

# Fire Department

## Strategic Business Plan

Effective Date: July 1, 2023

### **Oklahoma City Vision**

Oklahoma City seeks to further progress as a vibrant, diverse, safe, unified, and welcoming community.

### **Oklahoma City Mission**

The mission of the City of Oklahoma City is to provide exceptional service to residents and visitors. We do this by ensuring the safety of the public, delivering quality services, and maintaining infrastructure to support the growth of the city.

### **Department Mission**

The mission of the City of Oklahoma City Fire Department is to provide emergency response, fire prevention, and public education services to the Oklahoma City community so they can have their lives and property protected. — Respond Quickly, Safely, Courteously – Meet the Need!

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## Issues, Strategies, and Results

### Issue 1: Life Safety – Property Loss

The lack of awareness and application of personal safety and health measures by residents, if not addressed, will result in fire fatalities, illness, injuries, and property loss.

#### Strategies

- Conduct community risk reduction activities where a safety survey, home smoke alarms, healthcare needs, and safety messages or drills are provided.
- Increase improved life safety knowledge through safety education sessions.
- Distribute long life smoke alarms in targeted high fire risk areas.
- Provide online pre-inspection checklists and provide regular inspections.
- Provide CPR training to Oklahoma City employees and residents.
- Provide alternative response through the Mobile Integrated Health Program.
- Provide supplemental Emergency Medical Services transport through the Medical Transport Program.

#### Strategic Results

- Annually, the structure fire fatality rate in Oklahoma City will be at or below the national average (1.14 per 100,000 residents based on the latest available data from the National Fire Protection Association (NFPA))
- Annually, Oklahoma City will achieve a cardiac arrest resuscitation rate of 33%
- Annually, the community of Oklahoma City will benefit from comprehensive fire and life safety and prevention education, as evidenced by:
  - 100% of elementary public schools in Oklahoma City limits participating in Community Risk Reduction activities
  - 40,000 community risk reduction activities involving the community of Oklahoma City

## Issue 2: Increased Service Demand

- The growing demand on Fire Department services and resources caused by population growth, development, and changing demographics, coupled with an increasing role in EMS patient care, transport, and delivery, if not addressed, will result in:
  - Increased response times leading to property loss
  - Deterioration of patient condition
  - Increasing delays in delivering other services
    - Hazardous Materials
    - Technical Rescue
    - Water Rescue
    - High Angle Rescue
    - Trench Rescue
    - Confined Space Rescue
    - Structural Collapse Rescue
    - Wildland Urban Interface
    - Agency Assist

### Strategies

- Continue to review and improve the Advanced Life Support Program (ALS) to meet City Council directives.
- Concentrate recruitment and training efforts on increasing Oklahoma City Fire Department paramedics.
- Continue the planning and construction of new fire stations authorized as General Obligation Bond projects.
- Continue the implementation and training for enhanced communications and data systems.
- Continue integration with EMSA including the periodic analysis of the Medical Priority Dispatch System (MPDS) to ensure appropriate allocation of our EMS resources.
- Continue to work with local, state, and federal organizations to assist and provide monitoring and detection for our residents and responders at large venues and national security events.
- Collaborate with other City departments to implement plans that are conducive for emergency responses to include faster routes and areas free of permanent obstructions.
- Collaborate with local educational institutions, the Medical Director, local law enforcement, state and federal organizations, and medical transport agencies to increase educational opportunities.

### Strategic Result

- Annually, the residents of Oklahoma City, even anticipating growth in outlying areas, will receive emergency responses within 7 minutes 70% of the time in order to protect lives, assess, and treat medical emergencies, and limit damage to property and the environment

- Residents will receive emergency responses by the Fire Department within 6 minutes 90% of the time from enroute time stamp to arrival

### **Issue 3: Aging Facilities and Fleet Replacement**

A lack of ongoing capital funding for Fire Department facilities and fleet replacement, if not addressed, will result in increased facility and fleet maintenance costs and a diversion of resources from direct services to the Public.

#### **Strategies**

- Continue the planning and construction of new fire stations authorized as General Obligation Bond projects.
- Complete facility repairs funded by General Obligation Bonds and Fire Sales Tax Fund.
- Work with City leadership to identify a funding source for fleet replacement.
- Use MA+ Engineering facility assessment to prioritize building improvements throughout the Fire Department and identify a funding source.
- Utilize Fire Station Renovation Team in the General Services Department, to continually update, remodel, and modernize existing fire stations.

