Fire Department

Anchorage: Performance. Value. Results.

Mission

Serve our community, before, during and after an emergency.

Core Services

- Emergency medical services response and transportation to hospitals
- Fire suppression and life rescue
- Fire code compliance inspections, fire code plan review, fire cause investigations

Accomplishment Goals

- Improve outcome for sick, injured, trapped and endangered victims
- Reduce fire damage, eliminate fire deaths and injuries.
- Prevent unintended fires

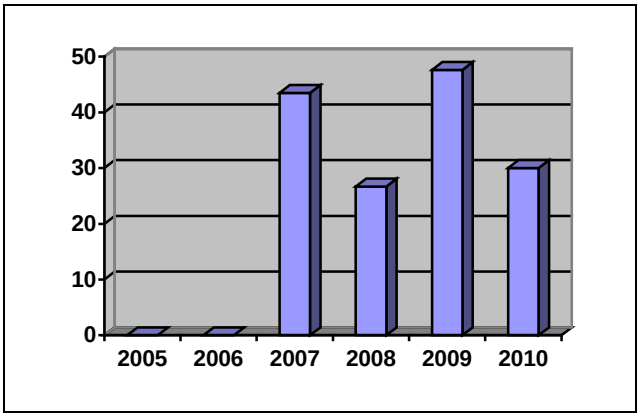
Performance Measures

Progress in achieving goals shall be measured by:

Measure #1: Cardiac arrest survival rate (using the Utstein template) **Reported Annually

	2005	2006	2007	2008	2009	2010
# of survivors	no data	no data	43.5%	26.7%	47.6%	30%

Cardiac Arrest Suvival Rate

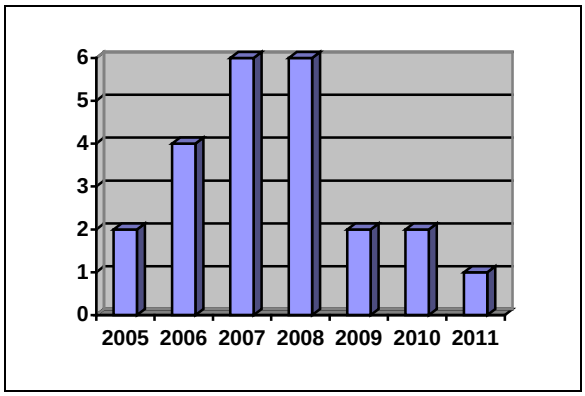


Note: The Utstein template is a set of guidelines for uniform reporting of clinical data (time point and intervals) from patients suffering cardiac arrest. Example of data points collected include the time of call received by 911, time of arrival on location, time of actual arrival at patient's side, time of first CPR, time of first defibrillation and time of return of spontaneous circulation.

Measure #2: Number of Fire Fatalities per annum

2005	2006	2007	2008	2009	2010	1st qtr 2011	2nd qtr 2011
2	4	6	6	2	2	1	0

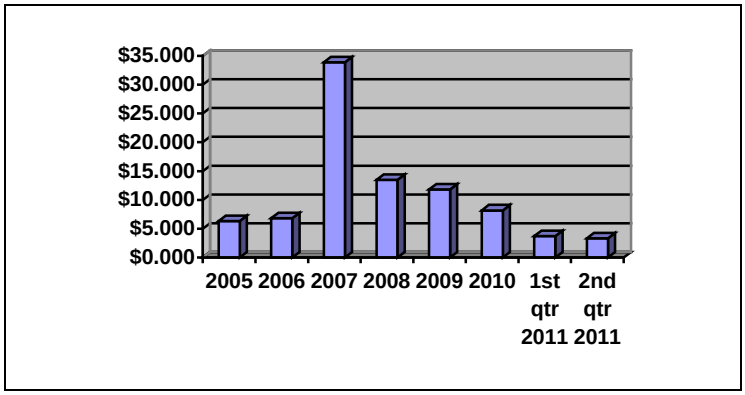
Anchorage Fire Fatalities



Measure #3: Annual property loss due to fire

2005	2006	2007	2008	2009	2010	1st qtr 2011	2nd qtr 2011
$6.321	$6.826	$33.859	$13.503	$11.825	$8.197	$3.734	$3.353

Fire Property Loss ($Millions)



Note: 2007 included the 1200 I Street Condominium fire.
Note: Amounts are estimates based on fire department investigation

Emergency Medical Services Division
Fire Department

Anchorage: Performance. Value. Results.

