



**7.1.1 FIRE INCIDENTS CONFINED TO ROOM OF ORIGIN: ONE AND TWO-FAMILY RESIDENTIAL STRUCTURES**

BENCHMARK		2013	2014	2015	2016	2017	2018	2018	2019	2020	2021
		ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	TARGET	ACTUAL	TARGET	TARGET	TARGET
<b>ICMA</b>	54.9%	71.7%	68.7%	75.9%	63.9%	64.8%	67.6%	58.0%	57.5%	57.0%	56.5%

**Performance Measure Description**

- The figure shows fires confined to object or room of origin (National Fire Incident Report System, or NFIRS, 5.0 codes 1 and 2) and fires confined to floor or structure of origin (NFIRS 5.0, codes 3 and 4) as compared to the total number of incidents (codes 1-5, plus those with undetermined extent of flame spread).

**Factors Impacting Outcomes**

- Rapid recognition and notification of 9-1-1 when fire is present.
- Rapid response and arrival, as well as quick and effective fire suppression efforts are key factors impacting fire suppression outcomes.
- Variations among jurisdictions may occur for a number of reasons, including: age of the housing stock, population density or persons per household, climatic difference, local fire codes, percentage of smokers in the local population, and differences in fire investigation assessment.
- Contributing factors include increased fuel loads due to the plastic compounds of furniture and the increase of open floor plans which causes misinterpretation of spreading beyond the room of origin.

**7.1.2 PERCENTAGE OF TOTAL FIRE DEPARTMENT CALLS WITH A RESPONSE TIME OF FOUR MINUTES OR SOONER**

BENCHMARK		2015	2016	2017	2018	2018	2019	2020	2021
		ACTUAL	ACTUAL	ACTUAL	TARGET	ACTUAL	TARGET	TARGET	TARGET
<b>ICMA</b>	54%	48%	46%	38%	40%	36%	37%	38%	39%

**Performance Measure Description**

- Response for all calls from the conclusion of dispatch to arrival on the scene. Includes emergency and non-emergency calls.
- The timeframe for response times was changed by ICMA for the 2014 reporting period from less than 5:00 to less than 4:00.

**Factors Impacting Outcomes**

- Strategic location of fire stations determined by call density and response time coverage.
- Changes at Emergency Communications has resulted in a decrease in the collection of reliable data. In 2018, 26.3% of fire response data lacks pertinent information pertaining to response performance.
- Changes to types of calls requiring "emergency traffic" response was modified, slowing overall response profile.

**7.1.3 PERCENTAGE OF TIME SECOND-ARRIVING COMPANY ARRIVES ON SCENE WITHIN 8 MINUTES**

BENCHMARK		2015 ACTUAL	2016 ACTUAL	2017 ACTUAL	2018 TARGET	2018 ACTUAL	2019 TARGET	2020 TARGET	2021 TARGET
	90%	94%	96%	94%	95%	95%	95%	94%	93%

**Performance Measure Description**

- Response for all calls from conclusion of dispatch to second-in arrival on the scene.
- The timeframe for response times for the second-arriving company was changed by ICMA for the 2014 reporting period from less than 8:00 from call to arrival to less than 10:00 from conclusion of dispatch to arrival.

**Factors Impacting Outcomes**

- Changes at Emergency Communications has resulted in a decrease in the collection of reliable data. In 2018, 26.3% of fire response data lacks pertinent information pertaining to response performance.
- Strategic location of fire stations determined by call density and response time coverage.
- Strategic level of staffing per fire station determined by call density and response time coverage.

**7.1.4 BASIC LIFE SUPPORT (BLS) RESPONSES PER 1,000 POPULATION**

BENCHMARK		2013 ACTUAL	2014 ACTUAL	2015 ACTUAL	2016 ACTUAL	2017 ACTUAL	2018 TARGET	2018 ACTUAL	2019 TARGET	2020 TARGET	2021 TARGET
	49.0	91.1	98.4	102.8	98.0	95.0	99.6	90.5	72.9	71.7	70.6

**Performance Measure Description**

- Basic life support (BLS) is a primary level of pre-hospital care that includes the recognition of life threatening conditions and the application of simple emergency life-saving procedures, including the use of adjunctive equipment aimed at supporting life.
- Multiple incidents at one location are logged as a single response regardless of the number of units or personnel required. For example, if there is one incident and 50 EMS vehicles are sent to the scene, it is counted as one response.

**Factors Impacting Outcomes**

- Changes at Emergency Communications with the implementation of emergency medical dispatching has resulted in a decreased call volume.
- Changes in priority level 5 and changes in emergency medical dispatching have had an impact in this count.

