



City of Pompano Beach **FIRE RESCUE**

Performance Brief

October - March

Fiscal Year 2011

PERFORMANCE BRIEF



Pompano Beach Fire Rescue 2nd Quarter Report FY 2011

**SUBMITTED BY FIRE ADMINISTRATION
MAY 2011**

This report is also available online at
www.mypompanobeach.org/fire

Notes

This is an update on Pompano Beach Fire Rescue's operational performance. The report highlights the department's activities for the period ranging from October thru March, 2011, compares them to previous period a year ago, and provides impartial analysis on data trends in accordance with department policy. **This document summarizes the organization's performance by addressing 2 basic questions: What was the level of demand for service (emergency response and fire prevention)? And how did the organization perform?**

All years referred to in this report are fiscal years. Numbers in the text and exhibits may not add up to totals because of rounding. The sum of zone totals may not add up to total incident because of computer data input errors and the exclusion of Mutual Aid data incidents from zone totals. The sum of dispatch time, turnout time, and travel time may not add up to total response time since there are instances where dispatch time, turnout time, or travel time data are not available to be included in the calculation of response time.

Broward Sheriff Office runs and operates the Communications Dispatch Center.

The city is divided into six primary zones (each has a dedicated fire station). In addition to its primary coverage area, Zone 11 provides fire rescue service to the Village of Sea Ranch Lakes.

The calls for service are spread over 24 hours and divided among 14 fire/rescue units, including a rescue van that operates 12 hours/day to help provide coverage primarily to Zone 52.

In addition to the six primary zones, the fire department provides emergency coverage for the contract service areas of the Village of Sea Ranch Lakes (referred to as Zone 12C in the document) and a section of the Florida Turnpike.

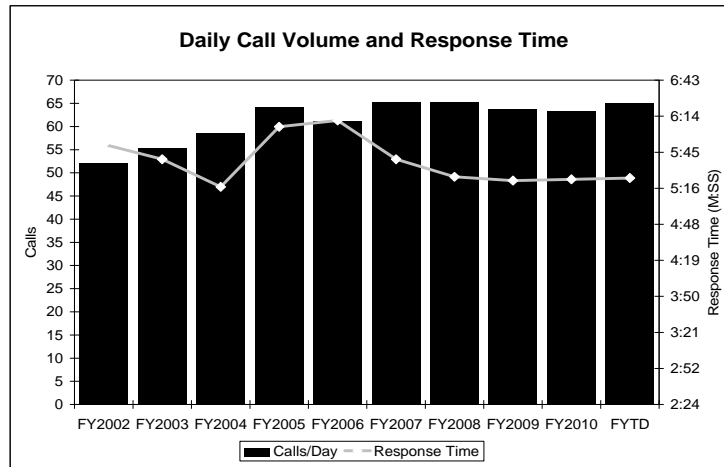
Since some data for earlier years or months may have been updated or corrected, readers are naturally always encouraged to use the data from the most recent Performance Brief publication.

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POMPANO BEACH FIRE RESCUE

Service Demand and Overtime Summary Analysis, Oct – March



When compared to the Oct-March period last year, total number of incidents per day remained unchanged at 65 calls.

63.4 percent of those incidents required transportation to the hospital. EMS Transport receipts totaled \$1.7 million, matching the amount collected during the same period a year ago. EMS Transport revenue accounts for 22 percent of the department’s EMS budget.

Monday was the busiest day of the week, averaging 68 incidents per day - while Sunday registered the lowest number of incidents with just 60.

The hours of Noon through 4:00pm had more calls than any time segment of the day, accounting for 22.1 percent of all emergency calls.

Fire incidents averaged one per day during the first six months of fiscal year 2011. Damaged properties were valued at an estimated \$8.4 million, yielding a property loss-to-value ratio estimated at 14.4 percent – or \$1.2 million. There was one civilian fire fatality. Exhibit 3 on page 7 shows the distribution of fire incidents for the Oct-March period. With 19.3 percent of the fire incidents, Zone 103 continued to register a disproportionately high number of fire calls.

Response time to request for emergency assistance for the period ranging from October through March 2011 averaged 5 minutes 23 seconds, virtually equal to the average response time registered for each of the last two fiscal years. (See above chart).

68.2 percent of the calls were within 6 minutes during the Oct-March period – dropping just below the level of 70.0 percent registered during the same period a year ago.

Overtime expenditures averaged \$3,711 per day during the Oct-Mar stretch, representing an 11.2 percent increase over the same period last year. Staffing one rescue unit with three firefighters 12 hrs/day coupled with the policy of staffing the beach rescue (Rescue 11) with one additional firefighter 24 hrs/day constitute *some* of the key factors driving overtime expenditures in the fire department.