Purpose

Improve outcome for sick, injured, trapped and endangered victims

Division Direct Services

- Fielding 9-1-1 emergency calls and dispatching emergency medical resources
- First response basic life support
- Advanced life support response and transportation to hospitals

Key Accomplishments

- One of the highest cardiac arrest survival rates in the nation

Performance Measures

Explanatory Information

Measures are in substantial part based on National Fire Protection Association 1710*: Standard for the Organization and Deployment of Fire Suppression Operations, Emergency Medical Operations and Special Operations to the Public by Career Fire Departments 2004 Edition.*

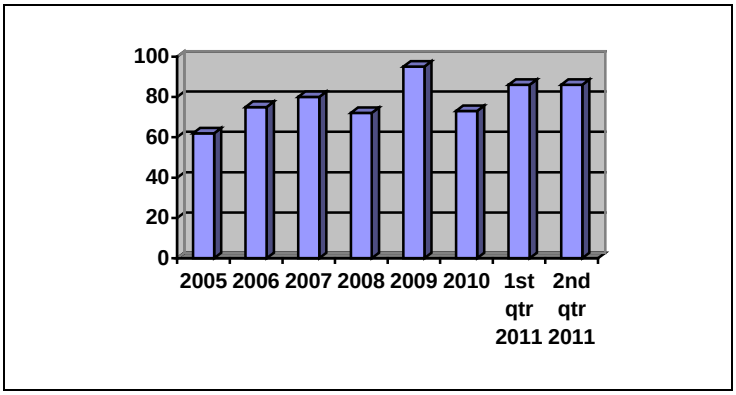
Progress in achieving goals shall be measured by:

Measure #4: Dispatch for cardiac arrest calls

Performance target: Units dispatched within 90 seconds, 90% of the time

	2005	2006	2007	2008	2009	2010	1st qtr 2011	2nd qtr 2011
Average (seconds)	62	75	80	72	95	73	86	86
% under 90 seconds	82%	73%	72%	75%	75%	75%	66%	74%
# of cardiac dispatches	129	329	351	371	412	361	85	100

Dispatch Time for Cardiac Arrest Calls (Seconds)

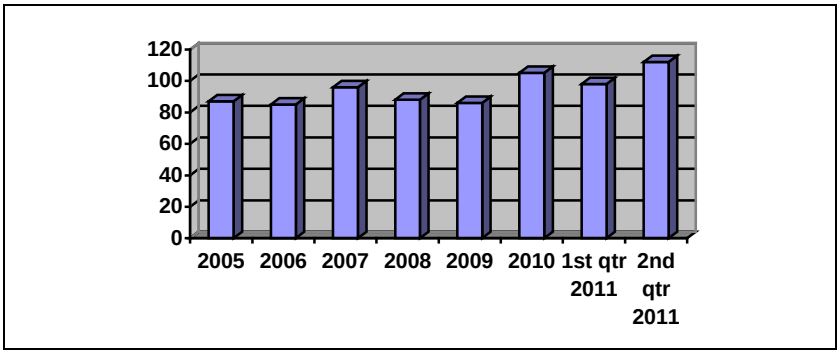


Measure #5: Turnout time for cardiac arrest calls

Performance target: Units en route within 90 seconds of being dispatched, 90% of the time

	2005	2006	2007	2008	2009	2010	1st qtr 2011	2nd qtr 2011
Average (seconds)	87	85	96	88	86	105	98	112
% under 90 seconds	60%	59%	64%	75%	74%	65%	71%	65%
# of responding units	352	891	980	973	1062	971	287	337

Turnout Time for Cardiac Arrest Calls (Seconds)



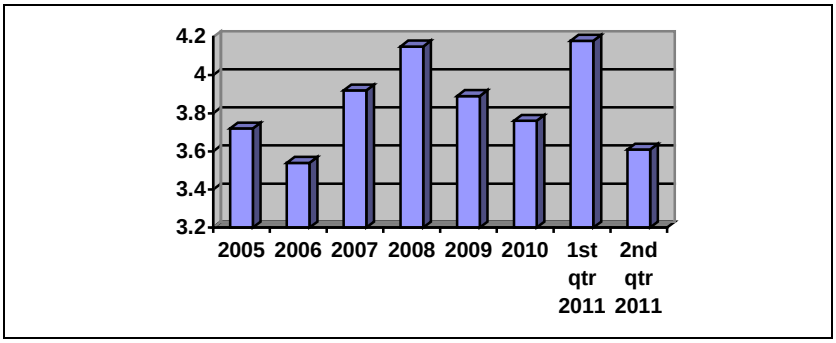
Note: Response times improved in 2008 due a change in the way turnout and response times were measured. This also explains an apparent corresponding increase in response time.
Note: AFD implemented a plan in the 2nd quarter of 2011 to improve turnout times including standardized processes and education.

