



SIXTH ANNUAL PERFORMANCE REPORT ON DELIVERY OF CITY SERVICES FOR FY 2009

City of Saco Fire Department

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Mission Statement: The Saco Fire Department, through its highly trained and dedicated employees, strives to deliver the highest quality fire protection and emergency medical services in the most cost effective manner through quality fire prevention, suppression, and emergency medical services delivery, with the utmost regard for the safety of its citizens, visitors, and employees.

SCOPE OF OPERATIONS:

- Responded to 2,807 calls for service in FY09; down from 2,859 calls for service in FY08
- Inspected 242 local businesses in FY09 (similar to prior year)
- Performed 28 additional various inspections in FY09 (down as building permits were down)
- Provided public fire education to about 1520 members of the public, however education coordinator was out due to injury so our school program is pending.
- Continued pilot prevention program for the elderly (175 of 1520 noted above) which has been very well received with this age group. Grades 6-8 was not successful.

OPERATIONAL STRUCTURE:

(1) Central Station crew is comprised of career firefighters supported with a paid on call department.

(2) North Saco substation (cover outlying parts of the city) is staffed by paid volunteer fire fighters radio dispatched from their residences.

(3) Bayview Station staffed with students from a local community college who participate in a live-in training program to be fire fighters.

According to data gathered from the National Fire Protection Association, a City of Saco's size can be expected to operate just over 2 stations (Ammons, p 149). Given the seasonal increase in population in the Camp Ellis and other tourist areas, and the 37 square mile area that the fire department has to cover, Saco has found that operating 3 stations is the only effective way to keep response time at an acceptable level. The substations provide initial fire and basic emergency medical response to their outlying districts with a full fire assignment or Advanced Medical response simultaneously being dispatched from Central Station.

Ammons, D.N. (2001). Municipal Benchmarks: Assessing Local Performance and Establishing Community Standards (2nd ed.). Sage Publications.

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USE OF RESOURCES: 35 fulltime employees divided into 4 crews that work 24 hour shifts of 8 per shift, including 2 shift officers, with 3 command officers that work daily Monday through Friday. Thirty trained and paid on call firefighters, including the 2 live-in students, and 3 junior firefighters.

Percent of city services utilized by the Fire Department annually: 5.12% FY04 4.46%FY05
 5.91%* FY06 6.31%* FY07 6.62%* FY08 6.53%*FY09

Here are two ways to consider this cost to citizens:

YEAR	PER CAPITA COST TO CITIZENS	YEAR	TAX BILL BASED ON AVERAGE HOME VALUE OF \$230,000	PORTION OF TAX BILL TO FUND FIRE DEPARTMENT
FY04	\$113.43	FY04		
FY05	\$127.32	FY05	\$2,385	\$106.37
FY06	\$144.95*	FY06	\$2,981	\$176.27*
FY07	\$154.62*	FY07	\$2,928	\$184.69*
FY08	\$162.29*	FY08	\$3,064	\$202.84*
FY09	\$188.25*	FY09	\$3,087	\$201.59*

**This figure now includes employee benefits*

A budget comparison to the neighboring town of similar size and demographics (but employing more career and fewer on call members) follows:

Fire Department Budget Analysis		
	BIDDEFORD	SACO
TOTAL	\$3,347,595	\$3,162,664

The impact of the fire department mission and three service delivery goals heavily influence the city's strategic goal of ensuring public safety.



DEPARTMENT SERVICE DELIVERY GOALS AND PERFORMANCE DATA:

GOAL 1) To ensure that the initial fire and emergency medical services units arrive on scene with adequate staffing to safely and effectively begin immediate emergency scene operations while the emergency is still at a manageable stage.



The fundamental assumption is that a speedy response will increase the likelihood of fire containment, survival of an accident victim, etc. The goal is the initial district engine will begin suppression or provide basic life support within 4 minutes of leaving the station.

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PERFORMANCE DATA: Percentage of incidents where the initial apparatus arrives on the scene within 5 minutes (1 minute for turnout time and 4 minutes for actual travel time) from the time it is dispatched from the station or is dispatched from a remote location, with a goal of 65%. The original goal of 90% was adjusted when results consistently showed that response to outlying regions was bringing the total times down.

