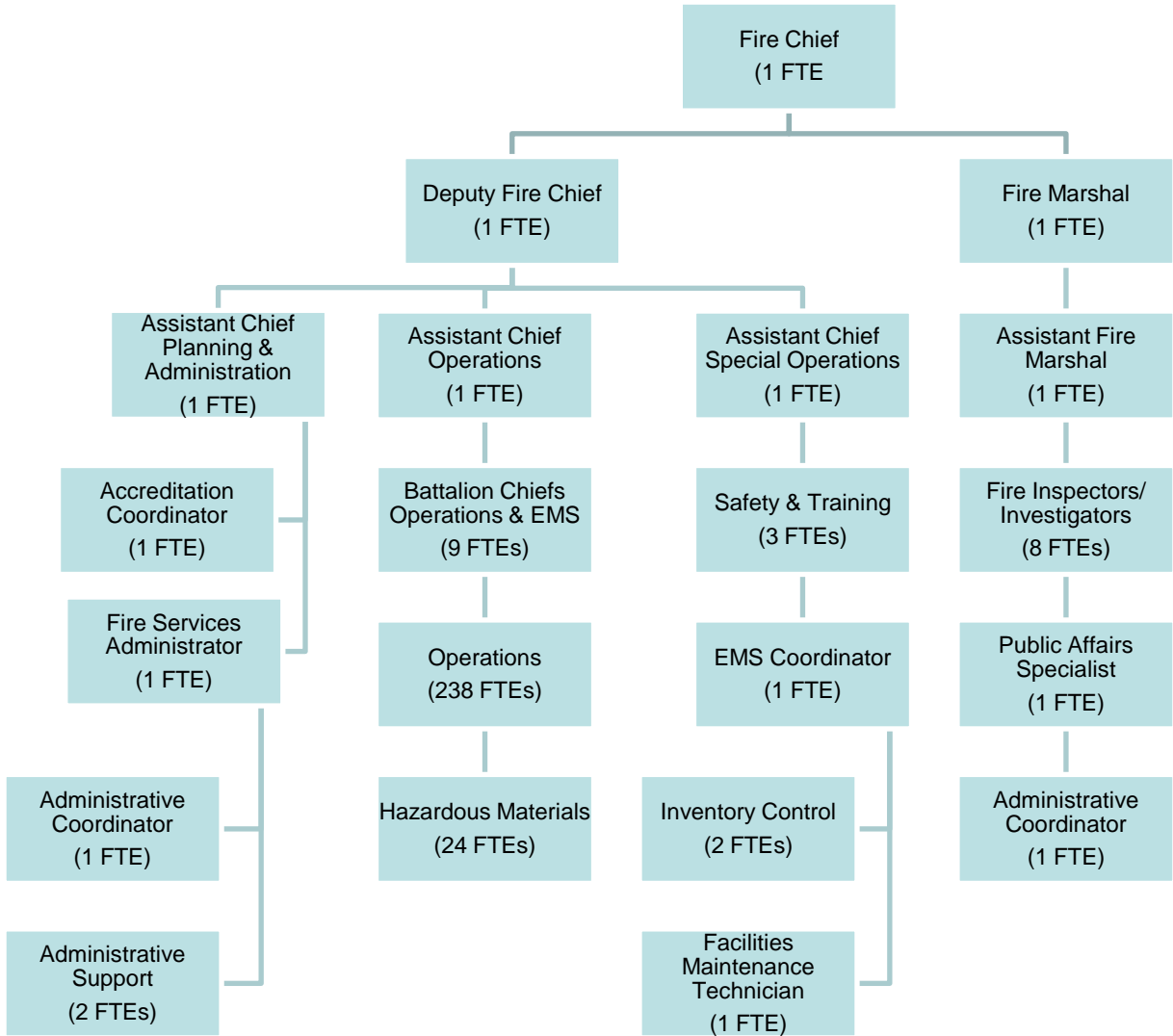




Fire Department

(300 FTEs)



FIRE DEPARTMENT

Mission:

The Durham Fire Department strives to enhance the quality of life for the citizens and visitors of Durham through the delivery of comprehensive fire suppression, prevention, training and emergency medical services.