Measure #6: Response time to cardiac arrest calls

Performance target: Arrive at the patient within 4 minutes of being dispatched, 90% of the time

	2005	2006	2007	2008	2009	2010	1st qtr 2011	2nd qtr 2011
Average (minutes)	3.72	3.54	3.92	4.15	3.89	3.76	4.18	3.61
% under 4 minutes	80%	81%	76%	70%	70%	76%	81%	84%
# of first arriving units	124	323	344	359	398	347	83	97

Response Time for Cardiac Arrest Calls (minutes)



Fire and Rescue Operations Division
Fire Department

Anchorage: Performance. Value. Results.

Purpose

Reduce fire damage, eliminate fire deaths and injuries

Division Direct Services

- Fielding 9-1-1 emergency calls and dispatching fire and rescue resources
- Fire control and suppression
- Life rescue

Key Accomplishments

- Timely and effective response
- Insurance Services Office Fire Suppression Rating of 2 (on a scale of 10–1; 1 is highest)

Performance Measures

Explanatory Information

Measures are in substantial part based on National Fire Protection Association 1710*: Standard for the Organization and Deployment of Fire Suppression Operations, Emergency Medical Operations and Special Operations to the Public by Career Fire Departments 2004 Edition.*

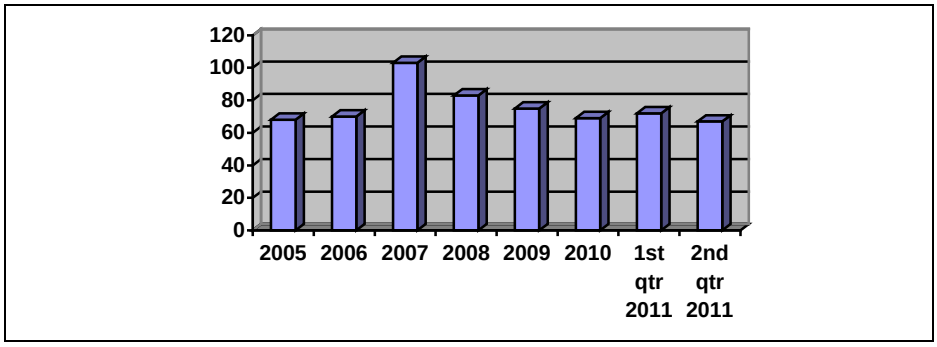
Progress in achieving goals shall be measured by:

Measure #7: Emergency call dispatch time for structure fire calls

Performance target: Units dispatched within 90 seconds, 90% of the time

	2005	2006	2007	2008	2009	2010	1st qtr 2011	2nd qtr 2011
Average (seconds)	68	70	103	83	75	69	72	67
% under 90 seconds	78%	79%	42%	65%	74%	79%	77%	80%
# of structure fire dispatches	572	565	557	583	644	576	142	142

Dispatch Time for Structure Fire Calls (seconds)

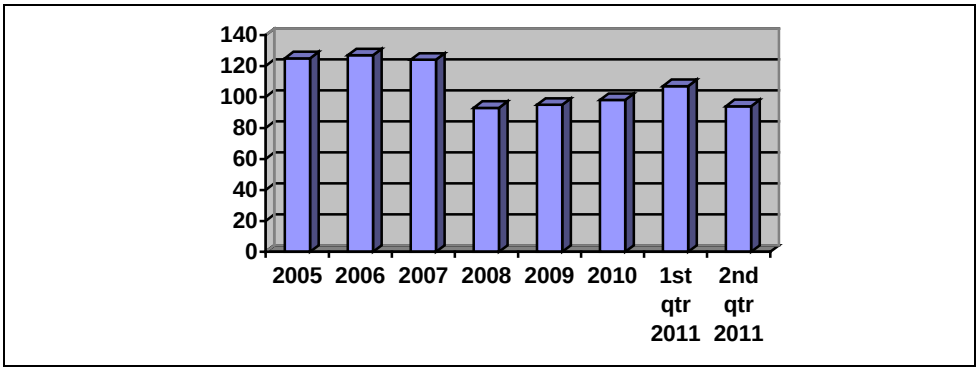


Measure #8: Turnout time for structure fire calls

Performance target: Units en route within 90 seconds of being dispatched, 90% of the time

	2005	2006	2007	2008	2009	2010	1st qtr 2011	2nd qtr 2011
Average (seconds)	125	127	124	93	95	98	107	94
% under 90 seconds	19%	15%	29%	57%	55%	50%	41%	51%
# of responding units	2649	2829	2821	2873	2835	2955	753	792

Turnout Time for Structure Fire Calls (seconds)



