

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 Eugene Fire & EMS, Lane Rural Fire/Rescue, Canby Fire District, Molalla Fire District and Springfield Fire and Life Safety.

Mission

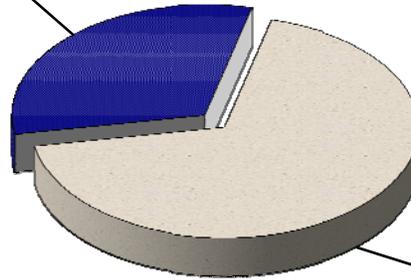
The Fire and Life Safety Department provides the personnel, training, vehicles, equipment, and supplies to respond to emergencies in the community that threaten life, property and the environment. The Department is responsible for the development of continuing services aimed at providing and maintaining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

FY10 OPERATING BUDGET - General Fund

\$ 30,468,201

Fire and Life Safety: \$ 9,652,907

**Fire and Life Safety
\$9,652,907
32%**



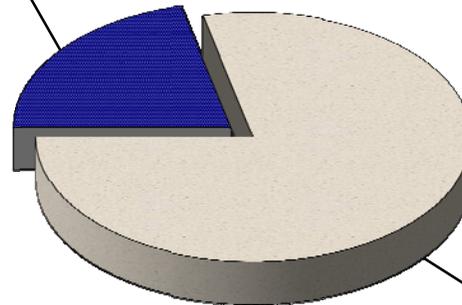
**All Others
\$20,815,294
68%**

FY10 OPERATING BUDGET - All Funds

\$ 77,808,526

Fire and Life Safety: \$ 16,469,023

**Fire and Life Safety
\$16,469,023
21%**



**All Others
\$61,339,503
79%**

Fire and Life Safety Department

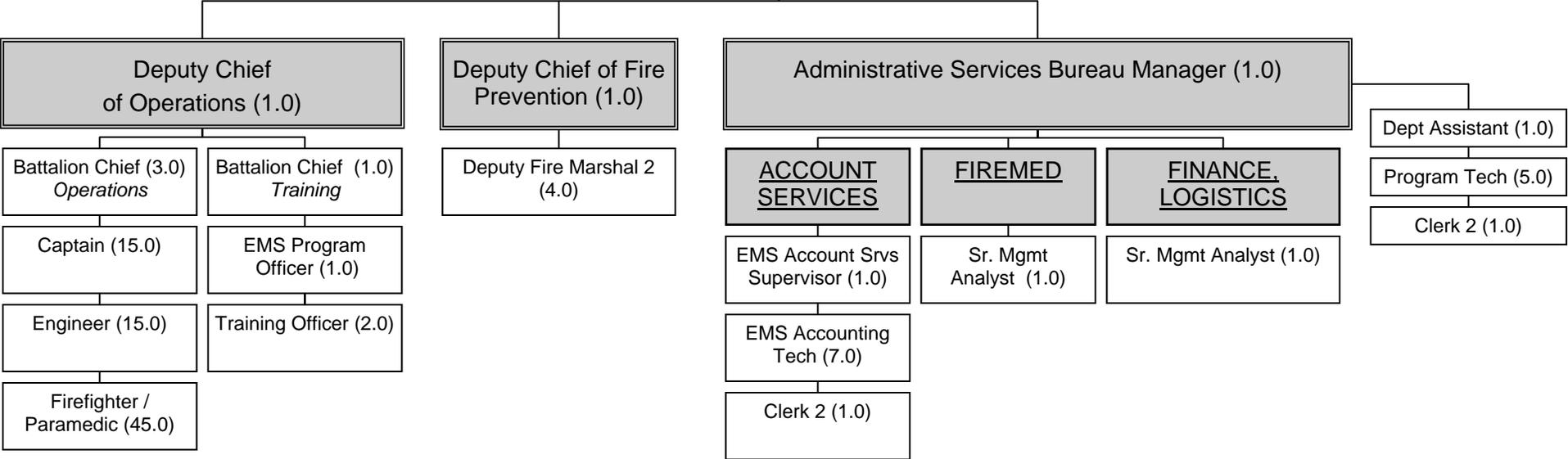
Financial Summary

	Actual FY07	Actual FY08	Amended FY09*	Adopted FY10
Expenditures by Category:				
Personal Services	\$11,314,109	\$11,602,060	\$12,408,407	\$12,843,771
Materials and Services	2,793,388	3,264,225	3,333,837	3,315,252
Capital Outlay	<u>82,068</u>	<u>176,079</u>	<u>1,284,514</u>	<u>310,000</u>
Total	<u>\$14,189,565</u>	<u>\$15,042,363</u>	<u>\$17,026,758</u>	<u>\$16,469,023</u>
Expenditures by Fund:				
General	\$ 8,562,506	\$ 9,228,071	\$ 9,880,273	\$ 9,652,907
Ambulance	4,273,805	4,503,013	4,874,747	5,024,507
Fire Local Option Levy	1,297,833	1,168,189	1,252,295	1,344,961
RiverBend Development Fund	9,731	16,139	-	-
Special Revenue Fund	11,679	74,162	148,945	126,448
Vehicle and Equipment	<u>34,011</u>	<u>52,789</u>	<u>870,498</u>	<u>320,200</u>
Total	<u>\$14,189,565</u>	<u>\$15,042,363</u>	<u>\$17,026,758</u>	<u>\$16,469,023</u>
Expenditures by Sub-Program:				
Office of the Chief	\$ -	\$ 156,888	\$ 164,228	\$ 166,502
Administrative Services Bureau	323,650	510,927	608,475	489,500
Emergency Medical Services				
Emergency Medical Services	2,923,704	2,805,137	3,377,242	3,192,333
EMS Account Services	590,612	710,319	759,483	778,633
