

City of Stamford Fire Department

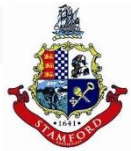
FY 2017-18 Budget Presentation





Services Provided

Program (s)	Services Provided
Critical & Mandated Programs Services	Fire Suppression & Emergency Operations Rescue Operations First Responder to Medical Emergencies Life Safety Code Enforcement Firefighter Training Task Force Housing Inspections Marine Unit
Basic Services Quality of Life Programs	Fire Investigation Public Education Smoke Detector Program Vehicle & Equipment Maintenance



2016-17 Highlights

- Improved Emergency Response Times via Closest To The Pin Dispatch
- Contract Settlement with L786 to now include supervisor standards
- Partnered with Red Cross for smoke detector installs
- Institute enhanced training by online component
- Standards of Certification/Training of Officer Ranks
 - Career and Volunteer
- Instituted Mobile Life Safety Inspection via Field Based Reporting
- Enhanced Firefighting Fleet by Delivery of Engine 9



Department Challenges

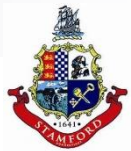
- Fleet Replacement
- Staffing problems at the Fire Marshals Office leading to fewer inspections
- Changing Demographics within the City to include Language Barriers
- Internal Relationships
- Marked Rise in Opioid Abuse



Department Challenges

Budget Scenarios

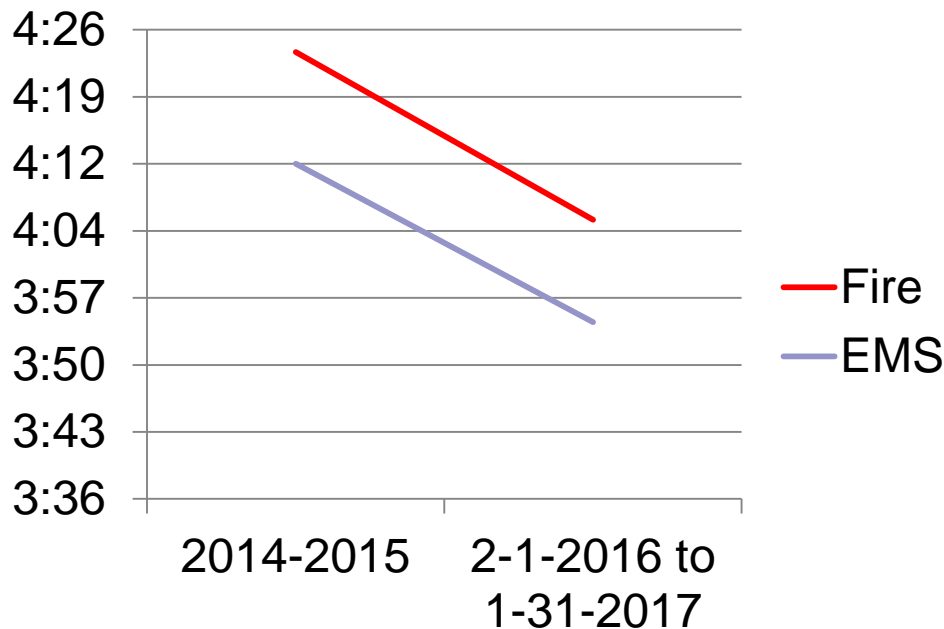
- Increased Risk – A further tightening of budgeted dollars would directly lead to a lessening training and reduced vehicle maintenance, increasing the risks to our customers
- Increased Opportunity – An expanded budget would allow for a more rapid roll out of new technology and supervisor training and a earlier completion of charter implementation



Performance Metrics

The upgrade to the CAD system has proved successful

- Average response to fire calls down from 4:24 to 4:06
- Average response to EMS calls down from 4:12 to 3:45



Note 1: FY 14-15 vs 2-1-16 to 2-1-17 (New CAD)