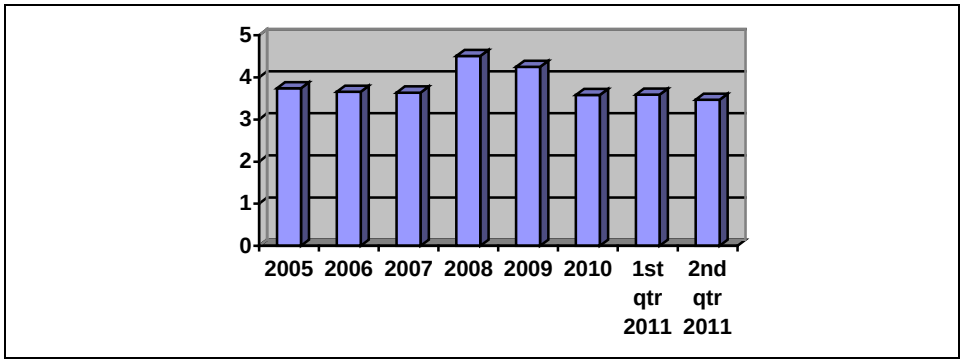
Note: Response times improved in 2008 due a change in the way turnout and response times were measured. This also explains an apparent corresponding increase in response time.

Measure #9: Response time to structure fire calls

Performance target: Arrive at the scene within 4 minutes of being dispatched, 90% of the time

	2005	2006	2007	2008	2009	2010	1st qtr 2011	2nd qtr 2011
Average (minutes)	3.74	3.66	3.64	4.51	4.25	3.58	3.59	3.47
% under 4 minutes	76%	78%	77%	62%	66%	81%	79%	87%
# of first arriving units	560	549	532	537	608	553	140	142

Response Time for Structure Fire Calls (minutes)



Fire Prevention Division
Fire Department

Anchorage: Performance. Value. Results.

Purpose

Prevent unintended fires

Division Direct Services

- Code enforcement inspections
- Certificate of Occupancy inspections
- Building plan fire code review
- Fire origin and cause investigations

Key Accomplishments

- High level of responsiveness to the building community

Performance Measures

Progress in achieving goals shall be measured by:

Measure #10: Percentage of hotels that are inspected for life safety annually

Performance Target: 90%

2005	2006	2007	2008	2009	2010	2011 1st qtr	2011 2nd qtr
19%	100%	100%	100%	100%	73%	85%	85%

**Reported Annually

Measure #11: Commercial occupancies are inspected for fire code violations every three years

Performance Target: inspect 1/3 or 33% of commercial occupancies annually

2005	2006	2007	2008	2009	2010	2011 1st qtr	2011 2nd qtr
7.3%	9.5%	10.9%	12.0%	13.2%	5.8%	11.9%	11.9%

**Reported Annually

Note: Critical occupancies receive required inspections, and those with a lower risk factor or lower frequency of fires are inspected as resources allow.

Measure #12: Percentage of Certificate of Occupancy inspections completed within the same day requested

Performance Target: 100% of same day turnaround

2005	2006	2007	2008	2009	2010	2011 1st qtr	2011 2nd qtr
No data					No data	98%	98%

Measure #13: Average time from initial submittal to first review of plans for life-safety compliance

Performance Target: Complete in 20 working days

2005	2006	2007	2008	2009	2010	2011 1st qtr	2011 2nd qtr
No data					No data	No data	No data

Note: This data measure requires reporting from the Hansen permitting system. This system only recently came online (January 2011) and the system is still being implemented and tested. The measure will be included as soon as it is available.

Measure #14: Average time to determine origin and cause of fire (in days)

2010	2011 1st qtr	2011 2nd qtr
4.5	7	7

Note: Starting in 2010, the department is tracking actual time to determine the origin and cause of a fire; prior years' data was based on the time to complete the entire investigative report. This data is represented below.

2008	2009
54	53

Performance Measure Methodology Sheet

Fire Department

Measure #1: Cardiac arrest survival rate

Type

Effectiveness

Accomplishment Goal Supported

Improve outcome for sick, injured, trapped and endangered victims

Definition

This measure reports the percentage of actual victims of witnessed cardiac arrest that survive to the time of hospital discharge. Results are limited to those victims determined to have certain cardiac dysrhythmias nationally considered to be potentially survivable with quality care.

Data Collection Method

Cardiac arrest incident records are manually retrieved from dispatch records and examined. Non-qualifying patients are excluded from consideration. These records are then uploaded into the Cardiac Arrest Registry for Enhanced Survival (CARES), a national database. The Medical Director then uploads patient outcomes into CARES.

Frequency

Monthly and annually

Measured By

Calls involving patients not in cardiac arrest or in cardiac arrest relating to trauma, suicide, etc. are not included in this measure. The CARES database system further limits results to those with treatable cardiac conditions (e.g. ventricular fibrillation). Survival is defined by discharge from a treating hospital.

Reporting

This information is reported monthly to the Mayor's Advisory Board on Emergency Medical Services and annually to Fire Department Senior Staff or as needed.

