

Fire and Life Safety Department

Departmental Programs

- Office-of-the-Chief
- Administrative Services Bureau
- Emergency Medical Services
- Fire Marshal's Office
- Fire Operations
- Fire and Life Safety Training

Department Description

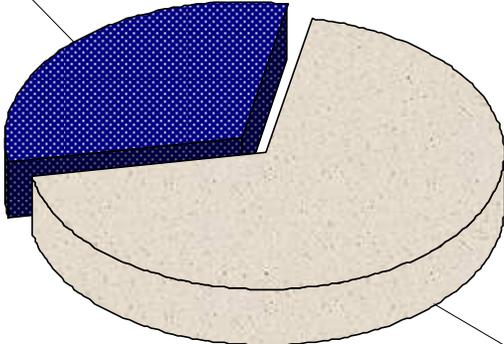
The Fire and Life Safety Department provides services that prevent the loss of life and property, and protect the environment. Administrative responsibilities include planning, supporting and controlling a diversified service delivery system for the City, the urban growth boundary, and East Lane Ambulance Service areas. Services include establishing, modifying and providing fire protection and prevention services, firefighting, basic and advanced life support and ambulance transportation, illness and injury prevention, special rescue, hazardous materials control, fire safety education, code enforcement, and fire cause investigation. The department oversees the ambulance billing of multiple jurisdictions and the FireMed membership program for Lane Rural Fire/Rescue and Springfield.

Mission

The Fire and Life Safety Department provides the personnel, training, vehicles, equipment and supplies to respond to emergencies in the community that threaten life, property and the environment. The department is responsible for the development of continuing services aimed at providing and maintaining a high fire and life safety awareness in the community through prevention education.

FY08 OPERATING BUDGET – General Fund	\$ 29,152,101
Fire Life & Safety:	\$ 8,986,201

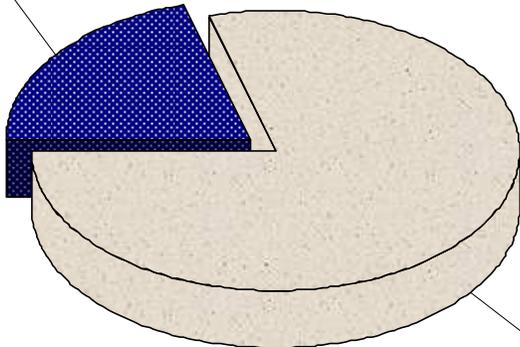
**Fire and Life
Safety
\$8,986,201
31%**



**All Others
\$20,165,900
69%**

FY08 OPERATING BUDGET – All Funds	\$ 72,133,466
Fire Life & Safety:	\$ 14,758,572

**Fire and Life
Safety
\$14,758,572
20%**



**All Others
\$57,374,894
80%**

Fire and Life Safety Department

Financial Summary

	Actual FY05	Actual FY06	Amended FY07*	Adopted FY08
Expenditures by Category:				
Personal Services	\$10,169,777	\$10,332,537	\$11,744,249	\$11,844,638
Materials and Services	2,162,236	2,256,112	2,643,466	2,560,954
Capital Outlay	<u>551,534</u>	<u>318,770</u>	<u>294,379</u>	<u>352,980</u>
Total	<u>\$12,883,548</u>	<u>\$12,907,419</u>	<u>\$14,682,094</u>	<u>\$14,758,572</u>
Expenditures by Fund:				
General	\$ 7,178,598	\$ 7,587,258	\$ 8,562,510	\$ 8,986,201
Ambulance	4,132,084	4,000,110	4,488,487	4,500,562
Fire Local Option Levy	975,319	989,662	1,314,845	1,181,530
GO Bond Capital Projects	80,891	17,478	-	-
RiverBend Development Fund	22,071	16,244	38,977	39,629
Special Revenue Fund	275,811	122,418	56,679	-
Vehicle and Equipment	<u>218,774</u>	<u>174,250</u>	<u>220,596</u>	<u>50,650</u>
Total	<u>\$12,883,548</u>	<u>\$12,907,419</u>	<u>\$14,682,094</u>	<u>\$14,758,572</u>
Expenditures by Sub-Program:				
Office of the Chief	\$ -	\$ -	\$ -	\$ 154,634
Administrative Services Bureau	262,536	289,541	335,412	507,308
Emergency Medical Services				
Emergency Medical Services	3,240,714	3,238,378	3,431,344	2,740,121
EMS Account Services	480,213	496,447	505,649	704,934
FireMed	326,335	301,083	588,519	609,850
Fire Marshal				
Fire Prevention	359,371	442,434	422,617	622,991
Haz-Mat	173,918	177,643	211,917	209,973
Fire Operations	7,647,106	7,635,461	8,601,037	8,676,810
Fire and Life Safety Training	312,464	308,954	585,599	531,951
G. O. Capital Bond	<u>80,891</u>	<u>17,478</u>	=	=
Total	<u>\$12,883,548</u>	<u>\$12,907,419</u>	<u>\$14,682,094</u>	<u>\$14,758,572</u>