Note 2: EMS SE= 0:01

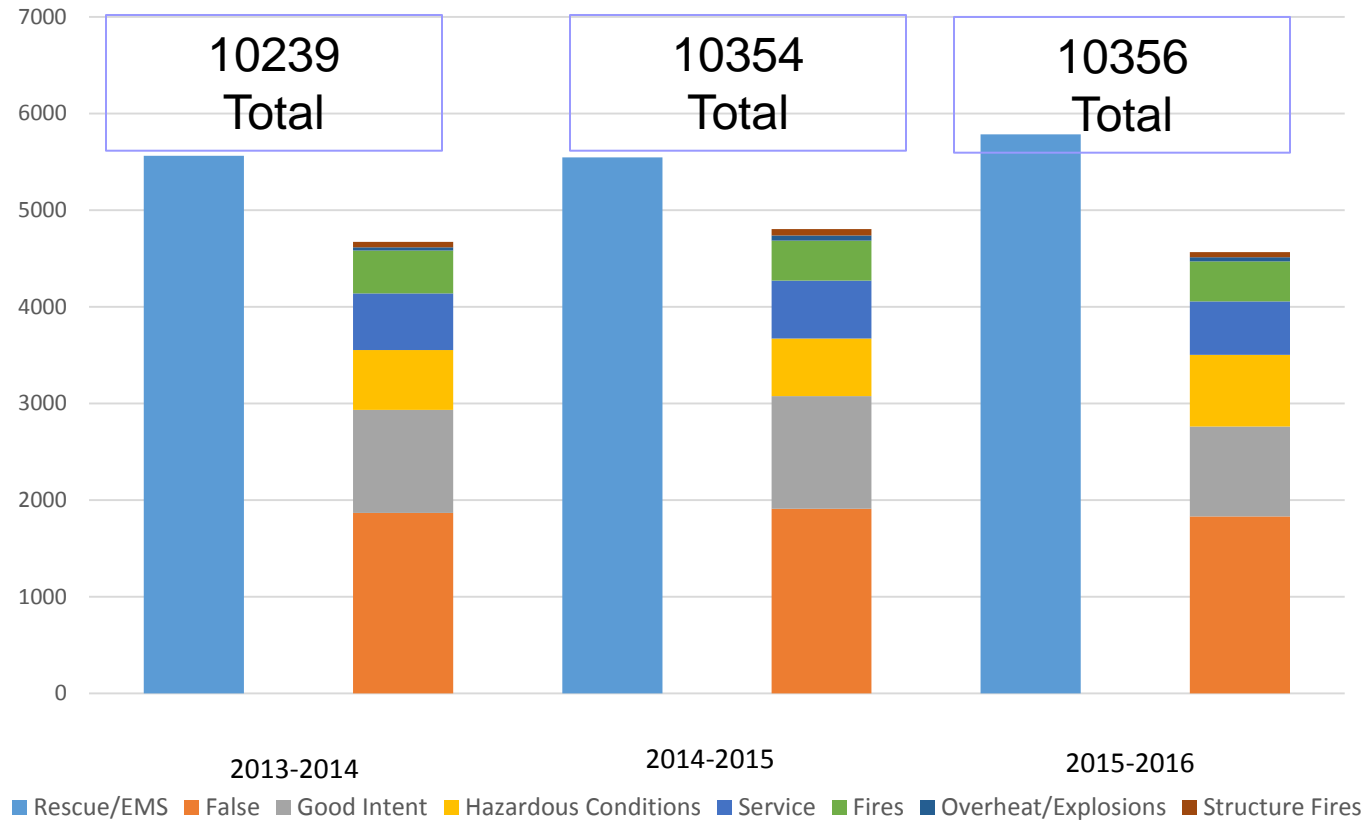
Fire SE=0:02

Standard Deviation =1:51



Performance Measures

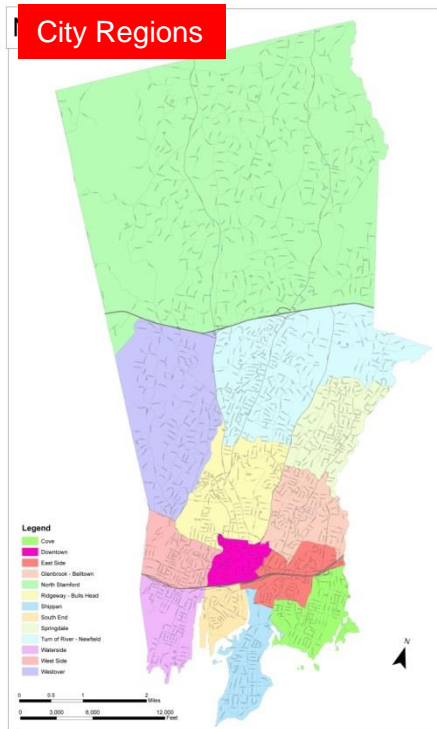
Responses by Type



Average 28 Incidents Per Day



Average Response Times



Cove	380	4:15
Downtown	1085	3:08
East Side	731	4:06
Glenbrook - Belltown	460	3:42
North Stamford	776	5:33