Exhibit 1

Call for Service flow chart Oct – Mar

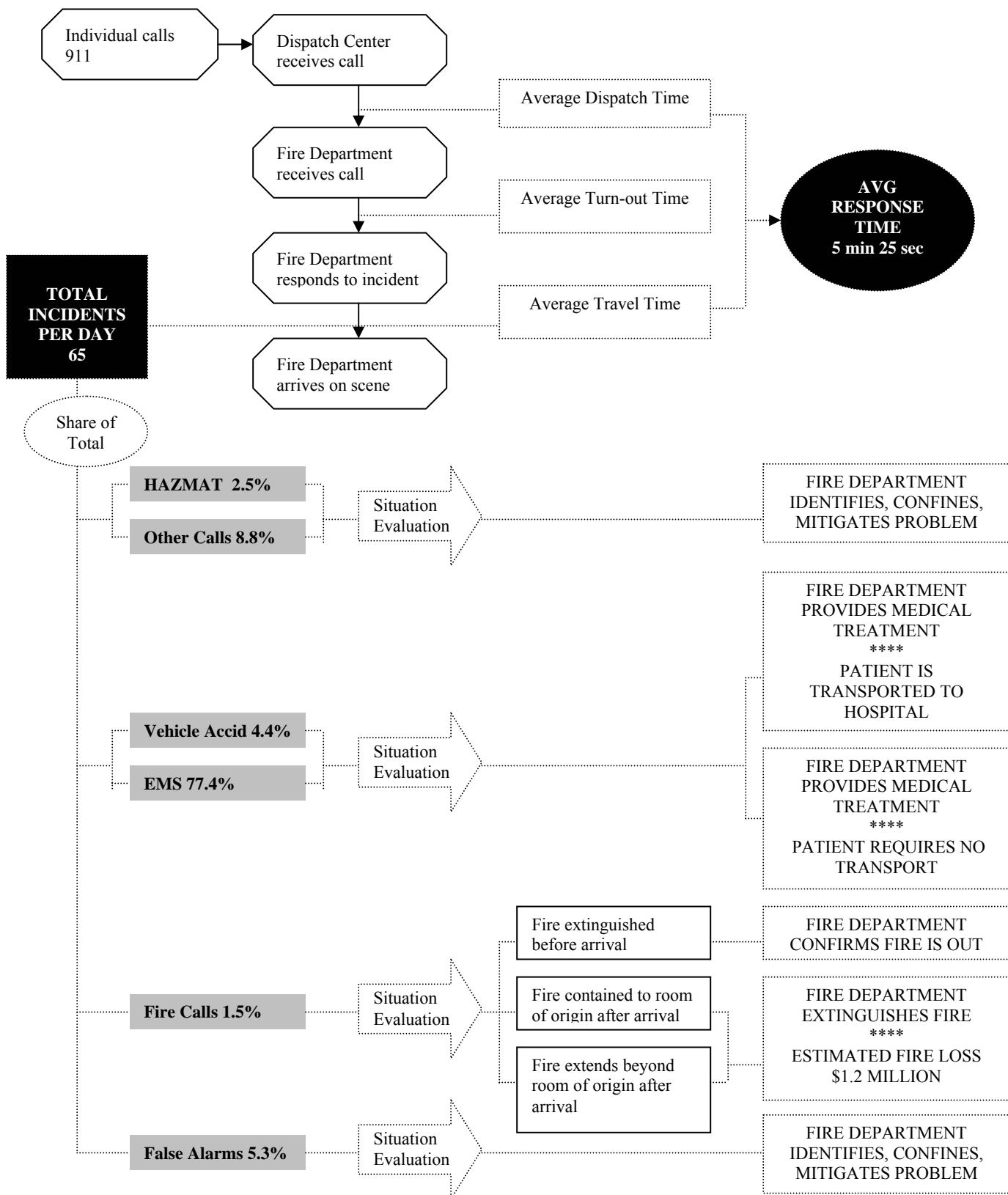
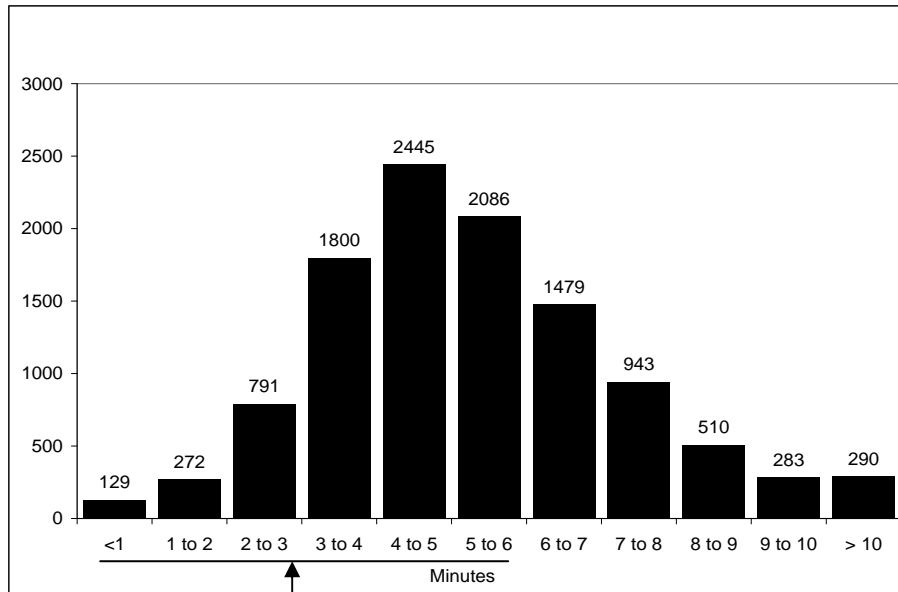


Exhibit 2 Response Times, Oct – Mar 2011



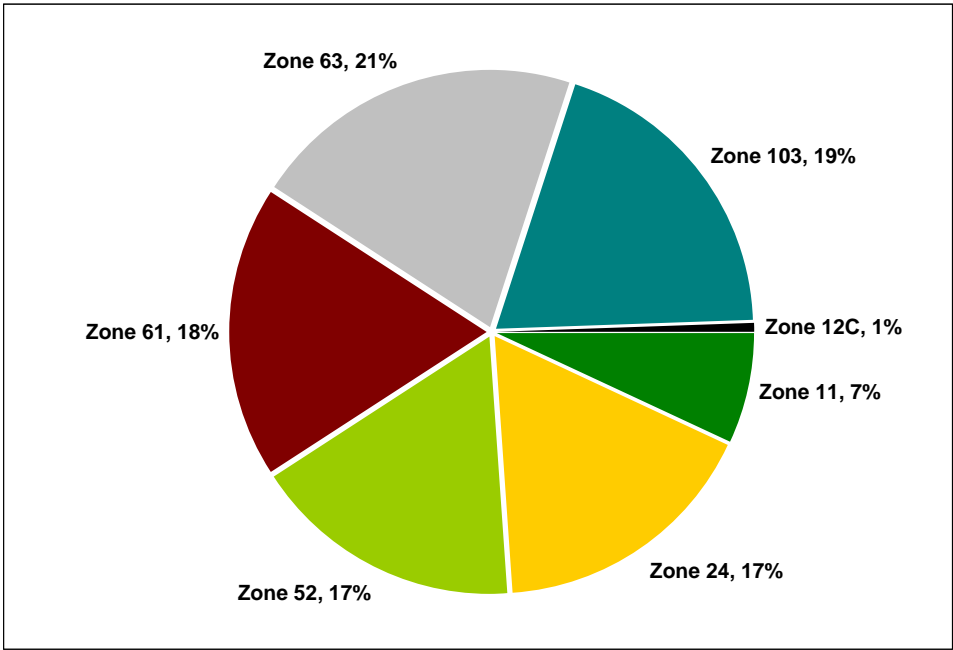
68.2% of the calls had response time of 6 minutes or less

Cumulative Response Times, Oct – Mar 2011

Response Time	Frequency	Cumulative Frequency	Cumulative Percent
Less than 1 minute.....	129	129	1.2
1 to 2 minutes.....	272	401	3.6
2 to 3 minutes.....	791	1192	10.8
3 to 4 minutes.....	1800	2992	27.1
4 to 5 minutes.....	2445	5437	49.3
5 to 6 minutes.....	2086	7523	68.2
6 to 7 minutes.....	1479	9002	81.6
7 to 8 minutes.....	943	9945	90.2
8 to 9 minutes.....	510	10455	94.8
9 to 10 minutes.....	283	10738	97.4
10 or more minutes.....	290	11028	100.0
Total		11028	

Cumulative frequency of response time is the frequency of responses less than or equal to a specific time. **Cumulative percent** is the cumulative frequency divided by the total number of incidents

Exhibit 3 Distribution of all Fire Incidents, Oct – Mar 2011



Zone 103 continued to register a disproportionately high number of fire calls. Note that Zone 12C (Village of Sea Ranch Lakes) is not shown on the map below. Through an inter-local agreement, the City of Pompano Beach provides fire rescue and EMS coverage to Sea Ranch Lakes, located about 2 miles south of Station 11.