#### **Strategic Results**

- By 2028, 100% of annual fleet replacement needs will have an identified funding source
- By 2025, 100% of annual facility improvement needs will have an identified funding source

## Accomplishments

### **Fire Administration Accomplishments FY2022-2023**

- Updated LFR Strategic Business Plan for Fire to include several new measures to identify services provided by Fire Suppression personnel and our new EMS Transport personnel.
- Established Inclusion and Diversity Committee for the Fire Department.
- Finalize the Captain and District Chief Task Books in Joint Labor Management Committee (JLMC).

### **Fire Prevention Services Accomplishments FY2022-2023**

#### **Code Compliance:**

- Hosted De-escalation Instructor Training conducted by Blue Shield Tactical for 45 first responder and law enforcement personnel, representing 17 agencies.
- Successfully launched and completed 5 episodes of Code and Company, an educational platform that aids in connecting Fire Prevention with Suppression personnel.
- Transformed annual/periodic inspection process to all digital. Inspection documents (checklists & NOV) are automatically attached and emailed upon resulting inspection.
- Created a streamlined communication method between the Development Services and Fire Dispatch regarding solar permitted addresses to add caution notes, which will help Suppression in firefighting tactics.
- Partnered with the Utilities Department (private development) to help identify all private hydrant addresses in OKC jurisdiction, which is inputted into our third-party record keeping system, to provide an efficient way to notify the owners of the hydrants that were out of compliance.
- Upgraded Fire Code compliances cost recovery process from the previous method of just sending out courtesy letters to customers of upcoming inspection cost, to now pulling a report of all inspections done the previous month and sending an actual invoice that breaks down payment due.
- Created Authority Having Jurisdiction (AHJ) interpretation for door hardware in commercial occupancies.

#### **Public Education:**

- Completed Community Risk Assessment in cooperation with Fire Administration.
- Hosted our annual Project Life 5k Race to raise funds for our smoke alarm and life safety programs.
- Developed our project life committee to expend funds on life safety projects in the community.

#### **Fire Investigations:**

- Ordered Level III Body Armor for all Oklahoma City Fire Department Peace Officers (Waiting Delivery).
- Developed policies/procedures specific to City-issued weapons and use of force (Via Lexipol).



- Developed training regimen consistent with IAAI Certification for Fire Investigation Technician with two years of experience and Certified Fire Investigator with five years of experience.
- Increased the knowledge base regarding fire dynamics and hypothesis testing.
- Provided a minimum monetary loss value of \$100,000 for an automatic request for Fire Investigation.

### **Fire Suppression Operations Division Accomplishments for FY2022-2023**

#### **Suppression:**

- OKTF-1 deployment to Shawnee Oklahoma to assist with primary and secondary searches after a tornado in May 2022.
- Extensive work was completed by Human Resources personnel to develop best practices for large Type-3 and Type-5 apartment complexes.
- The first Safe Haven Baby Box in the state of Oklahoma was installed at Fire Station 21 and went on-line the first week of July 2023.
- The Interface Air Support (InTAS) Unit is operational and has successfully assisted in Wildland Urban Interface incidents.
- Six (6) tethered drones have been placed in service on Battalion Chief vehicles and have improved situational awareness on emergency scenes.
- ARC-GIS Search and Rescue Common Operating Picture (SARCOP), along with training in using the Quick Capture and Field Maps applications, has been developed and has been utilized in the May tornado outbreak as well a large Wildland Urban Interface fire.
- Working with the radio shop and Fire Dispatch, a new radio bank has been developed. Bravo-TAC will be used for High-Rise Incidents, Large Wildland-Urban Interface (WUI) incidents, and other large incidents.
- Working with the radio shop, new handheld radios were researched and purchased.
- The Professional Development Opportunity (PDO) instruments have been completed and are being utilized. Multiple trainings on PDO have been given at promotional academies.
- Working with the Safety Division to research upcoming Self-Contained Breathing Apparatus (SCBA) purchases.
- Stations 6, 16, and 34 are now operational as Water Rescue Response Stations
- Purchased International Fire Service Training Association (IFSTA) E-Library and made available to all personnel.

#### **Community Advocacy Program (CAP)**

- Completed 7 ramp projects for residents with mobility issues.
- Post-intervention 911 call volume decreased by 68% with an estimated savings of \$339,000.
- Attained an 81% reduction in calls to 911 for identified high-volume 911 utilizers.
- Added a Social Worker to address mental health needs of residents and provide referrals to DHS resources.
- Attending monthly meetings with the Statewide Crisis Team to best implement 988 use into our processes.
- Moved the CAP office to Fire Administration to increase workspace.
- Facilitated the donation of 2 hospital beds for residents in need.
- Initiated Crisis Intervention Program to link residents to appropriate resources.
- Coordinated the repair of several mobility devices, saving money for residents.