* Amended as of June 4, 2007

**Fire & Life
Safety Department**
City of Springfield

Total FTE = 109.25

**Office of the Chief
(1.0)**

**Deputy Chief
Operations (1.0)**

**Deputy Chief/Fire
Marshal (1.0)**

**Administrative
Services Bureau
Manager (1.0)**

Battalion Chief
(Operations) (3.0)

Battalion Chief
(Training) (1.0)

Deputy Fire
Marshal 2 (3.0)

Department
Assistant (1.0)

**ACCOUNT
SERVICES**

FIREMED

Management
Analyst 1(1.0)

Captain (15.0)

EMS Officer
(1.0)

Deputy Fire
Marshal 1 (1.0)

Program
Technician (5.0)

EMS Accounting
Techician (8.0)

Management
Analyst 1
(1.0)

Engineer (15.0)

Training Officer
(2.0)

Clerk 2 (1.5)

Clerk 2 (1.5)

Clerk 2 (0.25)

Firefighter/
Paramedic (45.0)

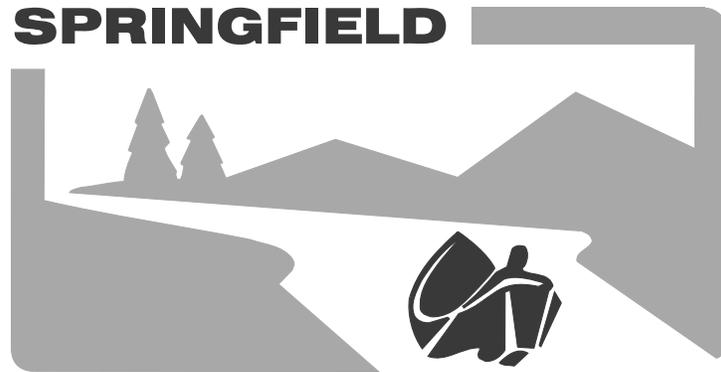
Fire and Life Safety Department

FTE Summary by Fund

Number of Full-Time Equivalents	Actual FY05	Actual FY06	Adopted FY07	Adopted FY08
General	58.75	59.25	64.25	64.20
Ambulance	35.55	33.05	31.55	35.80
Fire Local Option Levy	9.00	9.00	9.00	9.00
Riverbend Development	0.25	0.25	0.25	0.25
Total Full-Time Equivalents	103.55	101.55	105.05	109.25

Position Summary

Job Title/Classification:	Actual FY05	Actual FY06	Adopted FY07	Adopted FY08
Administrative Secretary	1.00	1.00	1.00	0.00
Administrative Services Bureau Manager	0.00	0.00	0.00	1.00
Battalion Chief - Operations	3.00	3.00	3.00	3.00
Battalion Chief - Training	1.00	1.00	1.00	1.00
Clerk 2	0.75	0.75	0.75	3.25
Clerk 3	1.50	1.50	1.50	0.00
Department Assistant	0.00	0.00	0.00	1.00
Deputy Chief - EMS	1.00	1.00	1.00	0.00
Deputy Chief - Operations	1.00	0.00	1.00	1.00
Deputy Chief - Fire Marshal/HazMat	1.00	1.00	1.00	1.00
Deputy Fire Marshal 1	1.00	0.00	0.00	1.00
Deputy Fire Marshal 2	2.00	3.00	3.00	3.00
EMS Accounting Supervisor	0.50	0.00	0.00	0.00
EMS Accounting Technician	6.00	6.00	7.00	8.00
EMS Program Officer	1.00	1.00	1.00	1.00
Fire Captain	15.00	15.00	15.00	15.00
Fire Chief	1.00	1.00	1.00	1.00
Fire Engineer	15.00	15.00	15.00	15.00
Firefighter	0.00	0.00	0.00	0.00
Firefighter/Paramedic	45.00	45.00	45.00	45.00
Management Analyst 1	0.80	0.80	0.80	2.00
Management Analyst, Senior	0.50	1.00	1.00	0.00
Program Technician	3.50	3.50	4.00	5.00
Training Officer	2.00	1.00	2.00	2.00
Total Full-Time Equivalents	103.55	101.55	105.05	109.25