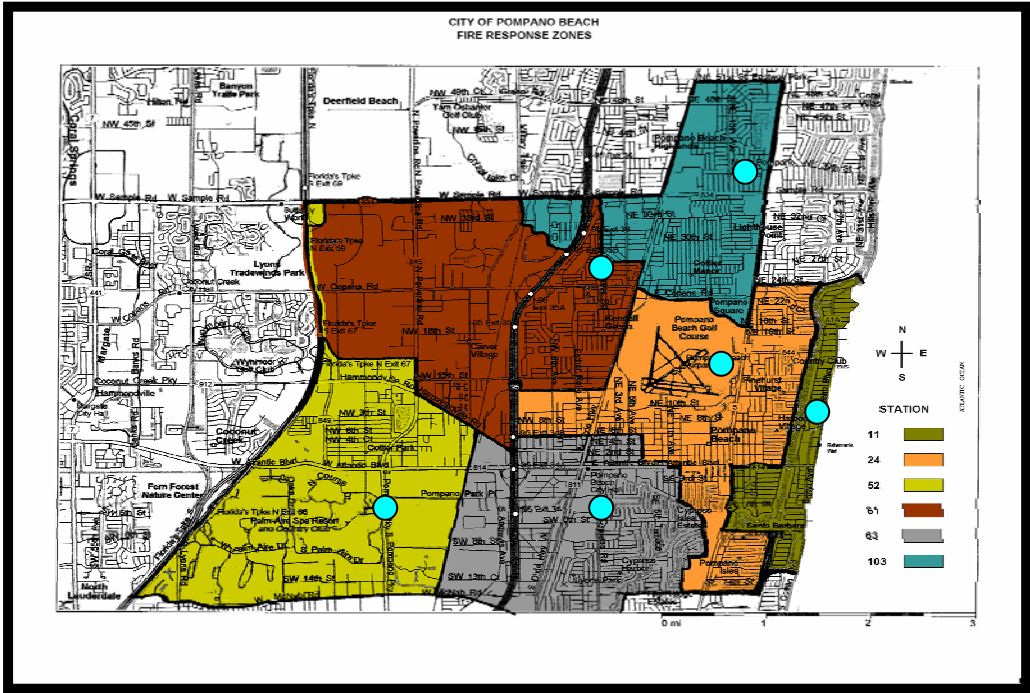
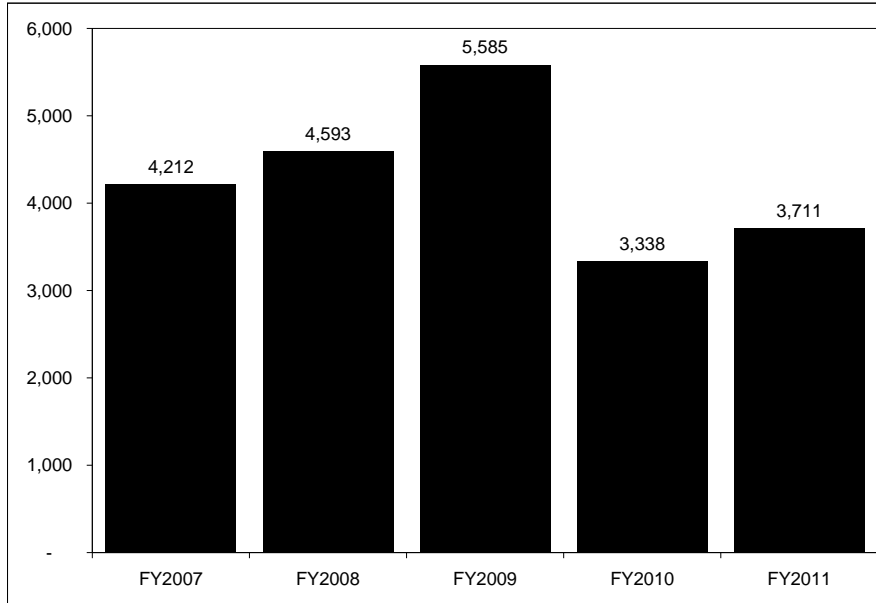


Exhibit 4
Overtime Expenditures per Day (in dollar)
Oct – Mar



Overtime pay averaged \$3,711 per day during the first six months of fiscal year 2011. This represents an 11.2 percent increase over the same period last year.

Overtime Expenditures per Day (in dollar)

Month	FY2007 YR END	FY2008 YR END	FY2009 YR END	FY2010 YR END	FY2011 YTD
October.....	3,437	5,841	5,233	3,186	3,527
November.....	3,649	4,992	5,781	3,333	4,143
December.....	4,945	5,354	5,774	3,481	4,023
January.....	3,288	3,640	5,883	2,914	3,112
February.....	3,970	4,350	5,593	3,512	2,967
March	5,985	3,382	5,243	3,603	4,495
April					
May					
June.....					
July.....					
August.....					
September.....					
Average Pay/Day	4,212	4,593	5,585	3,338	3,711

Exhibit 5
Overtime Hours per Person
Oct – Mar 2011

	Personnel Working Overtime	Total Overtime Hours	Overtime Hours per Person	HOURS WORKED			
				< 25 hrs	between 25-49 hrs	between 50-75 hrs	> 75 hrs
Admin (N-Exempt)	3	60.50	20	100%	0%	0%	0%
Training Officers	2	284.50	142	0%	0%	50%	50%
Fire Inspectors	8	311.50	39	75%	13%	13%	0%
Firefighters	111	8,846.00	80	30%	34%	24%	12%
Drivers	29	1,310.50	45	41%	59%	0%	0%
Lieutenants	30	2,772.50	92	17%	40%	37%	7%
Captains	3	524.00	175	0%	0%	33%	67%
Battalion Chiefs	3	615.00	205	0%	0%	0%	100%
Lifeguards	6	40.00	7	100%	0%	0%	0%

KEY FACTORS DRIVING OVERTIME

Staffing (1) rescue unit with (3) Firefighters 12 hrs/day
 Staffing the beach rescue with an additional firefighter 24 hrs/day
 The reassignment of (1) firefighter to the Logistics Division full time
 Regular upgrades to the battalion chief and captain positions
 Vacancy

OTHER FACTORS INCLUDE

Injury ▪ Sick Leave ▪ Military Leave ▪ Authorized Absence
 Public Education Activities (e.g., CERT and Explorer Programs, Fire Safety, etc)

EMERGENCY RESPONSE

TABLE 1. INCIDENTS PER DAY

	FY2007 YR END	FY2008 YR END	FY 2009 YR END	FY2010 YR END	FY2011 YTD*	FY2010 Jan-Mar	FY2011 Jan-Mar
INCIDENTS/DAY	65	65	64	63	65	69	65
Sunday.....	60	60	62	61	60	61	59
Monday.....	66	68	63	65	68	73	67
Tuesday.....	65	65	65	64	66	70	68
Wednesday.....	65	65	66	64	63	68	61
Thursday.....	66	65	62	62	64	66	66
Friday.....	68	68	66	65	66	74	67
Saturday.....	66	67	64	64	65	67	65
% of all Incidents							
Sunday.....	13.4%	13.2%	13.8%	13.6%	13.3%	12.9%	13.2%
Monday.....	14.4%	15.0%	14.1%	14.7%	15.0%	15.5%	14.9%
Tuesday.....	14.2%	14.3%	14.4%	14.3%	14.5%	14.8%	15.3%
Wednesday.....	14.1%	14.1%	14.7%	14.3%	14.0%	14.3%	13.5%
Thursday.....	14.5%	14.1%	14.1%	14.2%	14.1%	12.8%	14.7%
Friday.....	14.9%	14.7%	14.6%	14.7%	14.6%	15.6%	13.9%
Saturday.....	14.5%	14.5%	14.2%	14.3%	14.4%	14.1%	14.6%

