

# Mayor's Performance Report

## Boston Fire Department

### Quarter 1, Fiscal Year 2010

July 1, 2009 – September 30, 2009



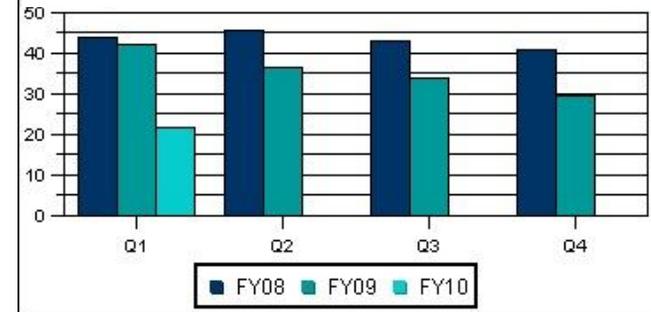
Thomas M. Menino, Mayor

## Performance Data

### Key Performance Indicators

	FY07	FY08	FY09	FY10		
	Jun	Jun	Jun	Sep		
	YTD Result	YTD Result	YTD Result	YTD Result	YTD Target	Status
Incidents responded to	72,071	70,176	71,247	17,722	17,724	Green
Pct. of calls responded to in under 4 minutes	70	68	68	73	70	Green
Fires responded to	4,492	4,811	5,388	1,349	1,128	Red
Building/Structural Fires	2,501	2,713	3,640	886	646	Red
Multiple alarms/Working fires	55	59	50	12	12	Green
Pct. of fires in which cause is determined	96	96	97	98	94	Green
Medical incidents responded to	26,762	25,950	28,845	8,005	6,912	Red
Medical incidents as a % of total incidents	37	37	40	45	39	Green
Cause and origin investigations	408	391	364	86	100	Red
Avg. age of frontline apparatus	9.93	9.92	9.11	9.33	9.00	Yellow
Avg # firefighters/tour who are absent due to injury	36.2	43.3	35.6	21.9	22.0	Green
Avg # firefighters/tour absent due to injury & have filed for disability	--	21	19	3	4	Green

Ave. # of Firefighters/Tour Absent Due to Injury



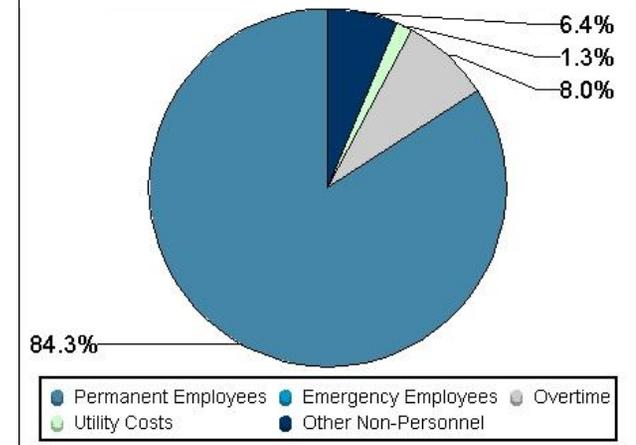
### Administrative Performance Data

	FY07	FY08	FY09	FY10
	Jun	Jun	Jun	Sep
	YTD Result	YTD Result	YTD Result	YTD Result
A.1 Fire FTE	1,652	1,707	1,562	1,566
A.2 Fire-% of Workforce-people of color	30	30	31	31
A.3 Fire-% of Workforce-women	5	5	5	5
A.4 Fire-% of total person hours absent	4.63	4.63	4.84	4.41
A.5 Fire-Hours absent per employee	97.58	99.72	104.09	23.94