FireMed	613,109	581,099	872,879	701,479
Fire Marshal				
Fire Prevention	482,814	597,440	717,528	570,990
Haz-Mat	183,196	182,193	224,892	222,989
Fire Operations	8,586,900	8,998,774	9,855,826	9,885,325
Fire and Life Safety Training	<u>485,580</u>	<u>499,586</u>	<u>446,205</u>	<u>461,272</u>
Total	<u>\$14,189,565</u>	<u>\$15,042,363</u>	<u>\$17,026,758</u>	<u>\$16,469,023</u>

* Amended as of June 1, 2009

Fire Life and Safety Department

Total FTE: 108.00



Fire and Life Safety Department

FTE Summary by Fund

Number of Full-Time Equivalents	Actual FY07	Actual FY08	Adopted FY09	Adopted FY10
General	64.25	64.20	64.45	63.95
Ambulance	31.55	35.80	37.80	35.05
Fire Local Option Levy	9.00	9.00	9.00	9.00
Riverbend Development	0.25	0.25	0.00	0.00
Total Full-Time Equivalents	105.05	109.25	111.25	108.00

Position Summary

Job Title/Classification:	Actual FY07	Actual FY08	Adopted FY09	Adopted FY10
Administrative Secretary	1.00	0.00	0.00	0.00
Battalion Chief - Operations	3.00	3.00	3.25	3.00
Battalion Chief - Training	1.00	1.00	1.00	1.00
Clerk 2	0.75	3.25	3.00	2.00*
Clerk 3	1.50	0.00	0.00	0.00
Department Assistant	0.00	1.00	1.00	1.00
Deputy Chief - EMS	1.00	0.00	0.00	0.00
Deputy Chief - Operations	1.00	1.00	1.00	1.00
Deputy Chief - Fire Marshal/HazMat	1.00	1.00	1.00	1.00
Deputy Fire Marshal 1	0.00	1.00	1.00	0.00
Deputy Fire Marshal 2	3.00	3.00	3.00	4.00
EMS Account Services Supervisor	0.00	0.00	0.00	1.00
EMS Accounting Technician	7.00	8.00	8.00	7.00
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/Paramedic	45.00	45.00	45.00	45.00
Management Analyst 1	0.80	2.00	1.00	0.00*
Management Analyst, Senior	1.00	0.00	3.00	2.00
Program Technician	4.00	5.00	5.00	5.00
Service Bureau Manager	0.00	1.00	1.00	1.00
Training Officer	2.00	2.00	2.00	2.00
Total Full-Time Equivalents	105.05	109.25	111.25	108.00

* 2.0 FTE were not funded for FY10 in order to meet budgetary targets

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 of the entire Department in order to maintain a high level of community fire and life safety.

Budget Highlights and Service Level Changes:

Highlights:

Oversight of revenue protection and expenditure reductions will be a primary focus to address current and future economic challenges.