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Fire and Life Safety Department

Program: Office of the Chief

Program Description:

The Office of the Chief ensures that City Council goals and targets are met, represents the department in community, interagency, and media relations and provides management direction and support for the entire department in order to maintain a high level of community fire and life safety.

Budget Highlights and Service Level Changes:

Highlights: As part of a recent department management and support services reorganization, Fire Administration was changed to the Office of the Chief (OOC). The Fire Chief is the sole position in this program.

Service Level Changes: None.

<i>Program Outcomes and Indicators:</i>	Actual FY05	Actual FY06	Estimated FY07	Adopted FY08
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Establish the long-range strategic direction for the department.

<ul style="list-style-type: none"> • Conduct research and development necessary to formulate and maintain the long-range plan 	100%	100%	100%	100%
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Maintain high level of communications within the department.

<ul style="list-style-type: none"> • Conduct six in-person Chief's Reports and send 20 "FIRE BULLETIN" electronic newsletters to all department employees 	100%	100%	100%	100%
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Leadership participation in Citywide policy decision-making and carry out Citywide directives.

<ul style="list-style-type: none"> • Attend and participate in City Executive Team activities, implement directives 	100%	100%	100%	100%
<ul style="list-style-type: none"> • Participate in City Council and committee meetings or activities that affect the department 	100%	100%	100%	100%

Complete performance evaluations of all division heads. Review and sign off on evaluations for all department personnel.

<ul style="list-style-type: none"> • Complete performance evaluations and reviews 	100%	100%	98%	100%
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Fire and Life Safety Department

Program: Administrative Services Bureau

Program Description:

The Administrative Services Bureau (ASB) was created October 2006 to meet the increasing support and management service needs of the department. ASB supervises and manages the revenue-generating programs: Ambulance Account Services and FireMed. In addition, the ASB is responsible for budget development, grant management, accounts payable, payroll, contract coordination, and fiscal monitoring. It provides support services for the Office of the Chief, Operations Division, Training, Ambulance Transport, Fire Marshal's Office, FireMed and Ambulance Account Services.

Budget Highlights and Service Level Changes:

Highlights: FY08 will mark the return of a single central Willamette Valley FireMed program to include Eugene, Springfield, and Lane Rural. Also being added is an air ambulance option, system-wide, through a marketing partnership with an air ambulance service. Financial contributions of all new partners are applied directly to the marketing campaign, giving FireMed increased marketing leverage. Potential for future revenue growth and operating economies is high.

As a result of the Blue Ribbon Committee recommendation to City Council for expanding ambulance billing services in order to generate additional revenue, Ambulance Account Services added one new billing client during FY07. Discussions continue with another municipal ambulance provider with an anticipation of providing billing services starting in FY08.

Service Level Changes: Ambulance Account Services added a 1.0 FTE EMS Accounting Tech for the FY08 budget. This technician will allow the department to better support our new billing client, and position us for expansion of the ambulance billing services in FY08. Additionally, the Administrative Services Bureau added 1.0 FTE Clerk 2 for FY08 to provide support for the Records Management System and other department recordkeeping functions that have been understaffed for several years.

<i>Program Outcomes and Indicators:</i>	Actual FY05	Actual FY06	Estimated FY07	Adopted FY08
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Provide affordable, medically necessary ambulance services to the community through the FireMed ambulance membership program.