Used by

This information is used by fire department staff to monitor the performance of the Anchorage Emergency Medical Services system and its components, which include certification and training of responders and dispatchers; dispatching, turnout, and response times; public education; citizen CPR; and hospital capability and availability. Cardiac arrest calls represent the most urgent medical emergency and are representative of the performance of the system at its maximum capability. Patients with ventricular fibrillation are considered to have the best chance of survival and are the subject of focused life saving efforts.

Performance Measure Methodology Sheet

Fire Department

Measure #2: Number of Fire Fatalities per annum

Type

Effectiveness

Accomplishment Goal Supported

Reduce fire damage, eliminate fire deaths and injuries.

Definition

This measure reports the total number of fatalities due to fire in Anchorage and Eagle River per year.

Data Collection Method

Fire fatalities involving both civilians and fire fighters are reported by the Fire Department to the Alaska National Fire Incident Reporting System (ANFIRS) maintained by the State of Alaska Department of Public Safety.

Frequency

Annually

Measured By

The sum of all fire fatalities for Anchorage and Eagle River are retrieved from ANFIRS by request to the Department of Public Safety, Fire and Life Safety Division. Deaths that occur some period of time after the fire are attributed to the date and year of the fire.

Reporting

This information is reported to Fire Department Senior Staff annually or as needed.

Used by

This information is used by fire department staff to evaluate the effectiveness of fire and rescue activities and fire prevention measures, to develop public education strategies, and to determine the number and location of fire companies.

Performance Measure Methodology Sheet

Fire Department

Measure #3: Annual property loss due to fire

Type

Effectiveness

Accomplishment Goal Supported

Reduce fire damage, eliminate fire deaths and injuries.

Definition

This measure reports the total dollar value of all property damage in Anchorage and Eagle River due to fire. Property losses include damages caused by the firefighting effort. Only direct costs are included; indirect economic losses (e.g. loss of business revenue) are not included.

Data Collection Method

Property loss is initially estimated by the fire officers involved in suppressing the fire and reported on the fire incident report. These estimates are subject to later modification by the fire investigator based on findings from an extended investigation and/or collaboration with insurance adjusters.

Frequency

Annually

Measured By

Taking into consideration fire, heat, smoke, water damage, and the pre-fire condition of buildings and contents, fire officers initially estimate property loss based on $180 per square foot for residential occupancies and $250 per square foot for commercial occupancies (total replacement), plus contents. These numbers are later amended by the fire investigator to more accurately reflect actual damages.

Reporting

This information is reported to Fire Department Senior Staff annually or as needed.

Used by

This information is used by fire department staff to evaluate the effectiveness of fire and rescue activities and fire prevention measures, to develop public education strategies, and to determine the number and location of fire companies. The Insurance Services Office and/or insurance companies also use this information to establish insurance rates.

Performance Measure Methodology Sheet

Emergency Medical Services Division
Fire Department

Measure #4: Dispatch for cardiac arrest calls

Type

Effectiveness

Accomplishment Goal Supported

Improve outcome for sick, injured, trapped and endangered victims

Definition

Reports the average total time for a dispatcher/call-taker to answer a 911 call, obtain information from the caller, and transmit an alert to emergency responders for a cardiac arrest.

Data Collection Method

Dispatching times are automatically recorded by the dispatching computer. Dispatch time data for cardiac arrest calls can be accessed and reported as needed.

Frequency

Annually or as needed

Measured By

Incident records are automatically time-stamped with the first computer keyboard key stroke after a dispatcher answers a 911 call and when the first responders' responding unit is assigned to the call. Dispatching time is calculated by determining the elapsed time from the first key stroke to the time the first unit is assigned for cardiac arrest calls.

Reporting

This information is reported to Fire Department Senior Staff annually or as needed.

Used by

This information is used by fire department staff to ensure that the most urgent emergencies are identified and dispatched as quickly as possible. The faster responders can arrive, the better are the odds for survival and the return to productivity from a cardiac arrest. Cardiac arrest calls represent the most urgent medical emergency; therefore, a full response is dispatched as soon as the location is verified. Other types of emergencies require more information from the caller in order to ensure that neither too few nor too many resources are dispatched, and therefore generally take longer. Dispatching time is affected by dispatcher staffing, scheduling, the quality of information provided by the caller, computer system functioning, and overall call volume. Dispatching time is one component of overall response time, which also includes turnout time and response (travel) time.

Performance Measure Methodology Sheet

Emergency Medical Services Division
Fire Department

Measure #5: Turnout time for cardiac arrest calls

Type

Effectiveness

Accomplishment Goal Supported

Improve outcome for sick, injured, trapped and endangered victims

Definition

This measure reports the average total time it takes responders to receive and acknowledge an alarm and prepare for – "turn out" – and begin their response to a cardiac arrest. Turnout time includes the time needed for responders to secure their premises, put on safety clothing, board the vehicle, and begin travelling to the scene.