Service Level Changes: None

Program Outcomes & Indicators:	Actual FY07	Actual FY08	Estimated FY09	Adopted FY10
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%
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%
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%	100%	100%

Fire and Life Safety Department

Program: Administrative Services Bureau

Program Description:

The Administrative Services Bureau (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:

FY10 will mark continuing expansion of the FireMed Ambulance Membership Program. FireMed will run campaigns for two clients new in 2009, Canby and Molalla Fire Districts. FireMed uses its position as the coordinating agency for the Statewide membership reciprocal agreement to maintain contact with nearly all ambulance providers in the state. Communications include information about membership administration and ambulance billing services. This will be the second year of a joint-marketing agreement with Life Flight, which now has a base at the Eugene Airport. FireMed continues to develop efficiencies within the local membership campaign, and will manage membership data for Eugene in FY10. Membership marketing will face obstacles in the regional economic climate, but membership is projected to maintain market share at 25% of households covered.

Service Level Changes:

ASB unfunded 1.0 FTE Clerk 2 and 1.0 FTE Management Analyst 1 (Marketing Specialist) for FY10. The Clerk 2 position was assigned to Records Management functions and served both Account Services and the Fire Marshal's Office. The Marketing Specialist position was authorized in FY09, but remains unfilled. These changes are necessary due to budget and economic challenges in the fiscal year.

Program Outcomes & Indicators:	Actual FY07	Actual FY08	Estimated FY09	Adopted FY10
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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. 	23%*	24%*	25%*	25%*
<ul style="list-style-type: none"> Maintain 'cost per membership sold' at less than 2% increase per year 	\$17.08	\$15.69*	\$16.45*	\$19.50*

* Includes Eugene in Partnership.

Optimize the collection of funds for services rendered by the City of Springfield and contract agencies

<ul style="list-style-type: none"> Average number of days in accounts receivable 	59 DAYS	68 DAYS	64 DAYS	60 DAYS
<ul style="list-style-type: none"> Net historical collection percentage 	77%	74%	73%	74%

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

<ul style="list-style-type: none"> Increase Ambulance Account customer base by adding 1 new customer per Fiscal Year. 	17	18	19	20
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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 FY08 and FY09, ambulance transport rates were increased in order to generate additional revenue to fund program expenses. An Ambulance Summit was held in January 2009 to engage Eugene, Springfield, and Lane County elected officials in a dialog regarding ambulance services in the Eugene/Springfield area. Revenues continue to outpace expenses and short and long-term solutions are being examined.

Service Level Changes: No services level changes are budgeted.

Program Outcomes & Indicators:	Actual FY07	Actual FY08	Estimated FY09	Adopted FY10
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				
• Percentage of emergency ambulance responses achieved within eight minutes or less	95%	95%	95%	95%

Fire and Life Safety Department

Program: Fire Marshal's Office

Program Description:

The Fire Marshal's Office (FMO) is responsible for 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 material 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 partial exemption status and will maintain that status in FY10. Record levels of construction and development activity occurring over the last several years in the City has increased the inventory of commercial and residential buildings. The active and passive fire safety features required and installed in these buildings through the authority of the Building Official and required by the Building Code require verification that maintenance is occurring at prescribed intervals in order to preserve public safety. FMO programs have been supported by revenue generated by the Operational (Hazardous Material) Permits since 1990. Plan review and inspection fees as well as square footage and business re-inspection fees instituted in FY07 also help support this vital General Fund activity.

Service Level Changes:

The successful completion and occupancy of Sacred Heart at Riverbend has impacted FMO staff significantly causing a redirection of focus from other regulated facilities in the City. The ongoing impact of this facility is 0.25 FTE. Additionally, the implementation of OAR 837-039 on January 1, 2009 has resulted in a program change that eliminates the ability of fire engine crews to perform the 1,557 fire inspections that were previously performed by them. As a result there will be a 65% reduction in the number of occupancies annually inspected. Fire Marshal's staff has evaluated and prioritized all regulated facilities in the City for fire code enforcement based on State and City Council mandates and the risk associated with the use of the facility. Additionally staff is developing the Community Partner Program (CPP) to leverage onsite building staff expertise to abate fire code violations without a Deputy Fire Marshal reinspection for up to 3 years in selected occupancies. This program promises to increase the number of inspectable occupancies per Deputy Fire Marshal while maintaining a high level of Fire Code compliance.