*Oct - March

TABLE 2. INCIDENTS BY 4-HOUR INCREMENTS – DAILY AVERAGE

	FY2007 YR END	FY2008 YR END	FY 2009 YR END	FY2010 YR END	FY2011 YTD*	FY2010 Jan-Mar	FY2011 Jan-Mar
Incidents: 4-Hour Increments							
Midnight-4:00 am.....	2402	2475	2325	2330	1105	602	577
4:00 am-8:00 am.....	2420	2402	2349	2368	1226	686	571
8:00 am-Noon.....	4894	4830	4785	4726	2504	1262	1212
Noon-4:00 pm.....	5159	5223	5087	4953	2600	1359	1321
4:00 pm-8:00 pm.....	4985	4978	4872	4945	2505	1319	1252
8:00 pm-Midnight.....	3956	3945	3888	3825	1815	946	899
Incidents: 4-Hour Increments (% of all Calls)							
Midnight-4:00 am.....	10.1%	10.4%	10.0%	10.1%	9.4%	9.8%	9.9%
4:00 am-8:00 am.....	10.2%	10.1%	10.1%	10.2%	10.4%	11.1%	9.8%
8:00 am-Noon.....	20.5%	20.2%	20.5%	20.4%	21.3%	20.4%	20.8%
Noon-4:00 pm.....	21.7%	21.9%	21.8%	21.4%	22.1%	22.0%	22.7%
4:00 pm-8:00 pm.....	20.9%	20.9%	20.9%	21.4%	21.3%	21.4%	21.5%
8:00 pm-Midnight.....	16.6%	16.5%	16.7%	16.5%	15.4%	15.3%	15.4%

*Oct - March

TABLE 3. INCIDENTS BY TYPE OF CALLS AND BY ZONE

	FY 2007 YR END	FY 2008 YR END	FY 2009 YR END	FY2010 YR END	FY2011 YTD*	FY2010 Jan-Mar	FY2011 Jan-Mar
TOTAL INCIDENTS	23816	23852	23306	23147	11755	6174	5832
Fires.....	432	414	371	346	182	107	103
Vehicle Accidents.....	1257	1211	1169	991	513	242	252
EMS/Rescues.....	18031	17977	17505	17746	9103	4737	4,554
HAZMAT.....	495	577	573	587	294	147	144
False Alarms.....	1515	1511	1475	1362	626	392	300
Other.....	2086	2162	2213	2115	1037	549	479
% OF TOTAL							
Fires.....	1.8%	1.7%	1.6%	1.5%	1.5%	1.7%	1.8%
Vehicle Accidents.....	5.3%	5.1%	5.0%	4.3%	4.4%	3.9%	4.3%
EMS/Rescues.....	75.7%	75.4%	75.1%	76.7%	77.4%	76.7%	78.1%
HAZMAT.....	2.1%	2.4%	2.5%	2.5%	2.5%	2.4%	2.5%
False Alarms.....	6.4%	6.3%	6.3%	5.9%	5.3%	6.3%	5.1%
Other.....	8.8%	9.1%	9.5%	9.1%	8.8%	8.9%	8.2%
FIRE LOSS							
Civilian Fire Fatality...	2	1	1	1	1	1	1
Fire loss (in dollar).....	2,694,418	4,301,365	9,390,807	3,947,714	1,213,519	1,773,363	358,507
Property value (in dollar)	8,640,518	33,311,014	62,078,821	26,340,863	8,399,321	19,072,008	4,144,974
Property loss to value.....	31%	13%	15%	15%	14%	9%	9%
INCIDENTS BY ZONE							
Zone 11.....	2500	2673	2633	2637	1316	742	652
Zone 24.....	3293	3412	3351	3485	1728	933	829
Zone 52.....	6218	5965	5586	5637	3024	1492	1477
Zone 61.....	4052	3977	3880	3728	1805	983	894
Zone 63.....	4836	4843	4771	4615	2341	1191	1200
Zone 103.....	2814	2804	2848	2844	1433	770	720
Zone 12C.....	n/a	n/a	87	87	58	22	32
INCIDENTS BY DAY							
Zone 11.....	7	7	7	7	7	8	7
Zone 24.....	9	9	9	10	9	10	9
Zone 52.....	17	16	15	15	17	17	16
Zone 61.....	11	11	11	10	10	11	10
Zone 63.....	13	13	13	13	13	13	13
Zone 103.....	8	8	8	8	8	9	8
Zone 12C.....	n/a	n/a	0.2	0.2	0	0	0.4
% OF TOTAL							
Zone 11.....	10.5%	11.2%	11.3%	11.4%	11.2%	12.1%	11.2%
Zone 24.....	13.8%	14.3%	14.4%	15.1%	14.8%	15.2%	14.3%
Zone 52.....	26.1%	25.0%	24.0%	24.4%	25.8%	24.3%	25.4%
Zone 61.....	17.0%	16.7%	16.6%	16.1%	15.4%	16.0%	15.4%
Zone 63.....	20.3%	20.3%	20.5%	19.9%	20.0%	19.4%	20.7%
Zone 103.....	11.8%	11.8%	12.2%	12.3%	12.2%	12.6%	12.4%
Zone 12C.....	n/a	n/a	0.4%	0.4%	0.5%	0.4%	0.6%

*Oct - March

TABLE 4. FIRE INCIDENTS

FIRE INCIDENTS	FY 2007 YR END	FY 2008 YR END	FY 2009 YR END	FY2010 YR END	FY2011 YTD*	FY2010 Jan-Mar	FY2011 Jan-Mar
Zone 11.....	41	36	31	29	12	8	4
Zone 24.....	49	69	58	49	30	15	17
Zone 52.....	93	60	81	68	30	22	18
Zone 61.....	80	80	64	70	32	24	20
Zone 63.....	83	80	55	61	37	18	20
Zone 103.....	78	74	73	56	34	16	23
Zone 12C.....	0	0	1	0	1	0	0
FIRES/MONTH							
Zone 11.....	3	3	3	2	2	3	1
Zone 24.....	4	6	5	4	5	5	6
Zone 52.....	8	5	7	6	5	7	6
Zone 61.....	7	7	5	6	5	8	7
Zone 63.....	7	7	5	5	6	6	7
Zone 103.....	7	6	6	5	6	5	8
Zone 12C.....	0	0	0	0	0	0	0
% of all Fires							
Zone 11.....	9.7%	9.0%	8.5%	8.7%	6.8%	7.8%	3.9%
Zone 24.....	11.6%	17.3%	16.0%	14.7%	17.0%	14.6%	16.7%
Zone 52.....	21.9%	15.0%	22.3%	20.4%	17.0%	21.4%	17.6%
Zone 61.....	18.9%	20.1%	17.6%	21.0%	18.2%	23.3%	19.6%
Zone 63.....	19.6%	20.1%	15.2%	18.3%	21.0%	17.5%	19.6%
Zone 103.....	18.4%	18.5%	20.1%	16.8%	19.3%	15.5%	22.5%
Zone 12C.....	0.0%	0.0%	0.3%	0.0%	0.6%	0.0%	0.0%