<ul style="list-style-type: none"> • Increase percentage of eligible households in Springfield, Lane Rural and Eugene ambulance service areas covered by FireMed. 	33%	27%	23%	25%*
	\$23.80	\$22.21	\$24.40	\$19.00*
<ul style="list-style-type: none"> • Maintain 'cost per membership sold at less than 2% increase per year 				

*FY08 Adopted includes Eugene in partnership

***Program Outcomes and Indicators:
continued***

Actual FY05	Actual FY06	Estimated FY07	Adopted FY08
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Optimize the collection of funds for services rendered by the City of Springfield and contract agencies.

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|---|---------|---------|---------|---------|
| • Average number of days in accounts receivable | 68 days | 70 days | 57 days | 55 days |
| • Net historical collection percentage | 81% | 78% | 75% | 80% |
-

Create further economies-of-scale for government agencies by expanding the Ambulance Account Services business.

- | | | | | |
|---|----|----|----|----|
| • Increase Ambulance Account customer base by 1 new contract customer per FY. | 16 | 16 | 17 | 18 |
|---|----|----|----|----|
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Fire and Life Safety Department

Program: Emergency Medical Services

Program Description:

The Emergency Medical Services (EMS) program provides high-quality pre-hospital emergency medical treatment and ambulance transportation throughout the City of Springfield and much of eastern Lane County.

Budget Highlights and Service Level Changes:

Highlights: The EMS program continues to struggle to match expenses to revenue. In FY07, ambulance transport rates were increased in order to generate additional revenue to fund program expenses.

Service Level Changes: No services level changes are budgeted.

<i>Program Outcomes and Indicators:</i>	Actual FY05	Actual FY06	Estimated FY07	Adopted FY08
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Optimize outcomes for patients by arriving at the scene of emergency medical incidents that occur within the Springfield City limits, within nationally recognized response time criteria.

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|---|-----|-----|-----|-----|
| • Percentage of emergency ambulance responses achieved within eight minutes or less | 93% | 91% | 95% | 95% |
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Fire and Life Safety Department

Program: Fire Marshal's Office

Program Description:

The FMO (Fire Marshal's Office) is responsible for services aimed at providing and maintaining a high fire safety awareness in the community. These services are presented to the public through code enforcement, control of hazardous materials use, life safety inspections, educational classes, fire cause investigations, issuance of operational permits, and correction of fire code violations in buildings with the primary goal of reducing life and property loss. This program meets the minimum requirements for State Mandated Exempt Status (**ORS 476.030(3), OAR 837-039-0010**). The program also meets hazardous materials mandates as outlined by federal and state governments.

Budget Highlights and Service Level Changes:

Highlights: The division has been providing the program functions that relate to the City of Springfield's partially exemption status and will maintain that status in FY08. Record levels of construction and development activity in the City are currently being experienced with active input from the Fire Marshal's Office ensuring a smooth transition between the authority of the Building Official and construction requirements of the Building Code to the Fire Marshal and the maintenance requirements of the Fire Code at occupancy. FMO programs have been supported by revenue generated by the Hazardous Materials (Operational) permits since 1990. Plan review and inspection fees as well as square footage and business reinspection fees instituted in FY07 also help support this vital General Fund activity.

Service Level Changes: The FMO reinstated a 1.0 FTE Deputy Fire Marshal (DFM) in the FY08 base budget. This position was eliminated in FY03 and was reinstated to spread the overwhelming workload within the FMO. The high rate of city growth with the building of technically challenging code enforcement occupancies over the last 5 years, shift of FMO staff focus to planning and development activities, the responsibility for the Fire/Emergency Medical Services Records Management System (Fire/EMS RMS) project, as well as the inclusion of the entire Urban Growth Boundary into the FMO jurisdictional responsibility for code enforcement, has the FMO staff stretched beyond its current capacity.

Additionally, the FMO is seeking to add 1.0 FTE Inspector to maintain mandated inspections and help the city meet state mandated requirements for community fire safety education. This position is a non-sworn (civilian) position with limited duties. A Department of Homeland Security grant application has been filed to fund this position and additional Materials and Services support. However, since the grant is not assured, additional funds have been requested in the FY08 budget.