Data Collection Method

Turnout times are automatically recorded by the dispatching computer and vehicle status systems. Turnout time data for cardiac arrest calls can be accessed and reported as needed.

Frequency

Annually or as needed

Measured By

Incident records are automatically time-stamped when the dispatcher assigns responders and transmits the alarm to their station and/or pagers. Time stamps are again recorded when responders press a status button in their vehicle once their wheels are rolling and their response has begun. Turnout time is calculated for each crew/vehicle by determining the elapsed time from the time of alarm to the time the unit begins their response for cardiac arrest calls.

Reporting

This information is reported to Fire Department Senior Staff annually or as needed.

Used by

This information is used by fire department staff to monitor the readiness of responders and to influence fire station design and features. Cardiac arrest calls represent the most urgent medical emergency. The faster responders can turn out for the response, the sooner they will arrive and the better are the odds for survival from a cardiac arrest. Overemphasis on turnout times can lead to an increase in injuries and accidents. Turnout times vary with fire station design, crew proximity to their vehicle, and activities in place at the time of the alarm. Turnout time is one component of overall response time, which also includes dispatching time and response (travel) time.

Performance Measure Methodology Sheet

Emergency Medical Services Division
Fire Department

Measure #6: Response time to cardiac arrest calls

Type

Effectiveness

Accomplishment Goal Supported

Improve outcome for sick, injured, trapped and endangered victims

Definition

This measure reports the average time required for emergency responders to travel to the scene of a cardiac arrest emergency call.

Data Collection Method

Response times are automatically recorded by the dispatching computer using information from vehicle status equipment. Response time data for cardiac arrest calls can be accessed and reported as needed.

Frequency

Annually or as needed

Measured By

Incident records are automatically time-stamped when responders press a status button in their vehicle once their wheels are rolling and their response has begun. Time stamps are again recorded when the responding vehicle arrives at the emergency scene as determined by its actual GPS location. Travel time is calculated for each vehicle by determining the elapsed time from the responding time to the arrival time for cardiac arrest calls.

Reporting

This information is reported to Fire Department Senior Staff annually or as needed.

Used by

This information is used by fire department staff to influence where responders are to be staged or stationed. Cardiac arrest calls represent the most urgent medical emergency. The sooner responders arrive the better are the odds for survival from a cardiac arrest. Overemphasis on travel times can lead to an increase in accidents. Response times vary with fire station location, traffic congestion, traffic preemption devices (Opticom ®), traffic calming (e.g. speed humps), road design, and parking enforcement. We are primarily concerned with the response time of the first responding unit to arrive, which could be an engine, ambulance, or other vehicle. All responders are trained, certified, and equipped to initiate life stabilizing interventions. Response time is one component of overall response time, which also includes dispatching time and turnout time.

Performance Measure Methodology Sheet

Fire and Rescue Operations Division
Fire Department

Measure #7: Emergency call dispatch time for structure fire calls

Type

Effectiveness

Accomplishment Goal Supported

Reduce fire damage, eliminate fire deaths and injuries.

Definition

Reports the average total time for a dispatcher/call-taker to answer a 911 call, obtain information from the caller, and transmit an alert to emergency responders for a structure fire.

Data Collection Method

Dispatching times are automatically recorded by the dispatching computer. Dispatch time data for structure fire calls can be accessed and reported as needed.

Frequency

Annually or as needed

Measured By

Incident records are automatically time-stamped with the first computer keyboard key stroke after a dispatcher answers a 911 call and when the first responders' responding unit is assigned to the call. Dispatching time is calculated by determining the elapsed time from the first key stroke to the time the first unit is assigned for structure fire calls.

Reporting

This information is reported to Fire Department Senior Staff annually or as needed.

Used by

This information is used by fire department staff to ensure that the most urgent emergencies are identified and dispatched as quickly as possible. The faster responders can arrive, the better are the odds for rescue from a structure fire and the less fire and property damage there will be. Structure fires represent the greatest hazard to building occupants; therefore, a full response is dispatched as soon as the location is verified. Other types of emergencies require more information from the caller in order to ensure that neither too few nor too many resources are dispatched, and therefore generally take longer. Dispatching time is affected by dispatcher staffing, scheduling, the quality of information provided by the caller, computer system functioning, and overall call volume. Dispatching time is one component of overall response time, which also includes turnout time and response (travel) time.

Performance Measure Methodology Sheet

Fire and Rescue Operations Division
Fire Department

Measure #8: Turnout time for structure fire calls

Type

Effectiveness

Accomplishment Goal Supported

Reduce fire damage, eliminate fire deaths and injuries.

Definition

This measure reports the average total time it takes responders to receive and acknowledge an alarm and prepare for – "turn out" – and begin their response to a structure fire. Turnout time includes the time needed for responders to secure their premises, put on safety clothing, board the vehicle, and begin travelling to the scene.