*Oct - March

TABLE 5. FALSE ALARMS

FALSE ALARMS	FY 2007 YR END	FY 2008 YR END	FY 2009 YR END	FY2010 YR END	FY2011 YTD*	FY2010 Jan-Mar	FY2011 Jan-Mar
Zone 11.....	266	221	240	178	89	46	46
Zone 24.....	202	186	141	169	82	45	34
Zone 52.....	142	375	391	379	167	98	89
Zone 61.....	331	368	321	279	127	94	56
Zone 63.....	191	216	208	208	104	64	48
Zone 103.....	117	136	136	135	44	44	21
Zone 12C.....	0	0	16	11	10	1	4
% of all False Alarms							
Zone 11.....	21.3%	14.7%	16.5%	13.1%	14.3%	11.7%	15.4%
Zone 24.....	16.2%	12.4%	9.7%	12.4%	13.2%	11.5%	11.4%
Zone 52.....	11.4%	25.0%	26.9%	27.9%	26.8%	25.0%	29.9%
Zone 61.....	26.5%	24.5%	22.1%	20.5%	20.4%	24.0%	18.8%
Zone 63.....	15.3%	14.4%	14.3%	15.3%	16.7%	16.3%	16.1%
Zone 103.....	9.4%	9.1%	9.4%	9.9%	7.1%	11.2%	7.0%
Zone 12C.....	0.0%	0.0%	1.1%	0.8%	1.6%	0.3%	1.3%

*Oct - March

TABLE 6. EMERGENCY RESPONSE PER UNIT

	FY2007 YR END	FY2008 YR END	FY 2009 YR END	FY2010 YR END	FY2011 YTD*	FY2010 Jan-Mar	FY2011 Jan-Mar
TOTAL RESPONSE	44873	36927	36200	35644	17775	9538	8810
RESPONSE/UNIT	3205	2638	2586	2546	1270	681	629
Rescue 11.....	2144	2261	2282	2356	1161	660	579
Engine 11.....	1747	1380	1380	1308	655	361	333
Rescue 24.....	3423	3545	3505	3556	1804	934	859
Ladder 24.....	2715	1984	2018	1926	857	544	381
Rescue 52.....	4791	4510	4264	4212	2219	1102	1087
Rescue 352.....	2401	2151	2170	2546	1154	648	604
Engine 52.....	3696	2650	2484	2331	1298	635	626
Rescue 61.....	3619	3502	3486	3362	1705	874	839
Engine 61.....	2962	2289	2194	2102	978	571	481
Squad 61.....	4880	1733	1531	1393	641	381	297
Rescue 63.....	4346	4376	4354	4183	2109	1107	1059
Engine 63.....	3630	2558	2590	2474	1242	655	643
Rescue 103.....	2595	2520	2583	2555	1303	675	674
Engine 103.....	1924	1468	1359	1340	649	391	348
RESPONSE/DAY	9	7	7	7	7	8	7
Rescue 11.....	6	6	6	6	6	7	6
Engine 11.....	5	4	4	4	4	4	4
Rescue 24.....	9	10	10	10	10	10	10
Ladder 24.....	7	5	6	5	5	6	4
Rescue 52.....	13	12	12	12	12	12	12
Rescue 352.....	7	6	6	7	6	7	7
Engine 52.....	10	7	7	6	7	7	7
Rescue 61.....	10	10	10	9	9	10	9
Engine 61.....	8	6	6	6	5	6	5
Squad 61.....	13	5	4	4	4	4	3
Rescue 63.....	12	12	12	11	12	12	12
Engine 63.....	10	7	7	7	7	7	7
Rescue 103.....	7	7	7	7	7	8	7
Engine 103.....	5	4	4	4	4	4	4
# OF UNITS PER CALL	1.9	1.5	1.6	1.5	1.5	1.5	1.5

*Oct - March

TABLE 7. INCIDENTS BY TIME OF DAY – DAILY AVERAGE

AVG. Per Day	FY2007 YR END	FY2008 YR END	FY 2009 YR END	FY2010 YR END	FY2011 YTD*	FY2010 Jan-Mar	FY2011 Jan-Mar
Mid-1 am.....	2	2	2	2	2	2	2
1-2 am.....	2	2	2	2	2	2	2
2-3 am.....	2	2	2	1	2	1	2
3-4 am.....	1	1	1	1	1	2	1
4-5 am.....	1	1	1	1	1	2	1
5-6 am.....	1	1	1	1	1	2	1
6-7 am.....	2	2	2	2	2	2	2
7-8 am.....	2	2	2	2	2	3	2
8-9 am.....	3	3	3	3	3	3	3
9-10 am.....	3	3	3	3	4	3	4
10-11 am.....	4	3	3	3	3	4	3
11-Noon.....	4	4	4	4	4	4	4
Noon-1 pm.....	4	4	4	4	3	4	4
1-2 pm.....	4	4	4	3	4	4	3
2-3 pm.....	3	3	3	3	4	4	4
3-4 pm.....	4	4	3	3	4	3	4
4-5 pm.....	3	3	3	3	3	4	3
5-6 pm.....	4	3	3	3	4	4	4
6-7 pm.....	3	4	3	3	4	4	3
7-8 pm.....	3	3	3	3	3	3	3
8-9 pm.....	3	3	3	3	3	3	3
9-10 pm.....	3	3	3	3	2	3	2
10-11 pm.....	2	3	3	2	2	2	2
11-Mid.....	2	2	2	2	2	2	2

*Oct - March

TABLE 8. EMERGENCY MEDICAL TRANSPORT

	FY2007	FY2008	FY2009	FY2010	FY2011	FY2010	FY2011
EMS TRANSPORTS	YR END	YR END	YR END	YR END	YTD*	Jan-Mar	Jan-Mar
Transports as a % of all Calls	59.4%	58.6%	59.8%	61.4%	63.4%	58.7%	64.0%
Total Incidents.....	23816	23852	23306	23147	11755	5913	5832
Total Transports	14140	13966	13945	14209	7455	3471	3735
Transports/Month.....	1178	1164	1162	1184	1243	1157	1245
Transports/Day.....	39	38	38	38.9	41.0	38.6	41.5
	FY2007	FY2008	FY 2009	FY 2010	FY2011	FY2010	FY2011
NET CHARGES (in dollar)	YR END	YR END	YR END	YR END	YTD*	Jan-Mar	Jan-Mar
Total	5,922,794	7,322,605	7,962,839	8,059,127	3,661,136	1,602,167	1,365,240
Medicare.....	1,439,786	1,231,968	1,849,575	2,259,120	1,208,601	502,115	437,151
Medicaid	201,242	198,168	250,290	291,352	185,813	55,746	59,159
Private Insurance.....	1,067,847	1,415,570	1,564,335	1,075,577	446,522	405,659	134,463
Self-Pay Non-Resident.....	1,456,740	1,807,847	1,588,386	1,651,800	531,029	246,892	150,796
Self-Pay Resident.....	1,757,179	2,669,053	2,710,253	2,781,278	1,289,171	391,755	583,672
% of all Charges							
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Medicare.....	24.3%	16.8%	23.2%	28.0%	33.0%	31.3%	32.0%
Medicaid	3.4%	2.7%	3.1%	3.6%	5.1%	3.5%	4.3%
Private Insurance.....	18.0%	19.3%	19.6%	13.3%	12.2%	25.3%	9.8%
Self-Pay Non-Resident.....	24.6%	24.7%	19.9%	20.5%	14.5%	15.4%	11.0%
Self-Pay Resident.....	29.7%	36.4%	34.0%	34.5%	35.2%	24.5%	42.8%