Program Outcomes and Indicators:

Actual FY05	Actual FY06	Estimated FY07	Adopted FY08
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Maintain compliance with Fire and Haz Mat codes in order to facilitate a safe community.

• Number of unabated violations outstanding	979	449	600	300
• Number of Springfield occupancies with Fire Protection Systems not in compliance or verified as maintained.	No data	114	120	60

Protect the community by ensuring adherence to Fire Code Standards for development, new construction and remodel projects.

• Conduct fire and life safety plan checks and inspections of new construction and remodels	100%	90%	70%	90%
• Provide Planning Dept. input concerning development meetings. Percentage of meetings attended when requested.	90%	100%	70%	80%

Provide fire safety education upon request by parents; educators; and legal system.

• Provide Juvenile Firesetter referral service and/or intervention for youth.	294 hrs	308 hrs	300 hrs	200 hrs
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Achieve the lowest possible fire death rate, within the City's fire protection, and be consistently less than the state 10-year average of 10.7 deaths per million population.

• Through fire safety education, reduce the number of fire deaths per-million over a 10 year period	1996/2005 deaths per million State 10.7 Springfield 7.5	1997/2006 deaths per million State 10.7 Springfield 7.5	1998/2007 deaths per million State 10.0 Springfield 7.4	1999/2008 deaths per million State 11.65 Springfield 3.6
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Average estimated dollar loss per fire incident in business occupancies.

• Through fire code enforcement and annual business inspections maintain goal of 50% of state average dollar loss per fire. Comparison of Springfield and the state of Oregon.	State \$31,883 Springfield \$3,686	State \$66,600 Springfield \$6,048	State \$66,600 Springfield \$2,073	State \$66,600 Springfield \$33,300
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Fire and Life Safety Department

Program: Fire Operations

Program Description:

Fire Operations provides fire engine company response to citizen calls for assistance in a variety of emergencies. This program provides the personnel, training, specialized vehicles, equipment and supplies to respond to emergencies in the community that threaten life, property, and the environment. This includes fires, rescues, natural and man made disasters, hazardous material incidents, medical emergencies, and ambulance transportation. In addition, personnel perform work assigned by the Administrative Services Bureau, Fire Marshal's Office, and Emergency Medical Services programs and keep all equipment and apparatus maintained and ready for emergency response.

Fire Operations is also responsible for administering and procuring grant program funds. In FY08, the department has a revenue target to net \$40,000 of additional essential emergency equipment through a Fire Act Grant.

Budget Highlights and Service Level Changes:

Highlights: A Public Safety Levy approved by voters in November 2006 will continue to fund staffing for an engine at Fire Station 3. This has improved response times for all areas of the city and resulted in a higher level of community fire safety. A 'Standards of Cover' study has been conducted, with information from the analysis to be used in the long range planning process. Fire Operations is currently administering a Farmers Insurance Grant for \$5,000 for purchasing safety clothing and equipment that would otherwise need support using General Funds.

Service Level Changes: Sufficient funding for maintenance and replacement of emergency equipment and fire apparatus continues to be a challenge. An additional \$75,000 was included in the FY08 budget for emergency equipment maintenance and replacements. Ongoing investment in equipment replacements will be required to maintain safety equipment at the necessary levels.

Fire apparatus replacement fund contributions are below desired levels, with no improvement seen in FY08. Contributions to the replacement fund have deteriorated in the past several years due to budget limitations. Replacement of large fire apparatus will not be possible from dollars currently in the fund.

Council approved total replacement of Fire Station #1 in April 2007. Funding sources are to be determined. Additional concerns regarding long term facilities planning issues need to be addressed. For FY08, Fire Operations will continue to lease storage space for reserve equipment for \$16,000.

Program Outcomes and Indicators:	Actual FY05	Actual FY06	Estimated FY07	Adopted FY08
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Maximize the potential for saving life and protecting property by complying with nationally recognized standards to respond to City emergency requests in 4 minutes and 59 seconds or less, 80% of the time.

- | | | | | |
|--|-----|-------|-----|-----|
| <ul style="list-style-type: none"> Respond less than 5 minutes Citywide | 73% | 74.1% | 80% | 80% |
|--|-----|-------|-----|-----|

Maintain high level of community fire safety compliance by inspecting all regulated facilities.