DEPARTMENT DESCRIPTION

Administration

\$729,878
10 FTEs

The Fire Administration Division coordinates and supervises the Fire Department. This division is responsible for fiscal planning, records management, implementation and training for technology advancements, personnel management, and resource maintenance and management. This division is also responsible for recommending and implementing management policies and procedures for daily operations of the department under the direction of the Fire Chief.

Safety and Training

\$503,380
4 FTEs

The Safety and Training Division provides for the training, occupational safety and wellness of personnel through entry level and advanced in-service training programs, accident investigation and wellness evaluations. This division functions to provide a safe work environment, maintain current certifications of all operations personnel, and monitor physical fitness levels of operations personnel.

Operations and Emergency Response

\$18,495,834
274 FTEs

Fire Operations provides comprehensive fire-related emergency response, thereby minimizing the loss of life and destruction of property through the rapid deployment of trained personnel and appropriate equipment. Service is provided by trained fire/rescue personnel strategically placed throughout the City and through service contracts with volunteer fire departments (VFDs). Personnel respond to over 19,000 emergency calls a year with an average response time of 4.3 minutes.

The Emergency Medical Services (EMS) program provides Advanced Life Support with emergency medical first responders, at the Emergency Medical Technician-Defibrillation (EMT-D) and Emergency Medical Technician-Intermediate (EMT-I) level, in response to a variety of medical emergencies. All Fire Department apparatus are equipped with emergency medical supplies and semi-automatic defibrillators used to stabilize and/or resuscitate patients until the arrival of paramedic personnel on the scene. Early emergency medical intervention helps to protect injured or sick persons from further harm.

The Hazardous Materials Team provides emergency response to and the identification of known and unknown chemical and biological substances released into the environment. These personnel are specially trained to mitigate chemical emergencies. This program supports the goals of safety by stopping chemical releases at the earliest possible stage and protecting citizens and the city's natural assets. The Hazardous Materials Team is staffed with technicians trained to identify, isolate and mitigate most common hazardous material spills or leaks. They have the technology to interface with state and national resources to assist in their efforts. This program is provided to minimize the harmful effects of toxic releases on both people and the environment of Durham. The program operates under the requirements as set forth in state and federal OSHA standards, particularly 29CFR1910.120.

The Tactical Rescue Team provides for the rescue of persons trapped and/or injured beyond the scope of normal Fire Department operations. These specialized rescues may involve high/low angle, trench, swift water, vehicle extrication, structural collapse and confined space rescue emergencies.

Prevention

\$1,034,671
12 FTEs

The Fire Prevention Division provides comprehensive enforcement of mandated fire and life safety codes and regulations including the inspection of properties for fire code violations. Responsibilities include regulating the design and implementation of building features and fire protection systems. The purpose of this division is to

prevent and/or reduce the loss of life, injury and property damage due to fire in commercial, factory, institutional, business, educational, mercantile and assembly occupancies.

The Fire Investigation Team provides fire cause and origin determination and the investigation of all fires of a suspicious nature. Clearance of arson crimes remains a high priority for the Fire Prevention Division and is in alignment with the City's efforts to investigate and solve cases involving suspicious fires. The program supports the City Council goal of ensuring *All Durham Citizens are Safe*.

The Community Fire Education program provides educational programs about the causes and prevention of fire and burn injuries. Emphasis is placed on targeting areas that are experiencing the greatest hazards from fire emergencies and those that have a history of emergency medical calls for service. The program encourages a strong link between the Fire Department and the community by instituting outreach programs such as the "Risk Watch" and the "Learn Not to Burn" programs, smoke detector campaigns, fire extinguisher training, fire safety training, blood pressure checks and programs for seniors involving health and fire safety.