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TABLE 8. CONT.							
	FY2007	FY2008	FY 2009	FY 2010	FY2011	FY2010	FY2011
RECEIPTS (in dollar)	YR END	YR END	YR END	YR END	YTD*	Jan-Mar	Jan-Mar
Total	2,634,962	2,517,359	3,258,741	3,306,579	1,689,749	839,075	566,032
Medicare.....	1,281,229	1,114,319	1,693,873	2,018,615	1,085,772	458,416	380,010
Medicaid	204,741	199,729	239,255	289,061	186,003	48,440	58,389
Private Insurance.....	905,675	1,098,237	1,213,170	883,746	365,639	311,344	112,218
Self-Pay Non-Resident.....	207,267	93,181	99,694	99,565	43,936	16,624	12,106
Self-Pay Resident.....	36,049	11,893	12,748	15,592	8,399	4,251	3,310
% of all Receipts							
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Medicare.....	48.6%	44.3%	52.0%	61.0%	64.3%	54.6%	67.1%
Medicaid	7.8%	7.9%	7.3%	8.7%	11.0%	5.8%	10.3%
Private Insurance.....	34.4%	43.6%	37.2%	26.7%	21.6%	37.1%	19.8%
Self-Pay Non-Resident.....	7.9%	3.7%	3.1%	3.0%	2.6%	2.0%	2.1%
Self-Pay Resident.....	1.4%	0.5%	0.4%	0.5%	0.5%	0.5%	0.6%
	FY2007	FY2008	FY 2009	FY 2010	FY2011	FY2010	FY2011
COLLECTION RATE	YR END	YR END	YR END	YR END	YTD*	Jan-Mar	Jan-Mar
Overall.....	44.5%	34.4%	40.9%	41.0%	46.2%	52.4%	41.5%
Medicare.....	89.0%	90.5%	91.6%	89.4%	89.8%	91.3%	86.9%
Medicaid	101.7%	100.8%	95.6%	99.2%	100.1%	86.9%	98.7%
Private Insurance.....	84.8%	77.6%	77.6%	82.2%	81.9%	76.8%	83.5%
Self-Pay Non-Resident.....	14.2%	5.2%	6.3%	6.0%	8.3%	6.7%	8.0%
Self-Pay Resident.....	2.1%	0.4%	0.5%	0.6%	0.7%	1.1%	0.6%

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TABLE 9. RESPONSE TIMES

	FY2007 YR END	FY2008 YR END	FY2009 YR END	FY2010 YR END	FY2011 YTD*	FY2010 Jan-Mar	FY2011 Jan-Mar
RESPONSE TIME (H:MM:SS)	0:05:40	0:05:26	0:05:23	0:05:24	0:05:23	0:05:23	0:05:25
Fractile Dispatch Times							
% of Calls within 1 Minute...	88%	88%	89%	89%	89%	88%	88%
% of Calls within 2 Minutes...	96%	96%	97%	97%	97%	96%	97%
% of Calls within 3 Minutes...	98%	98%	98%	99%	98%	99%	98%
Fractile Turnout Times							
% of Calls within 1 Minute...	36%	44%	58%	61%	63%	61%	63%
% of Calls within 2 Minutes...	87%	92%	98%	99%	99%	99%	100%
% of Calls within 3 Minutes...	97%	99%	100%	100%	100%	100%	100%
Fractile Travel Times							
% of Calls within 1 Minute...	7%	7%	5%	5%	5%	5%	5%
% of Calls within 2 Minutes...	20%	19%	16%	15%	15%	15%	15%
% of Calls within 3 Minutes...	42%	42%	38%	35%	34%	35%	33%
% of Calls within 4 Minutes...	63%	64%	61%	58%	57%	58%	56%
% of Calls within 5 Minutes...	77%	78%	77%	75%	74%	75%	74%
% of Calls within 6 Minutes...	87%	88%	87%	87%	86%	86%	85%
% of Calls within 7 Minutes...	93%	93%	93%	93%	93%	92%	92%
% of Calls within 8 Minutes...	95%	96%	96%	96%	96%	95%	96%
% of Calls within 9 Minutes...	97%	97%	97%	97%	98%	97%	98%
% of Calls within 10 Minutes.	97%	98%	98%	98%	99%	98%	99%
Fractile Response Times							
% of Calls within 1 Minute...	1%	1%	1%	1%	1%	1%	1%
% of Calls within 2 Minutes...	2%	4%	4%	4%	4%	4%	4%
% of Calls within 3 Minutes...	10%	11%	12%	11%	11%	12%	11%
% of Calls within 4 Minutes...	26%	29%	29%	28%	27%	30%	27%
% of Calls within 5 Minutes...	48%	52%	52%	51%	49%	53%	49%
% of Calls within 6 Minutes...	67%	70%	71%	69%	68%	71%	68%
% of Calls within 7 Minutes...	80%	83%	83%	83%	82%	83%	81%
% of Calls within 8 Minutes...	89%	90%	91%	91%	90%	91%	90%
% of Calls within 9 Minutes...	94%	95%	95%	95%	95%	95%	94%
% of Calls within 10 Minutes.	96%	97%	98%	97%	97%	97%	97%

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TABLE 10. RESPONSE TIME BY ZONE

RESPONSE TIME	FY2007 YR END	FY2008 YR END	FY 2009 YR END	FY2010 YR END	FY2011 YTD*	FY2010 Jan-Mar	FY2011 Jan-Mar
Zone 11.....	0:04:49	0:04:34	0:04:24	0:04:34	0:04:25	0:04:31	0:04:39
Zone 24.....	0:05:37	0:05:28	0:05:19	0:05:19	0:05:18	0:05:15	0:05:18
Zone 52.....	0:05:56	0:05:43	0:05:48	0:05:41	0:05:40	0:05:50	0:05:39
Zone 61.....	0:06:29	0:06:15	0:05:55	0:06:02	0:06:02	0:06:04	0:06:12
Zone 63.....	0:05:19	0:05:02	0:05:06	0:05:04	0:05:01	0:05:04	0:05:03
Zone 103.....	0:05:32	0:05:19	0:05:13	0:05:21	0:05:20	0:05:28	0:05:17
Zone 12C.....	n/a	n/a	0:07:05	0:07:04	0:07:02	0:06:57	0:07:27
% of Calls within 5 Minutes							
Zone 11.....	71%	74%	77%	72%	72%	71%	69%
Zone 24.....	47%	49%	50%	49%	45%	50%	44%
Zone 52.....	45%	47%	47%	47%	45%	44%	45%
Zone 61.....	33%	35%	39%	37%	34%	38%	33%
Zone 63.....	56%	61%	59%	59%	59%	60%	58%
Zone 103.....	46%	50%	51%	46%	47%	47%	48%
Zone 12C.....	n/a	n/a	10%	3%	10%	5%	4%
% of Calls within 6 Minutes							
Zone 11.....	85%	88%	90%	87%	87%	87%	85%
Zone 24.....	70%	73%	73%	72%	70%	74%	70%
Zone 52.....	59%	62%	61%	61%	59%	58%	59%
Zone 61.....	52%	54%	58%	56%	53%	56%	50%
Zone 63.....	76%	80%	79%	79%	80%	79%	79%
Zone 103.....	69%	72%	74%	70%	70%	68%	72%
Zone 12C.....	n/a	n/a	24%	32%	22%	19%	11%
% of Calls within 7 Minutes							
Zone 11.....	91%	94%	94%	94%	93%	93%	91%
Zone 24.....	85%	88%	88%	87%	87%	88%	87%
Zone 52.....	72%	75%	73%	74%	73%	72%	72%
Zone 61.....	71%	72%	75%	73%	72%	72%	69%
Zone 63.....	87%	89%	90%	89%	89%	89%	88%
Zone 103.....	85%	87%	89%	87%	86%	86%	87%
Zone 12C.....	n/a	n/a	54%	59%	49%	57%	44%
% of Calls within 8 Minutes							
Zone 11.....	95%	96%	97%	96%	96%	96%	95%
Zone 24.....	93%	94%	94%	94%	94%	95%	95%
Zone 52.....	82%	84%	83%	84%	83%	83%	83%
Zone 61.....	85%	86%	88%	86%	85%	85%	82%
Zone 63.....	93%	94%	95%	94%	95%	95%	95%
Zone 103.....	92%	94%	95%	94%	94%	93%	93%
Zone 12C.....	n/a	n/a	73%	77%	78%	76%	74%