Program Outcomes & Indicators:	Actual FY07	Actual FY08	Estimated FY09	Adopted FY10
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Maintain compliance with Fire and HazMat codes in order to facilitate a safe community

• Number of unabated violations outstanding	600	403	200	300
• Number of Springfield occupancies with Fire Protection Systems not in compliance or verified as maintained.	120	400	400	30

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

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

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

• Provide Juvenile Firesetter referral service and/or intervention for youth	300 HRS	250 HRS	250 HRS	240 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.	1998/2007 DEATHS PER MILLION STATE 10.00 SPRINGFIELD 7.40	1999/2008 DEATHS PER MILLION STATE 11.65 SPRINGFIELD 5.43	2000/2009 DEATHS PER MILLION STATE 9.50 SPRINGFIELD 4.90	2001/2010 DEATHS PER MILLION STATE 11.50 SPRINGFIELD 3.46
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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: \$66,600 SPRINGFIELD: \$2,073	STATE: \$50,941 SPRINGFIELD: \$33,300	STATE: \$35,598 SPRINGFIELD: \$6,668	STATE: \$35,598 SPRINGFIELD: \$1,034
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Maintain high level of community fire safety compliance by inspecting all regulated facilities

• Percent of regulated facilities inspected	100%	100%	100%	35%
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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 manmade 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 assisting in procuring grant program funds. In FY09, the Department administered a Fire Act Grant for a total of \$137,520. Federal funds in this award equal \$110,016. Equipment purchased includes new thermal imaging devices, apparatus bay exhaust systems, hoses, and nozzles. Application for additional funding for projects is ongoing.

Budget Highlights and Service Level Changes:

Highlights:

A Public Safety Levy approved by voters in November 2006 will continue to fund staffing for a fifth engine company. 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. Cooperative efforts with Eugene Fire and EMS have resulted in enhanced mutual aid. Both Cities benefit from sharing resources for major incidents. Fire Operations continues to work cooperatively with Eugene Fire and EMS in a "3rd Battalion" system. As part of the 3rd battalion system, Pre-fire plans are currently being digitized so they can be accessed with mobile data computers in fire apparatus. Future pre-fire plans will be completed in a digital format. A Cooperative Services Feasibility Study was also undertaken in Spring 2009, to explore opportunities to create cost savings by working cooperatively with Eugene Fire and EMS in additional areas.

Service Level Changes:

Fire apparatus replacement fund contributions are below desired levels. Contributions to the replacement fund have been limited in the past several years due to budget constraints. In FY09, \$300,000 was contributed to the replacement fund, with another \$300,000 proposed for FY10. Purchase of large fire apparatus will not be possible from dollars currently in the fund.

The construction of a new Fire Station #16 was completed in April 2009. This two-story, pitched roof design is a modern facility with all the essential equipment required in a fully-functional fire station. Additional concerns regarding long-term facilities planning issues need to be addressed. For FY10, Fire Operations will continue to lease storage space for reserve equipment for \$16,000.

Program Outcomes & Indicators:	Actual FY07	Actual FY08	Estimated FY09	Adopted FY10
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				
• Respond less than 5 minutes Citywide	80%	80%	80%	80%
Document information on high hazard occupancies in order to increase safety conditions for firefighters and enhance effectiveness of fire fighting efforts				
• Complete new comprehensive pre-fire plans	40	40	0	40

Fire and Life Safety Department

Program: Fire and Life Safety Training

Program Description:

The Fire and Life Safety 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.

Service Level Changes:

Effective in FY09, changes were made in State recertification requirements. These changes included a significant increase in the number of training hours required for recertification. During FY10 we will redesign the Emergency Medical Services (EMS) training program to meet the new requirements.

Program Outcomes & Indicators:	Actual FY07	Actual FY08	Estimated FY09	Adopted FY10
Conduct comprehensive entrance examinations and screening for employment to ensure that the most qualified individuals are selected to fill vacancies				
<ul style="list-style-type: none">Examinations for employment and promotions to a higher rank.	2	1	1	1
Conduct fire skills evaluations for Oregon Department of Public Safety Standards and Training recertification				
<ul style="list-style-type: none">Percent of personnel completing recertification skills evaluations required for their position.	100%	100%	100%	100%

Program Outcomes & Indicators:	Actual FY07	Actual FY08	Estimated FY09	Adopted FY10
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	86%	87%	88%	90%
Offer classes and provide opportunities for personnel to receive advanced training				
• Personnel receiving certification for attendance at advanced seminars or conferences	4	4	4	4
• Number of personnel receiving new certification in technical rescue	2	0	2	6
• Number of personnel re-certified in technical rescue.	29	31	31	33
Train personnel to prevent, control, and mitigate dangerous conditions relating to hazardous materials				
• Percent of personnel meeting minimum annual State requirements	45%	80%	90%	90%
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	50%	70%	75%	80%