- Helped multiple residents gain a residence in a long-term care facility (nursing home).
- Visited San Antonio Fire Department to gain insight on their community EMS programs.

#### **Training, Special Operations, and Emergency Management Liaison:**

- New personnel scenarios videos have been produced and utilized for promotional academies.
- In the process of completing joint training with OCPD on Active Threat situations.
- Trained with OCPD on Forcible Entry.
- Graduated 54 Recruits in February.
- Completed the following promotional academies:
  - Sergeants in April for 27 personnel
  - Majors in May for 28 personnel
  - Apparatus Operators in May for 89 personnel
- Instructor I certifications conducted three times this year.
- Training assisted heavily during the SCBA committee for trials that began in June 23 and to continue through the fall for the upcoming self-contained breathing apparatus (SCBA) purchase.
- Bolstering efforts to collaborate with the Emergency Management staff for the Police Department.

#### **EMS:**

- Whole blood program, in collaboration with OU Medical Center, OBI, OMD and EMSA, went live to deliver whole blood to critical trauma patients in the field before arriving at our level 1 trauma center.
- Replaced aging EMS medical bags on ALS apparatus.
- Developed hiring process for ambulance personnel.
- Procured five vehicles and EMS supplies for the ambulance program.
- Installed wireless modems on Life Pak 15 defibrillators for wireless transmission of patient data.
- Issued 274 sets of body armor with ballistic plates to all frontline engines, ladders, and ALS brush pumps.
- Administered 482 influenza vaccinations.
- Purchased new trauma mannequins and equipment to improve realism for trauma training.
- All Fire Department personnel received interagency training with OKC Police through Active Threat scenarios.
- Provided 44,730 hours of EMS continuing education.
- Delivered annual Camp Inferno Program for 28 females interested in the Fire Service.
- Credentialed 20 new paramedics with 10 additional personnel currently attending paramedic school.

#### **Support Services Division Accomplishments for FY2022-2023**

##### **Fire Information Technology:**

- Station 38 network, computers, and phone setup.
- Continuing migration from Access Databases to SQL format.





- Samsung rugged tablets to be used with Emergency Reporting Services.
- Transition to a new incident management system from ERS to ESO.
- New emergency alerting system implemented for Station 38.
- Selected a vendor for FDWeb re-creation (FDWeb) recreation.
- Human Resources webpage revamped for better access to resources.
- Hiring process migration from NeoGov to Oracle.
- Safe Haven BabyBox project managed the installed and alerting system. Created an inspection page for notifications of any issues.
- Fotokite drone project completed. Fire IT is the support and training for drone projects with 6 active drones and ordered 2 more.

#### **Fire Logistics:**

- Took delivery of one (1) brush bumper, three (3) Chief's trucks, and five (5) ambulances.
- Ordered seven (7) engines, three (3) mid-mount aerial platforms, and five (5) brush pumps.
- Completed all NFPA required pump and aerial testing of apparatus.
- Completed all NFPA required hose and ground ladder testing.
- Completed all scheduled preventative maintenance for all apparatus.
- Completed two (2) NFPA inspections and cleanings of all Fire Fighters turnout gear.
- Hired a Fleet Services Administrator.
- Sized and outfitted the turnout gear for (2) OKCFD Fire Recruit classes and the replacement turnout gear for classes 2015-01 and 2015-02.
- Completed all purchasing for emergency medical supplies, PPE, fire fighter tools and equipment.

#### **Dispatch:**

- Major Richard Campodonica continues to attend and complete training in Fire Dispatch / CAD / Weather related schools to assist with continuing education.
- Added Edmond Fire Department to our Auto-Aid agreement partnership which includes Edmond, Moore, Mustang, Norman, and Yukon.
- Continued to work with Central Square CAD to upgrade our CAD system allowing OKCFD to bring more programs and abilities to our Fire Dispatch center.
- Began building a Dispatch Red Flag Fire & Disaster plan to help keep the Chiefs in the field and the ability to appropriately staff dispatch during these high-call volume events.
- Began preparing for the release of the new portable radios and learning how Fire Dispatch will accommodate the BRAVO TAC channels.
- Worked with the City's PIO officers, OKCFD's PRM officers, Public Safety IT, the OKC Police Department, and the OKCFD Fire Marshall's office to come up with a plan for the 4<sup>th</sup> of July and New Years' fireworks issues. The sheer call-volume to 911 during these times clogs the telephone trunk lines and prevents calls from being answered in a timely manner.
- Built a Public Safety Telecommunicator Study Guide.
- Built a new syllabus and a Fire Dispatch Trainee Performance Evaluation Instrument to assist in properly training new dispatchers, keeping track of their performance, and setting marks that must be met prior to being released.