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FIRE PREVENTION

TABLE 11. CONSTRUCTION PLAN REVIEW

	FY2007 YR END	FY2008 YR END	FY2009 YR END	FY2010 YR END	FY2011 YTD*	FY2010 Jan-Mar	FY2011 Jan-Mar
PLAN REVIEWS	1299	1260	1282	1297	648	286	326
	FY2010 YTD*			FY2011 YTD*			
PROPERTY TYPE	Approved	Rejected	Total	Approved	Rejected	Total	
Total	297	351	648	286	362	648	
Site Plan Review.....	36	45	81	17	18	35	
Commercial up to 3000 sqft.....	126	86	212	132	110	242	
Commercial/Residential 3,000 – 10,000 sqft.....	18	39	57	21	34	55	
Commercial/Residential 3,000 – 10,000 F/A.....	66	76	142	31	44	75	
Commercial/Residential 10,000 – 100,000 F/A & F/S	50	105	155	85	154	239	
Commercial/Residential 100,000 – 200,000 F/A & F/S	1	-	1	0	2	2	
Commercial/Residential 200,000 F/A & F/S.....	0	0	0	0	0	0	
% Approved or Rejected	Approved	Rejected	Total	Approved	Rejected	Total	
Total	46%	54%	100%	44%	56%	100%	
Site Plan Review.....	44%	56%	100%	49%	51%	100%	
Commercial up to 3000 sqft.....	59%	41%	100%	55%	45%	100%	
Commercial/Residential 3,000 – 10,000 sqft.....	32%	68%	100%	38%	62%	100%	
Commercial/Residential 3,000 – 10,000 F/A.....	46%	54%	100%	41%	59%	100%	
Commercial/Residential 10,000 – 100,000 F/A & F/S	32%	68%	100%	36%	64%	100%	
Commercial/Residential 100,000 – 200,000 F/A & F/S.	100%	0%	100%	0%	100%	100%	
Commercial/Residential 200,000 F/A & F/S.....	-	-	-	-	-	-	

Notes: Construction Plan Review involves reviewing building plans for fire code compliance in both commercial and multi-family dwellings.

F/A and F/S = Fire Alarm and Fire Sprinkler

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TABLE 12. AMENDMENTS TO APPROVED PLANS

	FY2007 YR END	FY2008 YR END	FY2009 YR END	FY2010 YR END	FY2011 YTD*	FY2010 Jan-Mar	FY2011 Jan-Mar
AMENDMENTS	n/a	n/a	217	211	101	532	53
				FY2010 YTD*		FY2011 YTD*	
PROPERTY TYPE	Approved	Rejected	Total	Approved	Rejected	Total	
Total	87	18	105	79	22	101	
Site Plan Review.....	1	-	1	1	0	1	
Commercial up to 3000 sqft.....	6	2	8	9	1	10	
Commercial/Residential 3,000 – 10,000 sqft.....	14	2	16	14	1	15	
Commercial/Residential 3,000 – 10,000 F/A.....	29	7	36	19	3	22	
Commercial/Residential 10,000 – 100,000 F/A & F/S....	37	7	44	36	17	53	
Commercial/Residential 100,000 – 200,000 F/A & F/S..							
Commercial/Residential 200,000 F/A & F/S.....							
% Approved or Rejected	Approved	Rejected	Total	Approved	Rejected	Total	
Total	83%	17%	100%	78%	22%	100%	
Site Plan Review.....	100%	0%	100%	100%	0%	100%	
Commercial up to 3000 sqft.....	75%	25%	100%	90%	10%	100%	
Commercial/Residential 3,000 – 10,000 sqft.....	88%	13%	100%	93%	7%	100%	
Commercial/Residential 3,000 – 10,000 F/A.....	81%	19%	100%	86%	14%	100%	
Commercial/Residential 10,000 – 100,000 F/A & F/S....	84%	16%	100%	68%	32%	100%	
Commercial/Residential 100,000 – 200,000 F/A & F/S...							
Commercial/Residential 200,000 F/A & F/S.....							

Notes: F/A and F/S = Fire Alarm and Fire Sprinkler

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TABLE 13. NEW CONSTRUCTION FIELD/SITE INSPECTION

	FY2007 YR END	FY2008 YR END	FY2009 YR END	FY2010 YR END	FY2011 YTD*	FY2010 Jan-Mar	FY2011 Jan-Mar
FIELD INSPECTION	1642	2171	2046	2000	882	533	454
	FY 2010 YTD*			FY 2011 YTD*			
TYPE	Approved	Rejected	Total	Approved	Rejected	Total	
Total	773	347	1120	615	267	882	
Fire Alarm.....	286	170	456	203	96	299	
Fire Sprinkler.....	136	50	186	130	55	185	
Fire Suppression System.....	15	6	21	7	3	10	
Final Construction Inspection.....	187	115	302	183	112	295	
Consultation.....	149	6	155	92	1	93	
	FY 2010 YTD*			FY 2011 YTD*			
% Approved or Rejected	Approved	Rejected	Total	Approved	Rejected	Total	
Total	69%	31%	100%	70%	30%	100%	
Fire Alarm.....	63%	37%	100%	68%	32%	100%	
Fire Sprinkler.....	73%	27%	100%	70%	30%	100%	
Fire Suppression System.....	71%	29%	100%	70%	30%	100%	
Final Construction Inspection.....	62%	38%	100%	62%	38%	100%	
Consultation	96%	4%	100%	99%	1%	100%	

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TABLE 14. FIRE SAFETY INSPECTION