>>>>Data that follows is from departmental records and the state (training certifications).

All Emergency Responses: Dispatch to Arrival on Scene. (includes 1 minute turnout time) Overall response data based on Fire Department dispatch information.

DATE	0-5 MINUTES	5-9 MINUTES	9-13 MINUTES	13+ MINUTES
FY04	62%	24.50%	8.9%	4.60%
FY05	63.05%	24.30%	9.35%	3.30%
FY06	64.10%	24.10%	9.10%	2.70%
FY07	63.20%	25.50%	7.80%	3.50%
FY08	61.6%	27.5%	8.0%	2.9%
FY09	60.0%	27.9%	8.4%	3.7%
AVERAGE	62.40%	25.63%	8.59%	3.45%

RESCUE: Dispatch to Arrival on Scene. (includes 1 minutes turnout time) Fire department Rescue response data based on Fire Department Dispatch Information.

DATE	0-5 MINUTES	5-9 MINUTES	9-13 MINUTES	13+ MINUTES
FY04	55.65%	30.95%	9.90%	3.50%
FY05	65.25%	25.55%	7.25%	1.90%
FY06	64.20%	24.10%	9.10%	2.60%
FY07	63.00%	25.40%	8.10%	3.50%
FY08	60.3%	29.7%	7.3%	2.7%
FY09	60.4%	27.8%	8.5%	3.3%
AVERAGE	61.45%	23.92%	8.36%	2.92%

DATE	0-5 MINUTES	5-9 MINUTES	9-13 MINUTES	13+ MINUTES
FY04	63.85%	22.15%	8.65%	5.35%
FY05	61.05%	23.05%	11.15%	4.75%
FY06	65.20%	21.00%	9.90%	3.90%
FY07	63.50%	23.00%	8.50%	5.00%
FY08	61.9%	25.4%	9.4%	3.3%
FY09	57.7%	27.%	9.7%	5.6%
AVERAGE	62.11%	23.6%	9.55%	4.65%

FIRE: Dispatch to Arrival on Scene. (includes 1 minute turnout time). Fire Department Suppression response data based on Fire Department Dispatch Information. Does not include non-emergency department details.

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NEXT STEPS: The Fire Department continues to see 0-5 minute response times, just under the 65% target. The target will be adjusted for FY10 as the department has no further reductions that can be achieved. Call volumes have continued to be in the 2800 calls range and response vehicles are often en route or returning from a prior call and so their starting point is often out of district, such as from the regional hospital. As well, the City has completed traffic light preemption projects for all traffic lights in the City, so there are no further gains that can be made here. Finally, outlying substations are manned by volunteers, as already noted, whose travel time, along with travel time from Central Station responders, determines longer response times that influence results.

GOAL 2) To provide employees training in accordance with state and national standards.



The Saco Fire Department has chosen to maintain a professional staff in its strategy for delivering emergency services, which means training is key.

PERFORMANCE DATA: A) All new career and volunteer firefighters obtain state certification as Firefighter 2 (FF2).

As of July 2001, all new department members, both career and call, are required to attain a State Certification, but Firefighter 1 (FF1) has since been eliminated by the state as a category. Some career members have not advanced to FF2 yet, but we continue to support all department members in their attainment of FF2.

	STATE FFI					STATE FF2					HAZMAT OPERATIONS				
	FY05	FY06	FY07	FY08	FY09	FY05	FY06	FY07	FY08	FY09	FY05	FY06	FY07	FY08	FY09
DIVISION CAREER*	56%	18%	22%	69%	63%	28%	40%	42%	50%	54%	100%	97%	100%	97%	97%
CALL DEPARTMENT	43%	38%	48%	44%	52%	1%	15%	18%	31%	42%	27%	74%	74%	74%	74%

	STATE INSTRUCTOR					FIRE OFFICER		
	FY05	FY06	FY07	FY08	FY09	FY07	FY08	FY09
DIVISION CAREER*	12%	17%	29%	35%	35%	8%	12%	14%
CALL DEPARTMENT	1%	17%	12%	12%	12%	0%	0%	.5%

The career firefighters without FF1 or FF2 are all 20 plus year department veterans.