RESOURCE ALLOCATION

<i>Non-Grant</i>	Actual FY 2007-08	Adopted FY 2008-09	Estimated FY 2008-09	Adopted FY 2009-10	Change
Appropriations					
Personal Services	\$ 18,106,693	\$ 17,856,159	\$ 18,932,951	\$ 18,980,187	6.3%
Operating	2,161,307	2,271,010	2,191,954	1,741,576	-23.3%
Capital	12,308	57,833	133,116	42,000	-27.4%
Transfer to Other Funds	6,580	21,000	-	-	-100.0%
Total Appropriations	\$ 20,286,888	\$ 20,206,002	\$ 21,258,021	\$ 20,763,763	2.8%
Full Time Equivalents					
	301	301	301	300	-1
Part Time					
	-	-	-	-	-
Revenues					
Discretionary	\$ 19,509,952	\$ 19,208,002	\$ 19,892,424	\$ 19,696,916	2.5%
Program	776,936	998,000	1,365,597	1,066,847	6.9%
Total Revenues	\$ 20,286,888	\$ 20,206,002	\$ 21,258,021	\$ 20,763,763	2.8%
Grant					
Capital	-	37,800	37,800	-	-100.0%
Total Appropriations	\$ -	\$ 37,800	\$ 37,800	\$ -	-100.0%
Full Time Equivalents					
	-	-	-	-	-
Part Time					
	-	-	-	-	-
Revenues					
Equipment Grant	\$ -	\$ 37,800	\$ 37,800	\$ -	-100.0%
Total Revenues	\$ -	\$ 37,800	\$ 37,800	\$ -	-100.0%
Total Budget	\$ 20,286,888	\$ 20,243,802	\$ 21,295,821	\$ 20,763,763	2.6%

BUDGET ISSUES FOR FY 2009-10

- Delaying infrastructure improvements by postponing the installation of a generator at Fire Administration.
- The department has developed a strategy to open Fire Station No. 15 with existing staff while maintaining service levels.
- Address costs for vehicle fuel and vehicle maintenance.

COMPLETED INITIATIVES FOR FY 2008-09

- Conducted multi-agency Urban Search and Rescue (USAR) training sessions with Cary, Chapel Hill and Raleigh.
- Completed recruitment, hiring, training and graduation of Fire Academy 21.
- Continued the customer satisfaction survey program.
- Graduated 27 youth from the Junior Fire Marshal Program.
- Introduced the Fatal Vision Goggle Program to students that allows them to experience what a person feels like when drinking and driving. Over 50 students participated in FY09.
- Completed revamping of the hydrant maintenance program.
- Completed annual hose testing.
- Implemented initial phase of high rise procedures.
- Expanded the EMT-I program to include 9 of 15 fire districts.
- Established a procedure for response to planned bonfires.
- Conducted 6 courtesy home inspections at no cost to citizens.
- Distributed 193 smoke detectors to City of Durham residents.
- Completed department wide hands-on technical decontamination and mass decontamination training.
- Completed 3 additional Department of Homeland Security sponsored courses from the National Center for Biological Response Training: Introduction to Computer Aided Management of Emergency Operations (CAMEO); Use of CAMEO in WMD Incidents; and Awareness and Response to Agricultural Terrorism.
- Draft Decontamination Policy written, implementation 2009.
- Revision of Wellness and Fitness Policy to accurately measure fitness levels.
- Decreased out of service time by 50% for units during annual fitness testing.
- Submitted burned homes to the Neighborhood Improvement Services to start the demolition process.
- Submitted 76 street light outages to the Transportation Division.
- Reported 3 abandoned homes in coordination with the Operation Bulls Eye Initiative.
- Added 1 Assistant Chief position to Fire Department organizational structure through reclassification.
- Completed CIP funding request for the relocation and replacement of Fire Station No. 10.
- Completed Risk Assessment portion of accreditation process.
- Completed Mutual Aid agreement with North Chatham Fire Department.
- Completed purchase of jurisdictional and data analysis software FireView.
- Completed purchase of 3 new vehicles that include Engine 1, Engine 9, and Ladder 11.
- Participated in 2008 Rides for Toys program to benefit the Toys for Tots program.
- Participated in 2008 Fill the Boot campaign to benefit MDA.

DEPARTMENT INITIATIVES FOR FY 2009-10

- Continue the accreditation process through the Commission on Fire Accreditation International, Inc.
- Participate in regional USAR and Hazardous Materials training with the Raleigh, Cary and Chapel Hill Fire Departments.
- Construct Fire Station No. 15.
- Continue the design and development process for Fire Station No. 9.
- Conduct courtesy home inspections at no cost to citizens.
- Distribute smoke detectors to City of Durham residents at no cost.
- Conduct First Annual Fire Safety Fair in conjunction with Fire Prevention Week in October 2009.
- Report street light outages to Transportation Division.

