



CITY OF WICHITA, KANSAS

2018

PERFORMANCE MEASURES

Vision Statement

The City of Wichita is a leading-edge organization serving a dynamic and inclusive community.

Mission Statement

As an exceptionally well-run city, we will

- *Keep Wichita safe,*
- *Grow our economy,*
- *Build dependable infrastructure and*
- *Provide conditions for living well.*



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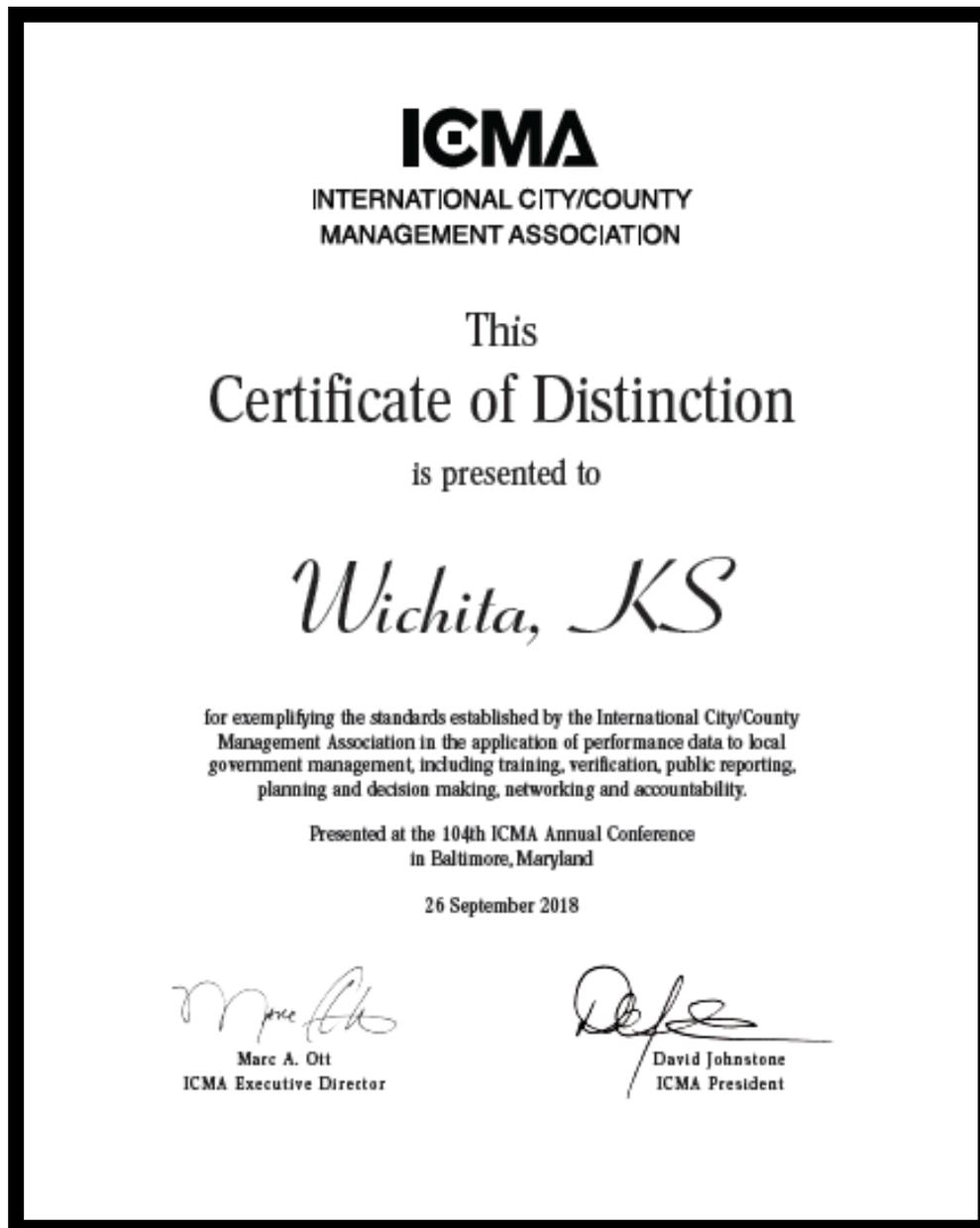
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PERFORMANCE MEASURE BENCHMARK AGENCIES	
Icon	Description
	Airports Council International
	American Probation and Parole Association
	American Public Works Association
	American Water Works Association
	Black & Veatch
	City of Wichita
	Federal Aviation Administration
	Federal Transit Administration
	Government Finance Officers Association
	International City/County Management Association - Center for Performance Analytics
	Kansas Department for Children and Families
	Kansas Department of Health and Environment
	Moody's Investors Service
	Midwest Benchmarking Project
	National Institute for Automotive Service Excellence
	National Research Center—National Citizen Survey
	National Fire Protection Association (NFPA)
	Standard & Poor's Financial Services (S&P)
	US Department of Housing and Urban Development
	US Environmental Protection Agency
	Visit Wichita Convention and Visitors Bureau



The International City/County Management Association presented a Certificate of Distinction to the **City of Wichita, Kansas** at its annual conference.

In order to receive this award, a governmental unit must publish, collect, verify, and report performance measure data on an ongoing basis.

**THE CITY OF WICHITA DEPARTMENT OF FINANCE HAS EARNED
A CERTIFICATE FROM ICMA FOR EIGHT CONSECUTIVE YEARS.**

Fire Operations 1



7.1.1 FIRE INCIDENTS CONFINED TO ROOM OF ORIGIN: ONE AND TWO-FAMILY RESIDENTIAL STRUCTURES 3

2 BENCHMARK	2013	2014	2015	2016	2017	2018	2018	2019	2020	2021	
	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	TARGET	ACTUAL	TARGET	TARGET	TARGET	
ICMA	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	
ICMA	34%	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.

- 1 There are report pages for each service in a department. Some services have multiple pages.
- 2 Each measure has a benchmark. The icon refers to the agency or professional organization that is benchmarked against. In some cases the benchmark is internal, denoted by the City of Wichita logo.
- 3 Prior year actuals are reported for at least two years and the prior year target is reported for 2017. The targets through 2020 are reported.
- 4 The Performance Measure Description offers more details about the measure than the title.
- 5 Factors Impacting Outcomes lists reasons for changes in outcomes and targets, as well as factors that might lead to different outcomes for the City of Wichita when compared to peer jurisdictions.