#### **Facilities:**



- Completed radio tower removal project FS1.
- Working on departmental generator project.
- Continued work on FS31 rebuild.
- Continued work on Fire Police Training Center
- Continued work on FS15 Remodel Plans
- Continued work on FS38 build.
- Completed Gear Grid installation in stations 13, 16, 25, 33, 34, 35, 36, 38.  
Working on completing stations 3, 15, 18, 28, 30, 37.
- Replaced/updated HVAC system, completed air quality tests, replaced drain line Laundry Facility.
- Completed EMSA remodel of Fire station 9, 21, 22, & 34.
- Replaced furniture at identified Fire stations based on Furniture Replacement Schedule.
- Completed inspections and repairs of fire alarm control panels, sprinkler system, and hood vents at all Fire stations.
- Completed paving repairs at several stations.
- Completed painting projects at several stations.
- Added access control devices to several locations.
- Replaced/repairs several overhead doors, appliances, glass windows, furniture, fencing, drinking fountains, plumbing drain lines, air compressors, vehicle exhaust systems, and HVAC systems.

#### **Human Resources:**

- Promoted a new Human Resource Administrative Support Tech.
- Assisted Professional Qualifications Specialist (PQS) Homer Jones in administering promotional exams for Sergeant & Captain.
- Assisted PQS in developing and administering promotional processes and assessment centers for District Chief over Safety, District Chief of Public Education/Risk Reduction, Capt./Major positions in Code Compliance, Public Education/Risk Reduction, and Investigations.
- Assisted Battalion Chief Dominick Brown in updating HR-related standard operating procedure (SOP) for movement into a more standardized and uniform SOP format by using Lexipol.
- Assisted with the creation and implementation of a new position control table.
- Processed numerous retirements and on-the-job injuries from across the department.
- Attended multiple offsite HR trainings.
- Hired a new Licensed Clinical Social Worker for the department.
- Hired personnel to assist the Fire Department with finance needs.
- Hired a new Fleet Services Administrator for the department.
- Completed hiring and selection process for Systems Analyst 1.
- Completed 1 hiring process which resulted in 60 job offers for the position of Fire Recruit.  
Finishing up a current hiring process to start a class in early August 2023 with 35 job offers.



## Lines of Business and Programs

### Department Organization

#### **Administrative Line of Business**

- Executive Leadership Program
- Public Relations and Marketing Program

#### **Fire Prevention Services Line of Business**

- Community Risk Reduction Program
- Fire Code Compliance Program
- Fire Investigations Program

#### **Operational Services Line of Business**

- Emergency Medical Services Program
- Fire Suppression Operations Program
- Medical Transport Program
- Mobile Integrated Health (MIH) Program

#### **Support Services Line of Business**

- Fire Dispatch Program
- Fire Logistics and Facilities Maintenance Program



## Administrative Line of Business

The purpose of the Administrative Line of Business is to provide leadership, support, and information to the department so it can achieve its strategic and operational results.

### Programs and Key Measures

Executive Leadership Program



% of key measures and strategic results achieved

Public Relations and Marketing Program



# of social media posts per workday

## Executive Leadership Program

The purpose of the Executive Leadership Program is to provide planning, management, administrative, and reporting services to department employees and City leaders so they can achieve strategic goals and key results.

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Program Managers: Richard Kelley and Clint Regier

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Program Budget: \$17,256,791 (FY24)

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### Program Services:

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|--|--|
| <ul style="list-style-type: none"> <li>■ Accreditation Standards</li> <li>■ Agenda Items / Packets</li> <li>■ Audit Responses</li> <li>■ Budget Proposals</li> <li>■ Community Responses</li> <li>■ Continuity of Operations Plan</li> <li>■ Contract Compliance Reviews</li> <li>■ Contracts, Leases, and Agreements</li> <li>■ Executive Reports               <ul style="list-style-type: none"> <li>– City Manager Reports</li> <li>– Ad Hoc Reports</li> <li>– Special Project Reports</li> <li>– Performance Reports</li> </ul> </li> <li>■ FMLA Authorizations</li> <li>■ Grant Applications</li> </ul> | <ul style="list-style-type: none"> <li>■ Grant Status Reports</li> <li>■ Grievance Resolutions</li> <li>■ Internal Investigation Reports</li> <li>■ Legislative Recommendations</li> <li>■ Needs Analyses</li> <li>■ Open Record Responses</li> <li>■ Personnel Transactions</li> <li>■ Plans (i.e., Master, Strategic Business Plans)</li> <li>■ Policies and Procedures</li> <li>■ Presentations</li> <li>■ Project and Financial Impact Analyses</li> <li>■ Recruitment Status and Diversity Reports</li> <li>■ Union Negotiations and Recommendations</li> </ul> |
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### Family of Measures

Results	 <b>% of key measures and strategic results achieved</b>
	% of Fire Department applicants that are female and/or minority
	% of performance evaluations completed by the review date

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### Public Relations and Marketing Program

The purpose of the Public Relations and Marketing Program is to provide informational, educational, and promotional services to residents, the media, the business community, and departmental personnel so they will be aware and informed of Fire Department programs, activities, and emergency service delivery.

Program Managers:	Richard Kelley and Scott Douglas
Program Budget:	\$540,077 (FY24)
Program Services:	<div> <ul style="list-style-type: none"> <li>Community Engagements</li> <li>Community Responses</li> <li>Coordinating Special Events</li> <li>Emergency Incident Responses</li> <li>Media Requests</li> <li>News Releases</li> </ul> <ul style="list-style-type: none"> <li>Open Records Requests</li> <li>Public Speaking Events</li> <li>Social Media Communications</li> <li>Video Productions</li> <li>Website Updates</li> </ul> </div>




Family of Measures	
Results	# of social media posts per workday
Outputs	# of new social media followers
	# of social media engagements
	# of social media posts
	# of videography projects completed

## Fire Prevention Services Line of Business




The purpose of the Fire Prevention Services Line of Business is to provide community risk reduction education, compliance, and investigation services to the residents, business community, and visitors of Oklahoma City so they can benefit from a reduced risk of loss from fire and other hazards.

### Programs and Key Measures

#### Community Risk Reduction Program

-  % of Community Risk Reduction training presentations that achieve a rating of 4 or higher (on a scale of 1 to 5) on after-action survey question regarding overall satisfaction of presentation
-  # of Community Risk Reduction participants served
-  # of smoke alarms distributed (installed) to residents

#### Fire Code Compliance Program

-  % of fire protection system plan reviews completed within 5 business days of receipt
-  % of identified high-risk commercial locations inspected by renewal date
-  % of new construction inspections completed within 2 business days of request

#### Fire Investigations Program

-  % of incendiary (set fire) fire investigations that meet the elements for arson referred to the district attorney for prosecution

## Community Risk Reduction Program

The purpose of the Community Risk Reduction Program is to provide educational services and emergency preparedness training to the community of Oklahoma City so it can better prepare for, and ultimately prevent fire and life safety emergencies.

Program Managers:	Harold Thompson and Donald Bennett, Jr.
Program Budget:	\$1,592,831 (FY24)
Program Services:	
<ul style="list-style-type: none"> <li>Business Emergency Operations and Evacuation Plans</li> <li>Community Fire Academy</li> <li>Community Meetings</li> <li>Educational Sessions</li> <li>Emergency Consultation Sessions</li> <li>Fire Extinguisher Training Sessions Inter-Agency Health and Safety Updates</li> <li>Graphic Design Projects</li> <li>Health and Safety Sessions and Materials</li> </ul>	<ul style="list-style-type: none"> <li>Media Fire Safety Information Demonstrations</li> <li>Public Policy Consultations</li> <li>Resident First Aid and CPR Training Sessions</li> <li>Safety Displays</li> <li>Safety Materials</li> <li>School Mentoring Sessions</li> <li>Smoke Alarms</li> <li>Youth Fire-Setter Intervention Sessions</li> </ul>

Family of Measures	
Results	% of Community Risk Reduction training presentations that achieve a rating of 4 or higher (on a scale of 1 to 5) on after-action survey question regarding overall satisfaction of presentation
	# of Community Risk Reduction participants served
	# of smoke alarms distributed (installed) to residents
Outputs	# of educational or emergency preparedness training sessions
	# of elementary schools in the Oklahoma City limits participating in Community Risk Reduction activities
	# of Health and Safety Sessions provided
	# of hours spent on Community Risk Reduction requests for service
	# of fire safety sessions



## Fire Code Compliance Program

The purpose of the Fire Code Compliance Program is to provide compliance services through specialized inspections, testing, and consultation to the residents, property and business owners, and industry professionals so they can live in a safe and secure community.