## Budget Data

	FY07	FY08	FY09	FY10	Change FY09 - FY10	Pct Change FY09 - FY10
	Actual Expense	Actual Expense	Appropriation	Appropriation	Change FY09 - FY10	Pct Change FY09 - FY10
Total Permanent Employees	131,438,461	134,062,321	136,251,033	129,569,583	-6,681,450	-4.90%
Total Emergency Employees	0	12,995	0	0	0	0.00%
Total Overtime	16,837,673	17,681,417	12,250,400	12,340,400	90,000	0.73%
Utilities	1,804,716	1,845,406	2,004,673	1,974,441	-30,232	-1.51%
Other Non-Personnel	12,135,365	12,132,628	11,062,817	9,835,099	-1,227,718	-11.10%
<b>Total Expense</b>	<b>162,216,215</b>	<b>165,734,767</b>	<b>161,568,922</b>	<b>153,719,523</b>	<b>-7,849,399</b>	<b>-4.86%</b>

Summary of Annual Budget: FY10





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### Performance Highlights

- In the first quarter of FY10, the Boston Fire Department responded to 73% of all calls in four minutes or less, exceeding the long-standing target of 70%.
- The Boston Fire Department has significantly decreased the number of employees on injured leave by 14 firefighters per tour, with an average of 22 per tour in Q1 FY10, compared to an average of 36 per tour in FY09. This decrease was partially attributable to a change in the state disability pension law which became effective July 1, 2009.
- The average number of employees per tour on injured leave who have filed for disability leave decreased by 84%, from an average of 19 per tour in FY09 to an average of 3 per tour in the first quarter of FY10. This significant reduction is in part due to the retirement of 36 injured firefighters who retired on June 30, 2009, one day before the new state law affecting disability pension took effect.
- In the first quarter of FY10, the Fire Department received delivery of two pieces of apparatus and is scheduled to receive 6 additional pieces of apparatus by the end of the fiscal year. In addition, planned expenditures for FY11 include the purchase and delivery of 5 pieces of apparatus for the department. Altogether these new additions should help to lower the average age of frontline apparatus measure.

### Measure Notes

- Measures on incidents and fires are scored inversely, so that data trending above targets is coded with a yellow or red traffic signal. However, the Fire Department has limited control over the number and types of incidents it responds to. As such, appropriate care and consideration needs to be exercised in interpreting the results of incident measures; when these measures trend above targets, this often times indicates a pickup in activity over historical trends.

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## Measure Definitions

**Incidents Responded to:** This number represents the total number of all calls for service.

**Pct. of calls responded to in under 4 minutes:** This represents the percentage of overall calls arrived at the scene in under 4 minutes.

**Fires Responded to:** This represents the actual number of fire responses.

**Building/Structural Fires:** This number represents those calls related to building and structural fires.

**Multiple Alarm/Working Fires:** This measure represents any response requiring additional personnel and equipment beyond that required for a working fire (Multiple Alarm) and any fire requiring additional personnel and equipment beyond that required for an initial response to a fire (Working Fire).

**Pct. of fires in which cause is determined:** This represents the percent of suspicious fires in which a cause is identified.

**Medical Incidents Responded to:** This represents the number of medical calls for assistance.

**Medical incidents as a % of total incidents:** This number represents the percentage of calls responded to that are of a medical nature.

**Cause and Origin Investigations:** The measure represents the number of cause and origin investigations conducted by the Fire Department.

**Avg. age of frontline apparatus:** This measure represents the average age of the frontline apparatus of the Boston Fire Department.

**Avg # firefighters/tour who are absent due to injury:** This measure represents the average number of firefighters who are absent from regular duty due to injury.

**Avg # firefighters/tour absent due to injury & have filed for disability:** This measure represents the average number of firefighters who are absent from regular duty due to injury and who have filed for disability retirement and who are not doing light duty.

**FTE:** This measure represents the number of full time equivalents in the department.

**% of Workforce-people of color:** This measure represents the percentage of people in the department which are not categorized as white.

**% of Workforce-women:** This measure represents the percentage of people in the department which are women.

**% of total person hours absent:** This measure represents the percentage of total hours lost due to sick, AWOL, FMLA & tardy, among others. Hours lost due to vacation, personal time, and injury are not included.

**Hours absent per employee:** This measure represents the total number of hours absent per employee. Hours absent includes such categories as Sick, FMLA, AWOL, & tardy, among others. It does not include lost time due to vacation, personal time, or injuries.