- Continue public safety technology upgrades.
- Reduction of water consumption.
- ENCORE program participation.
- Actively pursue different avenues in which to comply with NFPA 1710 guidelines.
- Prepare for major catastrophic events.
- Provide service through annexation-based fire service contracts.

GOALS, OBJECTIVES & STRATEGIES FOR FY 2009-10

GOAL: *To provide the citizens of Durham with well-trained emergency medical services personnel.*

OBJECTIVE: To maintain skill levels of 95% or better score on EMS quarterly skills testing. The North Carolina department of Emergency Medical Services requires a 70% score.

STRATEGY: Provide increased levels of in-service training programs through satellite and centralized training.

MEASURES:	Actual FY 2008	Adopted FY 2009	Estimated FY 2009	Adopted FY 2010
EMS skills level average on written test	95%	95%	95%	95%

GOAL: *To confine structure fires to the room of origin 45% of the time. The international City County Management Association (ICMA) reports that the national average is 40%*

OBJECTIVE: To confine structure fires to the room of origin 45% of the time. The International City County Management Association (ICMA) reports that the national average is 40%.

STRATEGY: Employ rapid response and aggressive interior fire attacks when feasible, to conduct routine critiques to improve strategy and tactics, and to measure performance.

MEASURES:	Actual FY 2008	Adopted FY 2009	Estimated FY 2009	Adopted FY 2010
% Fires confined to room of origin	45%	45%	45%	45%

OBJECTIVE: To maintain an average turn out time plus travel time to equal 6 minutes or less (from notification to departure) to all emergency calls. To maintain a response time of 10 minutes or less for remainder of 1st alarm assignment.

STRATEGY: Monitor the time from the fire apparatus calling en route to the arrival of the first unit on the scene of an emergency by monthly review of fire reports. Report findings to Operations Division Battalion Chiefs for review and investigation of irregularities. Provide emergency vehicle operations course to enhance safe and efficient responses.

MEASURES:	Actual FY 2008	Adopted FY 2009	Estimated FY 2009	Adopted FY 2010
% Response (turn out +travel time) <=6 min.	N/A	90%	82%	90%
% Response for EMS <= 6 minutes	N/A	90%	82%	90%
% Response for Structure Fire (1 st Due Company) <=6 min.	N/A	90%	90%	90%
% Responses for Remainder of 1 st alarm Assignment <=10 min.	N/A	90%	90%	90%

GOAL: To combat arson fires through effective investigation, cooperation with other agencies, and the incorporation of citizen participation leading to the arrest and conviction of arson related criminals. These activities work to ensure that every citizen in Durham has access to safe housing.

OBJECTIVE: To maintain a minimum 35% clearance rate for arson fires.

STRATEGY: Utilize the latest in investigative techniques and technology to combat arson related crimes.

MEASURES:	Actual FY 2008	Adopted FY 2009	Estimated FY 2009	Adopted FY 2010
% Arson fires cleared	50%	50%	20%	50%

GOAL: To ensure that the citizens of the City of Durham are safe from fires.

OBJECTIVE: To keep the number of fire related deaths in businesses, homes and other occupancies located within the City below the national average of 1.077 fire deaths per 100,000 citizens.

STRATEGY: Continue aggressive fire inspections on regulated facilities and courtesy fire inspections in homes. Act proactively by providing fire and burn prevention education programs to all Durham citizens and school age children.

MEASURES:	Actual FY 2008	Adopted FY 2009	Estimated FY 2009	Adopted FY 2010
# Fire related deaths / 100,000 citizens	2	0	0	0

GOAL: To ensure that the citizens of the City of Durham enjoy an efficient and accountable City government.

OBJECTIVE: To measure the effectiveness and efficiency of the delivery of emergency services to the citizens of the City of Durham.

STRATEGY: Provide a means for the citizens to measure their overall satisfaction with the delivery of emergency and non-emergency services.

MEASURES:	Actual FY 2008	Adopted FY 2009	Estimated FY 2009	Adopted FY 2010
% Customer service measures rated favorably	N/A	95%	100%	95%