Data Collection Method

Turnout times are automatically recorded by the dispatching computer and vehicle status systems. Turnout time data for structure fire calls can be accessed as needed.

Frequency

Annually or as needed

Measured By

Incident records are automatically time-stamped when the dispatcher assigns responders and transmits the alarm to their station and/or pagers. Time stamps are again recorded when responders press a status button in their vehicle once their wheels are rolling and their response has begun. Turnout time is calculated for each crew/vehicle by determining the elapsed time from the time of alarm to the time the unit begins their response for cardiac arrest calls.

Reporting

This information is reported to Fire Department Senior Staff annually or as needed.

Used by

This information is used by fire department staff to monitor the readiness of responders and to influence fire station design and features. Structure fire calls represent the most urgent life and property emergency. The faster responders can turn out for the response, the sooner they will arrive and the better are the odds for rescue and the less fire and property damage there will be. Overemphasis on turnout times can lead to an increase in injuries and accidents. Turnout times vary with fire station design, crew proximity to their vehicle, and activities in place at the time of the alarm. Turnout time is one component of overall response time, which also includes dispatching time and response (travel) time.

Performance Measure Methodology Sheet

Fire and Rescue Operations Division
Fire Department

Measure #9: Response time to structure fire calls

Type

Effectiveness

Accomplishment Goal Supported

Reduce fire damage, eliminate fire deaths and injuries.

Definition

This measure reports the average time required for fire fighters on a fire engine, ladder truck, or rescue vehicle to travel to the scene of a structure fire call.

Data Collection Method

Response times are automatically recorded by the dispatching computer using information from vehicle status equipment. Fire apparatus response time data for structure fire calls can be accessed and reported as needed.

Frequency

Annually or as needed

Measured By

Incident records are automatically time-stamped when responders press a status button in their vehicle once their wheels are rolling and their response has begun. Time stamps are again recorded when the responding vehicle arrives at the emergency scene as determined by its actual GPS location. Travel time is calculated for each engine, truck, and rescue vehicle by determining the elapsed time from the responding time to the arrival time for structure fire calls.

Reporting

This information is reported to Fire Department Senior Staff annually or as needed.

Used by

This information is used by fire department staff to influence where and how many fire fighters are to be staged or stationed. Structure fire calls represent the most urgent life and property emergency. The faster responders arrive, the better are the odds for rescue and the less fire and property damage there will be. Response times vary with fire station location, traffic congestion, traffic preemption devices (Opticom ®), traffic calming (e.g. speed humps), road design, and parking enforcement. We are primarily concerned with the response time for the initial arriving fire company that can initiate immediate rescue and fire fighting activities. Response time is one component of overall response time, which also includes dispatching time and turnout time.

Performance Measure Methodology Sheet

Fire Prevention Division
Fire Department

Measure #10: Percentage of hotels that are inspected for life safety annually

Type

Effectiveness

Accomplishment Goal Supported

Prevent unintended fires.

Definition

This measure reports the percentage of all hotels and restaurants that are inspected annually for fire safety and fire code compliance.

Data Collection Method

Each time a hotel or restaurant is inspected for life safety and code compliance, a record is updated in the Electronic Master Building File (EMBF) maintained by Fire Prevention. Records for restaurants and hotels can be retrieved as needed.

Frequency

Annually

Measured By

Records are retrieved from the EMBF for each R1 (hotel) and A2 (restaurant) occupancy showing the number of these occupancies that have been inspected during the period. This number is compared to the total number of R1 and A2 occupancies to determine the percentage inspected.

Reporting

This information is reported to Fire Department Senior Staff annually or as needed, and to the State of Alaska Division of Fire and Life Safety to demonstrate compliance with the terms of our deferred inspection authority.

Used by

This information is used by fire department staff to monitor performance towards inspecting all hotels and restaurants annually. Hotels and restaurants represent a major component of Anchorage's tax base and local economy, and have high concentrations of visitors and residents alike. Ensuring compliant restaurants and hotels helps preserve Anchorage's economic vitality and the safety of residents and visitors. Regular inspections are required by the State of Alaska as a condition of our deferred authority to inspect and enforce fire code compliance in Assembly, Educational, and Institutional occupancies.

Performance Measure Methodology Sheet

Fire Prevention Division
Fire Department

Measure #11: Percentage of commercial occupancies that are inspected for fire code violations triennially

Type

Effectiveness

Accomplishment Goal Supported

Prevent unintended fires.

Definition

This measure reports the percentage of all occupancies other than hotels and restaurants (educational, institutional, and assembly) that are inspected triennially for fire safety and fire code compliance.

Data Collection Method

Each time a building s inspected for life safety and code compliance, a record is updated in the Electronic Master Building File (EMBF) maintained by Fire Prevention. Records for all occupancies excluding restaurants and hotels can be retrieved as needed.