Program Managers:	Harold Thompson and Prince Morgan
Program Budget:	\$3,003,260 (FY24)
Program Services:	
<ul style="list-style-type: none"> <li>■ Certification Tests</li> <li>■ Code Interpretations</li> <li>■ Complaint Resolutions</li> <li>■ Compliance Awareness Presentations</li> <li>■ Consultations</li> <li>■ Enforcement Actions</li> <li>■ Expedited Inspections</li> <li>■ Expedited Plan Reviews</li> <li>■ Fire Protection Plan Reviews</li> <li>■ Fire Protection System Acceptance Tests</li> <li>■ Fire Watch Education Services</li> </ul>	<ul style="list-style-type: none"> <li>■ Knox Box Security Services</li> <li>■ Life Safety Inspections</li> <li>■ Occupant Load Certifications</li> <li>■ Permits, Licenses, and Fees</li> <li>■ Property/Environmental Surveys</li> <li>■ Recordkeeping for Life Safety Systems</li> <li>■ Safety/Community Board Meetings</li> <li>■ Self-Inspection checklists</li> <li>■ Special Event Coordination and Preplans</li> <li>■ Telephone Inquiry Responses</li> </ul>

Family of Measures	
Results	% of fire protection system plan reviews completed within 5 business days of receipt
	% of identified high-risk commercial locations inspected by renewal date
	% of new construction inspections completed within 2 business days of request
Outputs	# of identified high risk commercial locations inspected by renewal date
	# of requests for service completed (re-inspections, surveys, open records requests, training sessions, and monthly permits)

## Fire Investigations Program

The purpose of the Fire Investigations Program is to provide fire investigation services to prosecutors, property owners, and property insurers so they can receive fire cause determinations that allow them to receive (or provide) appropriate compensations, prosecute alleged arsonist, and improve unsafe conditions discovered by fire trends.

Program Managers:	Harold Thompson and Johnny Hoffman
Program Budget:	\$2,390,584 (FY24)
Program Services:	<ul style="list-style-type: none"> <li>Fire Investigations / Reports</li> <li>Fire Investigation Case Files</li> <li>Fire Investigation Consultations / Testimony and/or Depositions</li> </ul>



Family of Measures	
Results	 <b>% of incendiary (set fire) fire investigations that meet the elements for arson referred to the district attorney for prosecution</b>
	% of fire investigations resulting in a classification of accidental, incendiary that meet the elements for arson, or natural
Outputs	# of fire investigations conducted
	# of investigations resulting in a classification of incendiary that meet the elements for arson
	# of juveniles referred to the Youth Fire-Setter Intervention Program

## Operational Services Line of Business






The purpose of the Operational Services Line of Business is to provide innovative emergency response and Community Risk Reduction activities to residents and visitors in our community in order to minimize life and property loss from fires and reduce injury and death from medical emergencies, as well as other hazards.

### Programs and Key Measures



#### Emergency Medical Services Program

-  % of cardiac arrest patients receiving resuscitative efforts where return of spontaneous circulation is achieved
-  % of Fire Department emergency medical responses provided within 5 minutes or less from being dispatched to arrival


#### Fire Suppression Operations Program

-  # of structure fire fatalities per 100,000 residents
-  # of structure fire rescues per 100,000 residents
-  % of structure fire incident responses within 5 minutes and 20 seconds or less from being dispatched
-  % of residents will receive emergency responses by the Fire Department within 6 minutes from enroute time stamp to arrival
-  # of Fire Department Community Risk Reduction activities

#### Medical Transport Program

-  % of Fire Department ambulance responses provided, for Priority 1 calls for service, within 10 minutes and 59 seconds or less from being dispatched to arrival (when incident is within 10 minutes and 59 seconds travel time)
-  % of Fire Department ambulance responses provided, for Priority 2 calls for service, within 24 minutes and 59 seconds or less from being dispatched to arrival (when incident is within 24 minutes and 59 seconds travel time)

#### Mobile Integrated Health (MIH) Program

-  % of overdose response team contacts within 72 hours of emergency response

## Emergency Medical Services Program

The purpose of the Emergency Medical Services Program is to provide response to life threatening emergencies and medical assistance services to residents and visitors of Oklahoma City so they can receive immediate medical assessment and treatment that will improve, resolve, or stabilize their condition.