Ridgeway - Bulls Head	1092	3:31
Shippan	294	3:21
South End	524	3:11
Springdale	440	3:24
Turn of River - Newfield	626	4:05
Waterside	395	4:09
West Side	896	3:23
Westover	380	4:07

Note 1: Data from new CAD system for date range 4-10-2016 thru 3-1-2017

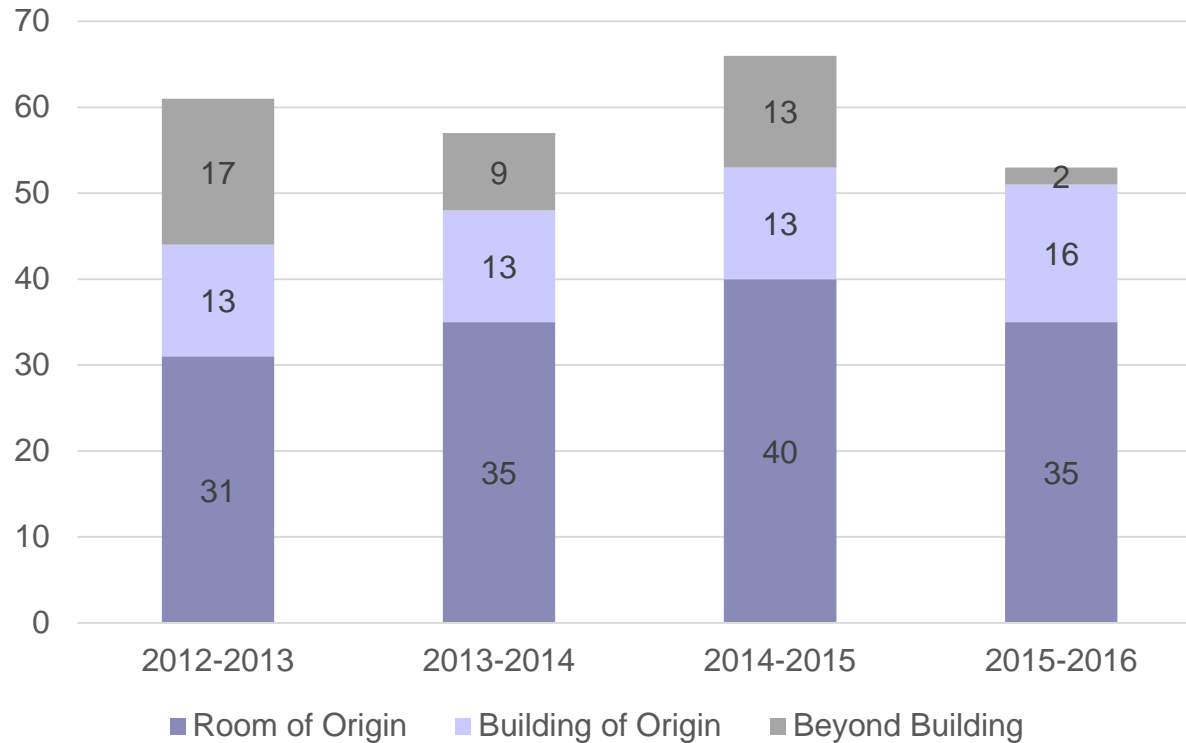
Note 2: Numbers in *Italics* represent the number of responses within the region