	FY2007 YR END	FY2008 YR END	FY2009 YR END	FY2010 YR END	FY2011 YTD*	FY2010 Jan-Mar	FY2011 Jan-Mar
INSPECTIONS	1458	3529	5151	5284	3,152	1,423	1,605
	FY2010 YTD*			FY2011 YTD*			
PROPERTY TYPE	Inspection	Re-Inspection	Total	Inspection	Re-Inspection	Total	
Total	2399	510	2909	2761	391	3152	
Residential 3 story.....	651	161	812	814	68	882	
Residential 5 story.....	64	45	109	85	0	85	
Residential 10 story.....	40	26	66	55	7	62	
Residential 20 story.....	21	10	31	29	2	31	
Commercial 5000 sqft.....	1213	173	1386	1262	137	1399	
Commercial 5,000 – 10,000 sqft.....	157	29	186	189	51	240	
Commercial 10,000 -20,000 sqft.....	104	22	126	162	66	228	
Commercial 20,000 – 100,000 sqft...	132	34	166	142	49	191	
Commercial 100,000 – 200,000 sqft..	15	5	20	19	9	28	
Commercial greater 200,000 sqft.....	2	5	7	4	2	6	
	Inspection	Re-Inspection	Total	Inspection	Re-Inspection	Total	
Total	82%	18%	100%	88%	12%	100%	
Residential 3 story.....	22%	20%	100%	26%	8%	100%	
Residential 5 story.....	59%	41%	100%	100%	0%	100%	
Residential 10 story.....	61%	39%	100%	89%	11%	100%	
Residential 20 story.....	68%	32%	100%	94%	6%	100%	
Commercial 5000 sqft.....	88%	12%	100%	90%	10%	100%	
Commercial 5,000 – 10,000 sqft.....	84%	16%	100%	79%	21%	100%	
Commercial 10,000 -20,000 sqft.....	83%	17%	100%	71%	29%	100%	
Commercial 20,000 – 100,000 sqft...	80%	20%	100%	74%	26%	100%	
Commercial 100,000 – 200,000 sqft..	75%	25%	100%	68%	32%	100%	
Commercial greater 200,000 sqft.....	29%	71%	100%	67%	33%	100%	

TABLE 15. FIRE SAFETY VIOLATION COMPLAINTS

	FY2007 YR END	FY2008 YR END	FY2009 YR END	FY2010 YR END	FY2011 YTD*	FY2010 Jan-Mar	FY2011 Jan-Mar
COMPLAINTS	n/a	n/a	147	218	75	52	19
PROPERTY TYPE							
Total				FY2010 YTD*	FY2011 YTD*		
Residential 3 story.....				22	5		
Residential 5 story.....				8	5		
Residential 10 story.....				11	13		
Residential 20 story.....				4	5		
Commercial 5000 sqft.....				27	18		
Commercial 5,000 – 10,000 sqft.....				3	7		
Commercial 10,000 -20,000 sqft.....				19	9		
Commercial 20,000 – 100,000 sqft...				7	5		
Commercial 100,000 – 200,000 sqft..				4	7		
Commercial greater 200,000 sqft.....				2	1		
% of Total							
Total				FY 2010 YTD*	FY 2011 YTD*		
Residential 3 story.....				21%	7%		
Residential 5 story.....				7%	7%		
Residential 10 story.....				10%	17%		
Residential 20 story.....				4%	7%		
Commercial 5000 sqft.....				25%	24%		
Commercial 5,000 – 10,000 sqft.....				3%	9%		
Commercial 10,000 -20,000 sqft.....				18%	12%		
Commercial 20,000 – 100,000 sqft...				7%	7%		
Commercial 100,000 – 200,000 sqft..				4%	9%		
Commercial greater 200,000 sqft.....				2%	1%		

OVERTIME

TABLE 16. OVERTIME HOURS AND PAY

	FY2007 YR END	FY2008 YR END	FY2009 YR END	FY2010 YR END	FY2011 YTD*	FY2010 Jan-Mar	FY2011 Jan-Mar
Overtime Hours	36,765	41,999	37,340	29,324	14,761	6,421	6,828
Admin (Exempt).....							
Admin (Non-Exempt).....	68	52	70	38	61	6	37
Training Officers.....	546	586	618	596	285	165	205
Fire Inspectors.....	1,243	735	594	702	312	191	170
Firefighters.....	23,229	28,010	23,541	16,899	8,843	3,834	4,194
Drivers.....	3,392	3,903	4,249	3,337	1,377	674	469
Lieutenants.....	6,106	6,907	6,008	5,093	2,706	844	1,166
Captains.....	604	711	805	1,066	524	327	325
Battalion Chiefs.....	1,579	1,097	1,390	1,226	615	374	228
Lifeguards.....			52	340	40	8	35
Lifeguard Lieutenants.....			13	29	0	0	0
Lifeguard Captains.....							
Overtime Pay (in dollar)	1,549,071	1,844,068	1,677,757	1,412,400	688,970	300,363	319,159
Admin (Exempt).....							
Admin (Non-Exempt).....	2,481	1,878	2,199	1,202	1,685	167	1,027
Training Officers.....	34,804	40,190	42,870	41,457	19,846	11,478	14,264
Fire Inspectors.....	66,525	43,700	36,174	40,177	18,718	11,690	10,115
Firefighters.....	843,412	1,081,992	924,706	682,118	359,857	154,780	170,582
Drivers.....	151,330	187,386	204,296	161,804	67,630	32,570	23,628
Lieutenants.....	320,537	379,361	331,828	280,639	149,573	46,506	64,369
Captains.....	35,521	44,028	50,465	67,033	32,584	20,326	20,205
Battalion Chiefs.....	94,461	65,533	83,484	127,829	38,070	22,656	14,095
Lifeguards.....			1,198	9,111	1,007	190	874
Lifeguard Lieutenants.....			537	1,029	-	-	-
Lifeguard Captains.....							

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TABLE 17. OVERTIME HOURS AND PAY - MONTHLY DATA

	FY2007 YR END	FY2008 YR END	FY2009 YR END	FY2010 YR END	FY2011 YTD*	FY2010 Jan-Mar	FY2011 Jan-Mar
Overtime Hours/Month.....	3,064	3,500	3,112	2,444	2,460	2,140	2,276
Admin (Exempt).....							
Admin (Non-Exempt).....	6	4	6	3	10	2	12
Training Officers.....	45	49	52	50	47	55	68
Fire Inspectors.....	104	61	50	59	52	64	57
Firefighters.....	1,936	2,334	1,962	1,408	1,474	1,278	1,398
Drivers.....	283	325	354	278	229	225	156
Lieutenants.....	509	576	501	424	451	281	389
Captains.....	50	59	67	89	87	109	108
Battalion Chiefs.....	132	91	116	102	103	125	76
Lifeguards.....	0	0	4	28	7	3	12
Lifeguard Lieutenants.....	0	0	1	2	0	0	0
Lifeguard Captains.....							
Overtime Pay/Month (In dollar)	129,089	153,672	139,768	117,614	114,828	100,121	106,386
Admin (Exempt).....							
Admin (Non-Exempt).....	207	156	183	100	281	56	342
Training Officers.....	2,900	3,349	3,572	3,455	3,308	3,826	4,755
Fire Inspectors.....	5,544	3,642	3,015	3,348	3,120	3,897	3,372
Firefighters.....	70,284	90,166	77,059	56,843	59,976	51,593	56,861
Drivers.....	12,611	15,615	17,025	13,484	11,272	10,857	7,876
Lieutenants.....	26,711	31,613	27,652	23,387	24,929	15,502	21,456
Captains.....	2,960	3,669	4,205	5,586	5,431	6,775	6,735
Battalion Chiefs.....	7,872	5,461	6,957	10,652	6,345	7,552	4,698
Lifeguards.....	-	-	100	759	168	63	291
Lifeguard Lieutenants.....			-	-	-	-	
Lifeguard Captains.....							

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