Program Manager: Mike Walker and Carl Cobb

Program Budget: \$95,662,035 (FY24)

### Program Services:

- Advanced Life Support Call Responses
- Basic Life Support Call Responses
- Cardiac Arrest Responses
- Community Advocacy Program Services
- Community CPR and First Aid Courses
- Medical Assessments
- Medical Responses
- Quality Assurance Audits
  - Air Ambulance, Air Ambulance Utilization
  - Cardiac Arrest, Priority One Trauma, Anaphylactic shock, stroke
  - Medication administered and if there is patient improvement (Fentanyl, Glucose)
  - Medications administered by Basic Life Support Apparatus
- Trauma Responses

### Family of Measures

Results	 % of cardiac arrest patients receiving resuscitative efforts where return of spontaneous circulation is achieved
	 % of Fire Department emergency medical responses provided within 5 minutes or less from being dispatched to arrival
	% of Fire Department emergency responses provided with Advanced Life Support (ALS) staff and equipment
	% of Fire Department emergency medical responses where treatment is indicated, and condition is improved or stabilized
	% of time Fire apparatus arrives on scene prior to EMSA
Outputs	# of Fire Department emergency medical responses
	# of Fire Department emergency medical responses with qualifying treatments administered
Demands	# of Fire Department emergency medical calls dispatched

## Fire Suppression Operations Program






The purpose of the Fire Suppression Operations Program is to provide fire protection and emergency response services to our residents so they can realize minimized property loss and reduced injuries and fatalities.

Program Manager: Mike Walker

Program Budget: \$42,707,540 (FY24)

### Program Services:

- Community Risk Reduction Activities
  - Hydrant Inspections
  - Smoke Alarm Distribution, Installation, and Checks
  - Wildland Urban Interface Services
- Community Service Liaison Responses
- Fire Company Code Inspections
- Map Updates
- Mobile Property Incident Responses
- Mutual and Automatic Aid Responses
- Personal Assistance Responses
- Special Operations Responses
  - Hazmat
  - Natural Disaster Incidents
  - Technical Rescues
- Structural Fire Incident Responses
- Wildland Incident Responses

Family of Measures	
Results	 # of structure fire fatalities per 100,000 residents
	 # of structure fire rescues per 100,000 residents
	 % of structure fire incident responses within 5 minutes and 20 seconds or less from being dispatched
	 % of residents will receive emergency responses by the Fire Department within 6 minutes from enroute time stamp to arrival
	% of other fire incident responses within 5 minutes 20 seconds or less from being dispatched
	% of structure fires contained to the room of origin
Outputs	 # of Fire Department Community Risk Reduction activities
	# of Fire Department daily training hours per Operations position
	# of structure fire incident responses provided
	# of other fire incident responses provided
	# of structure fire fatalities
	# of structure fire rescues

## Medical Transport Program



The purpose of the Medical Transport Program is to provide response to life-threatening emergencies to residents and visitors of Oklahoma City, so they can receive prompt treatment and transport to appropriate medical facilities.

Program Manager: Mike Walker and Carl Cobb

Program Budget: \$4,263,200 (FY24)

### Program Services:

- Medical Assessments
- Medical Responses
- Medical Transports
- Quality Assurance Audits
  - Cardiac Arrest, Priority 1 Trauma, Anaphylactic shock, stroke
  - Medication administered and if there is patient improvement
- Responses focusing on life-threatening injuries or illness

Family of Measures	
Results	 % of Fire Department ambulance responses provided, for Priority 1 calls for service, within 10 minutes and 59 seconds or less from being dispatched to arrival (when incident is within 10 minutes and 59 seconds travel time)
	 % of Fire Department ambulance responses provided, for Priority 2 calls for service, within 24 minutes and 59 seconds or less from being dispatched to arrival (when incident is within 24 minutes and 59 seconds travel time)
	% of time Fire Department ambulances are engaged in providing emergency medical services
	% of time Fire Department ambulance response results in transport of a patient to a medical facility
	% of Oklahoma City EMS system Priority 1 calls with Fire Department ambulance response
	% of time Fire Department ambulances are available to respond to emergency medical incidents
	% of Medical Transport billable and completed incident reports within 24 hours
Outputs	# of Fire Department ambulance unit hours available to respond
	# of Fire Department ambulance response
	# of Fire Department ambulance transports
	# of total hours Fire Department ambulances were engaged in emergency medical responses and transport
Demands	# of Fire Department ambulance calls dispatched



# of Priority 1 calls for service in the Oklahoma City EMS system (within 10 minutes and 59 seconds travel time)
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# of Priority 2 calls for service in the Oklahoma City EMS system
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## Mobile Integrated Health Program

The purpose of the Mobile Integrated Health (MIH) Program is to provide patient centered community advocacy, crisis intervention, alternative, behavioral health and overdose response services to residents and visitors of Oklahoma City so they can be connected to the appropriate care resources and improve quality of life.