Note 3: All times include reflex



Performance Measures

Structure Fire Contained to.....



Note 1: Statistical Validity is low, data set to small

Note 2: The fires held to the room of origin increased from 61% (2013-14, 2014-15) to 66 % (2015-2016)

Stamford Fire Department Performance Measures



Performance Data	2013-14	2014-2015	2015-2016	FY 2017 Target
Number of Emergencies	10,202	10,307	10,465	
Fire Inspections (Initial and Follow-up)	2,600	2,216	2,217	2,230
Number of new construction or renovation inspections performed	864	952	918	912
Number of investigations or complaints conducted by Fire Marshals Office	405	581	460	429
Number of plan reviews, new construction or renovations performed	1,133	1,127	1,118	1,110

Notes
For 2015/16: Fire 4%, Medical 49.4%, Haz Mat 7.1%, False Calls 17.5%, Rescue/Other 22%
Staffing issues has caused a decrease in inspections
.

Performance Measures	2013-14	2014-2015	2015-2016	FY 2017 Target
Percent contained to Room of Origin	61%	61%	66%	74%
Percent Contained to Building of Origin	98%	95%	96%	96%
% Arrived within 5.0 Minutes from time of dispatch (EMS)	71%	75%	78%	90%
Average Response time (EMS)	4:24	4:12	3:55	3:55
% Arrived within 5.5 Minutes from time of dispatch (Fire)	81%	82%	82%	90%
Average Response time (Fire)	4:23	4:24	4:06	4:00
Firefighter Injury Claims	73	47	71	45
Average Training hours per Firefighter	98	160	154	180

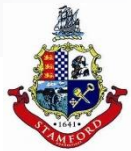
2007-11 National Average 74% (NFPA)
2007-11 National Average 96% (NFPA)
NFPA 1710 Target: 4 minute response + 1 minute reflex to 90% of incidents (NFPA)
AVL Closest to the pin data
NFPA 1710 Target: 4 minute response + 1.5 minute reflex to 90% of Incidents (NFPA)
AVL Closest to the pin data
Goal of 200 hours per Firefighter is set per Insurance Services Office (ISO)



2017-2018 Goals

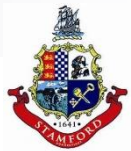
- Remote Online Training Citywide
 - Allows for required didactic training to be completed at remote locations
 - Automatically Tracked in RMS
 - Deploy workstation in all firehouses

- Improve On-Scene Command and Control
 - Deploy command software for incidents



2017-2018 Goals

- Completion of Kronos Telestaff
 - Will allow for full Scheduling / Accrual / Payroll Integration
 - Real time reporting & using one system will improve accuracy of Personnel Leave Accruals.
- Increase Inspection Emphasis on Illegal Housing
 - Fire Marshal division will focus on target areas.
 - In-service Units to identify target areas
- Citywide Uniform Policies
- Combined Training



2017-2018 Goals

- Certification / Training Standards
 - Review & Improve certificate/training standards for Supervisor level personnel.
 - Review standards of all firefighter personnel.
 - Implement Command Standards

- Internal Strategic Study – Service Types provided, Service Level provided, Response Times and Density. The Department will analyze many factors including: community profiles, community risks, fire-scene tasks, and both the type and quantity of emergency calls. This analysis will drive performance standards rooted in community expectations.