**7.2.1 TOTAL ARSON INCIDENTS PER 10,000 POPULATION**

BENCHMARK		2013 ACTUAL	2014 ACTUAL	2015 ACTUAL	2016 ACTUAL	2017 ACTUAL	2018 TARGET	2018 ACTUAL	2019 TARGET	2020 TARGET	2021 TARGET
	2.95	2.67	2.79	2.81	3.41	2.69	2.53	3.58	3.29	3.04	2.77

**Performance Measure Description**

- Total arsons occurring in the City of Wichita per 10,000 population.

**Factors Impacting Outcomes**

- Variations among jurisdictions may occur for a number of reasons, including:
  - Economic climate of the jurisdiction, including the percentage of business failures and bankruptcies, unemployment rate, vacant or abandoned buildings, and other related factors;
  - Percentage of the population who are juveniles or in age groups that are more likely to commit mischievous crimes;
  - Differences among jurisdictions in how arson fires are defined and reported.
- In some cases, overall arson rates may be affected by significant numbers of arsons involving non-structures.

**7.2.2 ARSON CLEARANCE RATE**

BENCHMARK		2013 ACTUAL	2014 ACTUAL	2015 ACTUAL	2016 ACTUAL	2017 ACTUAL	2018 TARGET	2018 ACTUAL	2019 TARGET	2020 TARGET	2021 TARGET
	28.9%	22.3%	23.1%	27.5%	23.3%	21.9%	25.3%	21.4%	19.2%	23.3%	22.7%

**Performance Measure Description**

- Cases in which at least one person is arrested, charged with commission of the offense, and turned over to the court for prosecution.

**Factors Impacting Outcomes**

- Variations among jurisdictions may occur for a number of reasons, including:
  - Economic climate of the jurisdiction, including the percentage of business failures and bankruptcies, unemployment rate, vacant or abandoned buildings, and related factors;
  - Percentage of the population who are juveniles or in age groups that are more likely to commit mischievous crimes;
  - Differences among jurisdictions in how arson fires are defined and reported.
- Clearance rates may vary depending upon the timing of the arson incidents. Active investigations at the end of one fiscal year may not be cleared until the following year.
- Similar clearance rates may reflect varying levels of performance and workload based on the overall number of arson incidents and qualified resources available to work arson cases in a timely manner.
- The accelerant canine program is a proven asset contributing to higher clearance rates.

**7.2.3 PERCENTAGE OF COMMERCIAL AND INDUSTRIAL STRUCTURES INSPECTED**

BENCHMARK		2013 ACTUAL	2014 ACTUAL	2015 ACTUAL	2016 ACTUAL	2017 ACTUAL	2018 TARGET	2018 ACTUAL	2019 TARGET	2020 TARGET	2021 TARGET
MBP	70.7%	45.4%	47.8%	48.7%	57.7%	62.3%	58.0%	55.2%	48.5%	47.5%	47.6%

**Performance Measure Description**

- Percentage of all commercial and industrial structures inspected.

**Factors Impacting Outcomes**

- By code, commercial and industrial occupancies can be inspected annually. Frequencies are determined by occupancy type and available staffing.
- Structures are inspected based on a MOU with the Kansas State Fire Marshal. Inspections are triggered by occupancy or structure type.
- The addition of mobile technology for inspection staff has improved the effective use of time.
- MBP definition of inspection excludes rechecks and any subsequent activity
- Inspection assignment strategy this year emphasized complicated Operational Permit Inspections, fewer simple retail occupancies.

**7.2.4 FIRE INJURIES WITH TIME LOST PER 1,000 INCIDENTS**

BENCHMARK		2013 ACTUAL	2014 ACTUAL	2015 ACTUAL	2016 ACTUAL	2017 ACTUAL	2018 TARGET	2018 ACTUAL	2019 TARGET	2020 TARGET	2021 TARGET
MBP	N/A	0.55	0.25	0.28	0.56	0.36	0.34	0.28	0.37	0.36	0.40

**Performance Measure Description**

- Injuries are defined as physical damage to a person that occurs as a result of the incident or handling of the incident that requires medical treatment within one year of the incident or that requires at least one day of restricted activity immediately following the incident.
- Time lost refers to time lost as reported for Workers' Compensation purposes, and include all personnel who respond to incidents and are injured.

**Factors Impacting Outcomes**

- Amount of training hours per firefighter, as well as health, wellness, and fitness programs.
- Formalized rehabilitation activities at the emergency scene.
- Dedicated Safety Officer functions assigned at all working fire incidents.

**7.2.5 AVERAGE HOURS TRAINED PER FIREFIGHTER**

BENCHMARK		2013 ACTUAL	2014 ACTUAL	2015 ACTUAL	2016 ACTUAL	2017 ACTUAL	2018 TARGET	2018 ACTUAL	2019 TARGET	2020 TARGET	2021 TARGET
	240	225	327	331	334	327	335	320	330	335	340

**Performance Measure Description**

- Includes the average number of hours of training per firefighter for full-time/career firefighters.