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Program Manager: Mike Walker and Carl Cobb

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Program Budget: \$1,591,874 (FY24)

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### Program Services:

- Accessibility Services
- Activities of Daily Living (ADL) Prompts
- Clinical Assessments and Evaluations
- Harm Reduction Services
- Medically Assisted Recoveries
- Overdose Follow-up Response
- Social Service Referrals
- Treatment and Recovery Navigation

### Family of Measures

Results	 % of overdose response team contacts within 72 hours of emergency response incident
	 % of behavioral health, overdose contacts and other Mobile Integrated Health (MIH) contacts that received assistance
Outputs	# of Alternative Response Team contacts
	# of Behavioral Health contacts
	# of Community Advocacy Program contacts
	# of Crisis Response Team contacts
	# of Fire Department ambulance calls dispatched
	# of MIH clients contacts
	# of Opioid Response Team contacts



## Support Services Line of Business

The purpose of the Support Services Line of Business is to provide dispatch, information technology, human resources, logistics and facility management services to the Fire Department so they can receive timely dispatches and properly maintained fleet, equipment, and facilities.

### Programs and Key Measures

#### Fire Dispatch Program



% of incidents dispatched within 60 seconds of receipt at Fire Dispatch



% of medical responses dispatched within 20 seconds or less from Emergency Medical First Responders (EMFR) initiation

#### Fire Logistics and Facilities Maintenance Program



% of priority 1 facility work orders completed within 24 hours





% of time the fire apparatus is available for use (not down for maintenance)

## Fire Dispatch Program

The purpose of the Fire Dispatch Program is to provide coordinated response services to residents and visitors in need so they can receive immediate and appropriate emergency and non-emergency assistance.

Program Managers:	Shane Smailey and Jason Smith
Program Budget:	\$2,200,970 (FY24)
Program Services:	<ul style="list-style-type: none"> <li>911 Call and Radio Audio Productions</li> <li>911 Call and Text Responses</li> <li>Automatic Aid Dispatches</li> <li>Continuing Education Trainings</li> <li>Coordinated Emergency Responses</li> <li>Emergency Call Prioritizations</li> <li>Emergency Incident Dispatches</li> <li>Non-Emergency Incident Dispatches</li> </ul>

Family of Measures	
Results	 % of incidents dispatched within 60 seconds of receipt at Fire Dispatch
	 % of medical responses dispatched within 20 seconds or less from Emergency Medical First Responders (EMFR) initiation
	% of 911 telephone calls answered within 15 seconds or less from transfer to Fire Dispatch
	% of EMSA/Police Call Taker incidents dispatched in 2 minutes
Outputs	# of incidents dispatched by the Fire Department
	# of calls automatically dispatched by the Fire Department
Demands	# of 911 telephone calls received
	# of EMFR initiated responses

## Fire Logistics and Facilities Maintenance Program



The purpose of the Fire Logistics and Facilities Maintenance Program is to provide fleet, equipment, and facilities services to the Oklahoma City Fire Department so it can have safe and reliable facilities and equipment to respond.

Program Managers: Shane Smailey, Brent Pierce, and Shawn Bray

Program Budget: \$16,498,592 (FY24)

### Program Services:

- Building Remodel and Renovations
- Building Repair Service Calls
- Equipment Tests
- Firefighting Tools and Rescue Equipment
- Fleet/Equipment Inspections
- Fleet/Equipment Repairs
- Fleet/Equipment Reports
- Fleet/Equipment Specifications
- Maintenance Services and Repairs
- Monthly Fuel Reports
- Parts, Station, and EMS Inventories
- PPE (Personal Protective Equipment) Cleaning, Inspection, and Repair Services
- Self-Contained Breathing Apparatus (SCBA) Services and Repairs
- Vehicle Purchase Recommendations

Family of Measures	
Results	 % of priority 1 facility work orders completed within 24 hours
	 % of time the fire apparatus is available for use (not down for maintenance)
	% of fleet direct labor hours realized
	% of PPE gear meeting NFPA biannual inspections and receiving advanced cleaning
Outputs	# of fleet direct labor hours realized
	# of priority 1 Fire Department facility work orders completed