Starting in FY07, Saco is supporting the Fire Officer 1+2 state training program to promote officer education and career development.

B) All career firefighters maintain, and all call department members are encouraged to attain and maintain, emergency medical licenses.

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	EMT BASIC					EMT INTERMEDIATE					EMT PARAMEDIC				
	FY05	FY06	FY07	FY08	FY09	FY05	FY06	FY07	FY08	FY09	FY05	FY06	FY07	FY08	FY09
DIVISION CAREER*	33%	32%	28%	31%	26%	26%	24%	28%	23%	26%	41%	43%	43%	48%	48%
CALL DEPARTMENT	19%	20%	15%	.06%	1.2%	14%	1%	9%	.08%	0%	0%	1%	6%	.06%	1%

*Currently 100% of the career force is state licensed at some level in emergency medical training.

C) The department as a whole complies with new requirements for firefighter and emergency medical services, safely incorporating new technologies and methodologies. Saco Fire Department meets all new state mandates and strives to train all members in new technologies.

FY04: Qualified all career and many call members in low angle rope rescue and firefighter self-rescue.

FY05: Acquired a fully equipped rope rescue vehicle with ice rescue capabilities and began training on this.

FY06: 48 firefighters certified in Rapid Intervention, and 38 members attended AVOC ambulance ops training.

FY07: 28 members of the career force and 4 of the call force were certified in Pre hospital Trauma Life Support.

FY08: 40 firefighters were certified as ice rescue technicians or operations; 10 firefighters were trained in advanced cardiovascular life support and pediatric advanced life support.

FY09: 9 additional members were trained in advanced cardiovascular life support and pediatric advanced life support.

GOAL 3) To reduce loss of life and property through code compliance for buildings under construction, fire safety inspections for existing buildings, and public fire education specifically targeting nationally recognized age groups of the young and elderly (as possible).



PERFORMANCE DATA: Provide annually: 100% of K-5 students with annual fire prevention training; and inspect all new and 80% of all other active businesses, prioritizing those where the public congregate.

In FY10, the department plans to improve tracking to understand how well they meet their targets with business turnovers, this has been a particular challenge.