- | | | | | |
|---|------|------|------|------|
| <ul style="list-style-type: none"> Percent of regulated facilities inspected | 100% | 100% | 100% | 100% |
|---|------|------|------|------|

Document information on high hazard occupancies in order to increase safety conditions for firefighters and enhance effectiveness of fire fighting efforts.

- | | | | | |
|---|----|----|----|----|
| <ul style="list-style-type: none"> Complete new comprehensive pre-fire plans | 40 | 10 | 40 | 40 |
|---|----|----|----|----|

Fire and Life Safety Department

Program: Fire Training

Program Description:

The Fire Training program provides all uniformed department personnel with the training necessary to develop and maintain the skills, knowledge, abilities, and certifications required to provide safe and effective fire and emergency medical services. Training includes classroom sessions and practical exercises using qualified/certified instructors, appropriate training programs, and equipment. The program attempts to meet all mandates as outlined by the appropriate regulating agencies, and provides other training necessary for successful, efficient, and safe service delivery to the community.

Budget Highlights and Service Level Changes:

Highlights: The Training program instructs new employees and maintains skills of all Fire Operations personnel. It also provides the training and evaluation necessary to maintain required certifications. In FY07 the vacant Battalion Chief and two vacant Training Officer positions were filled. Staff began to work on deficiencies noted in the FY06 consultant’s report that reviewed the status of the Training Section.

Service Level Changes: Progress in reducing the training back-log has been made during FY07. Some delays in meeting program outcomes will extend into FY08. Effective in FY07, new state recertification requirements have made it necessary to develop new program standards. Our performance measurements for FY08 have been updated to demonstrate our compliance with state and other agency mandates and benchmarks. New performance measurements show “N/A” for historical data. Old measurements show “N/A” for FY08.

<i>Program Outcomes and Indicators:</i>	Actual FY05	Actual FY06	Estimated FY07	Adopted FY08
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Conduct comprehensive entrance examinations and screening for employment to ensure that the most qualified individuals are selected to fill vacancies.

Examinations for employment and promotions to a higher rank	2	2	2	1
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Provide training to maintain and enhance required knowledge, skills, and abilities.

<ul style="list-style-type: none"> • Percent of personnel meeting minimum firefighter requirements in the areas of firefighting, rescue, pump operations, emergency vehicle driving, truck operations, incident command and control, safety and survival, and wildland firefighting. 	70%	70%	N/A	N/A
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Program Outcomes and Indicators:
continued

Actual FY05	Actual FY06	Estimated FY07	Adopted FY08
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Conduct fire skills evaluations for Oregon Department of Public Safety Standards and Training recertification.

- | | | | | |
|---|-----|-----|------|------|
| • Percent of personnel completing recertification skills evaluations required for their position. | N/A | N/A | 100% | 100% |
|---|-----|-----|------|------|

Provide training for annual and bi-annual EMT certification and other medical certifications as required.

- | | | | | |
|--|------|------|------|------|
| • Percent of personnel meeting minimum basic or advanced life support certification levels | 100% | 100% | 100% | 100% |
| • Percent of personnel certified in Advanced Cardiac Life Support | 80% | 80% | 86% | 87% |

Offer classes and provide opportunities for personnel to receive advanced training.

- | | | | | |
|--|---|----|----|----|
| • Personnel receiving certification for attendance at advanced seminars or conferences | 0 | 0 | 4 | 4 |
| • Number of personnel receiving new certification in technical rescue | 6 | 6 | 2 | 0 |
| • Number of personnel re-certified in technical rescue | 8 | 14 | 29 | 30 |

Train personnel to prevent, control, and mitigate dangerous conditions relating to hazardous materials.

- | | | | | |
|---|------|-----|-----|-----|
| • Percent of personnel meeting minimum, annual state requirements | 100% | 83% | 45% | 80% |
|---|------|-----|-----|-----|

Maintain and enhance the department fire suppression rating (ISO) as it relates to training.

- | | | | | |
|---|-----|-----|-----|-----|
| • Percent of personnel meeting minimum ISO requirements for training and drills | N/A | N/A | 50% | 70% |
|---|-----|-----|-----|-----|