Frequency

Annually

Measured By

Records are retrieved from the EMBF for each occupancy showing the number of these, excluding R1 (hotel) and A2 (restaurant), that have been inspected during the period. Business and mercantile occupancies are generally not included since these are inspected regularly as a condition of business license renewal. This number is compared to the total number of occupancies excluding R1 and A2 to determine the percentage.

Reporting

This information is reported to Fire Department Senior Staff annually or as needed, and to the State of Alaska Division of Fire and Life Safety to demonstrate compliance with the terms of our deferred inspection authority.

Used by

This information is used by fire department staff to monitor performance towards inspecting all occupancies at least triennially. Excluded occupancies such as hotels, restaurants, businesses, and mercantile are inspected more frequently. Ensuring compliance with the fire code helps preserve Anchorage's economic vitality and the safety of residents and visitors. Regular inspections are required by the State of Alaska as a condition of our deferred authority to inspect and enforce fire code compliance in Assembly, Educational, and Institutional occupancies.

Performance Measure Methodology Sheet

Fire Prevention Division
Fire Department

Measure #12: Percentage of Certificate of Occupancy inspections completed within the same day requested

Type

Efficiency

Accomplishment Goal Supported

Prevent unintended fires.

Definition

This measure reports the average number of days elapsed from when certificate of occupancy inspections are requested and when they have been performed.

Data Collection Method

Once a building is ready for an occupancy inspection, an inspection request is assigned and the date is recorded electronically. Once the inspection has been performed the inspector returns the inspection form (approved, not approved, or conditionally approved) to the building department technician who records the status and completion date.

Frequency

Annually or as needed

Measured By

This measure reports the number of days it takes to get to and complete the certificate of occupancy inspection once assigned, not the amount of time actually spent performing the inspection. The date assigned is compared to the date performed to determine the number of days; the number of days for all certificate of occupancy inspections are averaged for the period.

Reporting

This information is reported to Fire Department Senior Staff annually or as needed.

Used by

This information is used by fire department staff to monitor performance towards performing all certificate of occupancy inspections on the day of the request. These inspections are the final step before a building owner can occupy the building and begin commerce. Timely inspections are an important customer service goal and essential to Anchorage's economic vitality and are our highest priority for services provided.

Performance Measure Methodology Sheet

Fire Prevention Division
Fire Department

Measure #13: Average time from initial submittal to first review of plans for life safety compliance

Type

Efficiency

Accomplishment Goal Supported

Prevent unintended fires.

Definition

This measure reports the average number of days elapsed from when plans for a proposed building project are submitted to Fire Prevention for review and when the initial reviews have been performed. This measure does not include subsequent submissions or change orders.

Data Collection Method

When plans for a proposed building project have been submitted to the Building Department, a record (including the place date) is created in the permit automation system and a permit number is assigned. The date that the initial review is completed is also recorded in the permit system.

Frequency

Annually or as needed

Measured By

This measure reports the number of days it takes to get to and complete the initial plan review once submitted, not the amount of time actually spent performing the review (which is also recorded separately). The date submitted is compared to the date performed to determine the number of elapsed days; the number of days elapsed for all plan reviews are averaged for the period.

Reporting

This information is reported to Fire Department Senior Staff annually or as needed.

Used by

This information is used by fire department staff to monitor the amount of time it takes to get to and complete initial fire plan reviews. Submitted plans are prioritized; submitters can request an expedited review. The amount of time required varies with construction activity, the number of expedited requests, the number of certified plans reviewers and the volume of other inspection activity. Timely inspections are an important customer service goal and essential to Anchorage's economic vitality.

Performance Measure Methodology Sheet

Fire Prevention Division
Fire Department

Measure #14: Average time to determine origin and cause of fire (in days)

Type

Effectiveness

Accomplishment Goal Supported

Prevent unintended fires.

Definition

This measure reports the average number of days required to make a determination on the origin and cause of fires. Determinations include closed and suspended. An investigation is closed once the origin and cause have been identified. An investigation is suspended if the origin and cause cannot be identified with the available evidence (the investigation may continue if additional evidence comes forth).

Data Collection Method

Each fire is tracked on an activity log maintained by the fire investigator, including the date of the fire, status, and number of days elapsed.

Frequency

Annually or as needed

Measured By

The fire investigator manually updates the activity log and calculates the number of days elapsed for each investigation. The number of days elapsed for all closed and suspended investigations are averaged for the period.

Reporting

This information is reported to Fire Department Senior Staff annually or as needed.

Used by

This information is used by fire department staff to monitor the amount of time it takes to complete origin and cause determinations. It is essential to identify origin and cause so that future fires can be prevented, and intentionally set fires be prosecuted and deterred. The amount of time required varies with the size, number, and complexity of open cases, and the number of fire investigators (1).