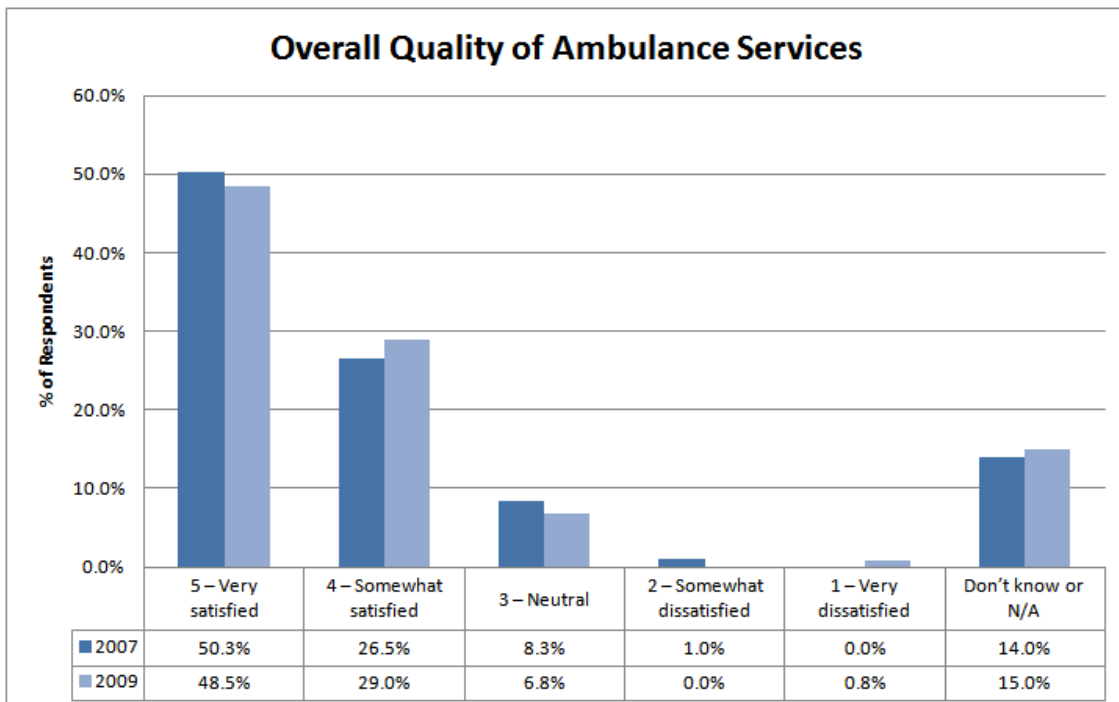
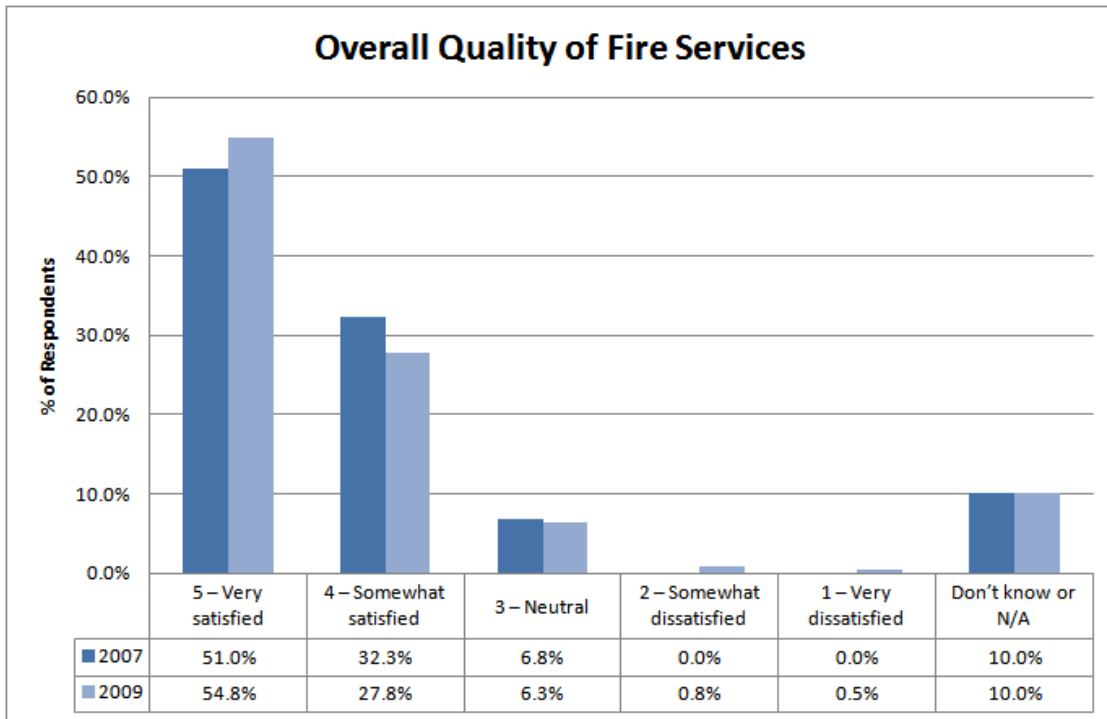
	TRAINING	OCCUPANCY AND OTHER INSPECTIONS	BUSINESS INSPECTIONS
FY04	1315	25	250
FY05	800+	30	230
FY06	955	100	211
FY07	1350		244
FY08	1770	80	242
FY09	1520	28	242

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CITIZEN INPUT/SURVEY: The Fire Department (Fire and EMS) rated strongly positive in FY09 for service delivery by citizens surveyed, with mean ratings of 4.51 (Fire) and 4.46 (EMS) on a scale of 1 to 5 where 1 means “very dissatisfied” and 5 mean “very satisfied,” with older residents the most satisfied. Fire and EMS were surveyed as one category in FY04 and FY05 and had similar mean ratings (4.51) to FY07 and FY09 when each area was surveyed separately.



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