**Factors Impacting Outcomes**

- The City of Wichita is committed to provided a highly trained fire suppression effort in order to reduce number of firefighter injuries as well as reduce the amount of property damage and loss of life caused by fire.
- In-service training accounts for 55 hours per firefighter per year. Other training hours are completed at fire stations.

**7.2.6 TOTAL RESIDENTIAL STRUCTURE FIRE INCIDENTS**

BENCHMARK		2013	2014	2015	2016	2017	2018	2018	2019	2020	2021
		ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	TARGET	ACTUAL	TARGET	TARGET	TARGET
	185	458	447	408	440	378	430	440	435	430	430

**Performance Measure Description**

- The total number of incidents includes those in which the fire was out on arrival.

**Factors Impacting Outcomes**

- Variations among jurisdictions may occur for a number of reasons, including: age of the housing stock, population density or persons per household, climatic difference, local fire codes, and percentage of smokers in the local population.
- Jurisdictions with a similar population and a similar number of incidents may have differing ratios of residential structure fires per 1,000 residential structures, depending on the number of attached duplex, multi-family, or group-quarter structures in their jurisdiction.
- Fire Prevention Activities (Community Risk Reduction) positively impacts a jurisdiction’s outcome.

**7.2.7 SWORN FIRE PERSONNEL EXPENDITURES AS A PERCENTAGE OF FIRE PERSONNEL AND OPERATING EXPENDITURES**

BENCHMARK		2013	2014	2015	2016	2017	2018	2018	2019	2020	2021
		ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	TARGET	ACTUAL	TARGET	TARGET	TARGET
	85.0%	91.5%	91.6%	91.9%	91.6%	91.9%	91.5%	91.9%	91.9%	91.9%	91.9%

**Performance Measure Description**

- The City of Wichita Fire Department staffing is 91.6% sworn fire personnel and 8.4% of civilian personnel.

**Factors Impacting Outcomes**

- The continuous evaluation of service and work process will lead to improved matching of work tasks with skilled positions.



**7.2.8 TOTAL FIRE PERSONNEL AND OPERATING EXPENDITURES PER CAPITA**

BENCHMARK		2013 ACTUAL	2014 ACTUAL	2015 ACTUAL	2016 ACTUAL	2017 ACTUAL	2018 TARGET	2018 ACTUAL	2019 TARGET	2020 TARGET	2021 TARGET
MBP	\$190	\$104	\$107	\$109	\$110	\$115	\$118	\$123	\$126	\$128	\$130

**Performance Measure Description**

- Operating expenditures exclude all capital expenditures, telephone utility charges and expenditures for vehicle replacement.

**Factors Impacting Outcomes**

- Operating expenditures may vary owing to a number of factors, including range of services provided, number or severity of fires, staffing per station or per apparatus, local labor markets and agreements, reliance on volunteers, and equipment maintenance and replacement schedules. This data excludes capital expenditures.
- From 2017 to 2018, expenditures grew by slightly over 7%. The majority of the change was driven by personnel costs (86.4% of the increase) and materials costs (9.1% of the increase).
  - In 2018, personnel costs overall increased by 6.6% over 2017. Base salary costs increased by 7.1%, benefits costs increased by 8.9%, and overtime costs declined by 9.6%.
  - Personnel costs comprise almost 92% of the Fire Department budget
  - Cost of materials increased due to fire fighter safety equipment purchases that were delayed from 2017 to 2018.

**7.2.9 FIRE SERVICES: CITIZENS RATING “EXCELLENT” OR “GOOD”**

BENCHMARK			2006 ACTUAL	2010 ACTUAL	2012 ACTUAL	2014 ACTUAL	2016 ACTUAL	2018 TARGET	2018 ACTUAL	2020 TARGET
	CoW Similar	Fire Services	91%	94%	92%	90%	94%	95%	89%	95%
	CoW Similar	Prevention and Education	70%	75%	79%	74%	75%	85%	73%	85%

**Performance Measure Description**

- Survey of Wichita residents was commissioned in 2006, 2010, 2012, 2014, 2016, and 2018.
- Expect to re-survey citizens in 2020.
- Survey was conducted by the National Research Center.

**Factors Impacting Outcomes**

- Possible responses are "Excellent," "Good," "Fair," or "Poor." "Don't Know" responses are excluded.

**7.2.11 CONTACT WITH FIRE DEPARTMENT: “EXCELLENT” OR “GOOD”**

BENCHMARK		2012 ACTUAL	2014 ACTUAL	2016 ACTUAL	2018 TARGET	2018 ACTUAL	2020 TARGET
	Not Available	95%	90%	84%	95%	92%	95%

**Performance Measure Description**

- Survey of Wichita residents was commissioned in 2006, 2010, 2012, 2014, 2016, and 2018.
- Expect to re-survey citizens in 2020.
- This question was first asked in 2012.
- Survey was conducted by the National Research Center.

**Factors Impacting Outcomes**

- Possible responses are "Excellent," "Good," "Fair," or "Poor." "Don't Know" responses are excluded.