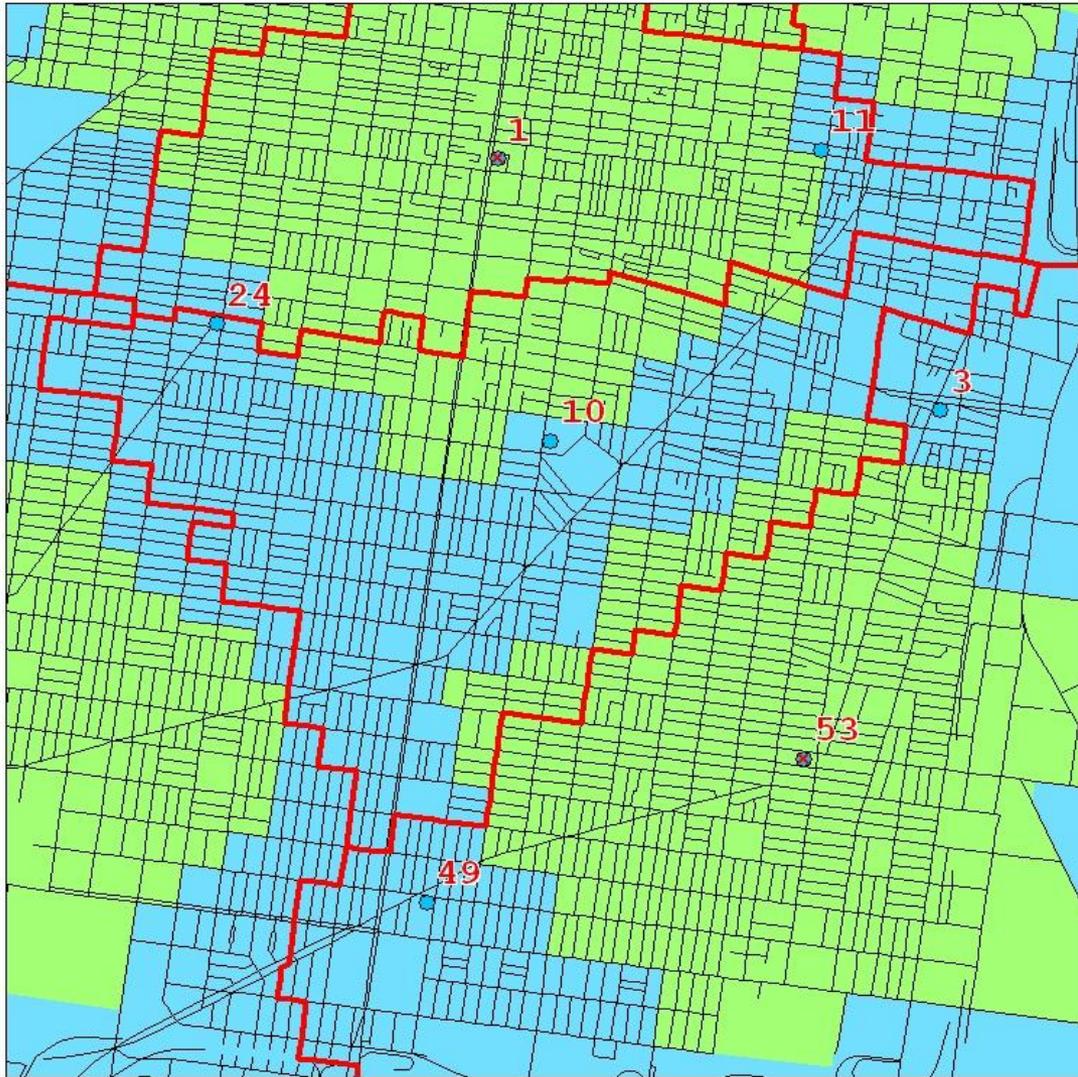
FireAtomPolyFEx	LAD Response Time
Light Blue	2 - 4
Yellow	4 - 6
Orange	6 - 8
Red	8+
Green	0 - 2
Grey	N/A

# BUDGETARY IMPACTS

- LADDER 11 AREA -

- LADDER 11's CURRENT AREA
- GREEN INDICATES LESS THAN 2 MINUTES RESPONSE TIME

## Response Zones - Without Ladder 11



Legend

FireAtomPolyFEx	LAD Response Time
Light Blue	2 - 4
Yellow	4 - 6
Green	0 - 2
Orange	6 - 8
Red	8+
Grey	N/A

# BUDGETARY IMPACTS

- LADDER 11 AREA -

- PROJECTED TIME RESPONSES BY PERIMETER COMPANIES INTO LADDER 11'S AREA
- GREEN INDICATES LESS THAN 2 MINUTES RESPONSE TIME
- BLUE INDICATES BETWEEN 2 TO 4 MINUTES

# - DISCUSSION -

# THANK YOU !

